

# Diamond C Trailer Component Best Practice Guide

Dear Valued Customer,

Thank you for choosing a Diamond C trailer, where our commitment is not just to be good, but to be extraordinary. At Diamond C Mfg., we aim to contribute to the growth and success of our team members, customers, and community abroad. While we earnestly strive to deliver exceptional trailers, we understand that unforeseen issues may arise. In such instances, this warranty guide provides valuable information on our warranty timeframes and processes related to purchased components used, to ensure transparency and the best possible resolution.

## Customer Responsibility:

If an issue is identified, the first course of action would be to contact your nearest Diamond C dealer within 10 days, however, if there is not one within an hour's radius of you the Diamond C Customer Service Department is available for assistance, to ensure a streamlined process for addressing issues promptly. Undertaking repairs without adhering to these guidelines releases Diamond C Trailer Mfg. from reimbursement obligations. Transportation to and from the dealer or an approved repair facility is the responsibility of the trailer owner, and Diamond C is not liable for associated costs such as downtime-related losses.

## Contacting Dealers or Diamond C Customer Service:

When reaching out to a dealer or Diamond C Customer Service, please provide the trailer's VIN# and relevant pictures for efficient consideration. Official quotes and a detailed scope of work are necessary before planning or approving any repair work. Our Find A Dealer function on our website <https://www.diamondc.com/find-a-dealer/#/> can help you locate the nearest dealer for your convenience.

## HIGH PRIORITY: ALL ELECTRIC BRAKES MUST BE BURNISHED BEFORE FULLY OPERATIONAL:

Please note that all electric brakes must undergo burnishing before achieving full functionality. Trailers may exhibit limited braking ability until this crucial process is completed. We highly prioritize your safety, and we recommend adhering to this requirement before using the trailer extensively.

**We appreciate your trust in Diamond C, and our dedicated team is here to assist you throughout your ownership experience.**



### Warranty Procedures:

In order to be most effective, please read and understand Diamond C's warranty and repair procedures.

### ALL WARRANTY WORK MUST BE PRE-APPROVED.

To process warranty claims timely, follow these steps:

- Contact the nearest Diamond C dealer or the Diamond C Customer Service Department within 10 days of discovering the problem. Customer Service will assist with finding a dealer or make arrangements with a third-party repair facility.
- The dealer or service center will assess the problem and facilitate a warranty claim for coverage consideration along with pictures, serial numbers, and component tags.
- The claim will be reviewed, and a decision will be made regarding corrective measures. Diamond C will respond as soon as possible.
- The dealer and/or third-party repair facility will be advised of Diamond C Trailer Mfg.'s decision and the necessary steps to be taken.

**IMPORTANT:** Failure to comply with these steps can compromise any obligation Diamond C Trailer Mfg. has regarding remaining warranty coverage. These steps assure fairness to the customer, our dealers, and Diamond C Trailer Mfg.

**NOTICE:** If you decide to do repairs without following Diamond C Trailer Mfg.'s procedure, be aware that you release Diamond C Trailer Mfg. from any obligation for reimbursement.

### 3-YEAR LIMITED DIAMOND C TRAILER MFG. WARRANTY:

Diamond C Trailer Mfg. warrants that the structure of each Diamond C manufactured trailer that is operated under normal use in the Continental United States or Canada will be free from defects in materials and workmanship for three years, regardless of ownership. The three year structure warranty begins with the date of the original retail purchase, while any resold trailers structure warranty begins with the manufacture date shown on the VIN sticker.

### EXCLUSIONS AND ADDITIONAL WARRANTY DETAILS:

- Tires, axles, brake components, springs and suspension components, couplers, jacks, lumber, and batteries purchased and installed by Diamond C Trailer are warranted by their manufacturers and are excluded from Diamond C's limited warranty.
- Diamond C Trailer warrants its Powder Coat finish to be consistent with industry standards for three years after the date of manufacturing with exceptions outlined.



- Diamond C Trailer expressly disclaims and excludes any responsibility or liability for materials or workmanship on items installed into your Diamond C products by any other person or company.
- This limited warranty covers only defects in original components arising from normal use.
- Transportation costs to and from the dealer or any approved repair facility are the responsibility of the trailer owner.
- No reimbursement will be made for repairs without prior consent. Defective parts must be sent upon request by prepaid freight to Diamond C.

### **LIMITATIONS:**

The sole responsibility of Diamond C Trailer under this limited warranty is to repair and replace parts at a Diamond C dealer or, for an agreed-upon allowance at another place pre-approved by Diamond C Trailer Mfg. Diamond C reserves the right not to pay unreasonable costs for replacement parts or repair of defects and may, at its discretion, establish a reasonable reimbursement for any authorized work performed under the terms of the limited warranty. All other obligations or liabilities arising out of the failure of any parts to operate properly are excluded unless applicable state law provides otherwise.

### **DISCLAIMERS:**

This warranty is expressly in lieu of all other expressed warranties and representations. Diamond C makes no representation or warranty of any kind, expressed or implied, with respect to Diamond C as to merchantability, fitness for a particular purpose, or any other matter. No one, including an authorized Diamond C dealer, is authorized to make further or additional warranties on behalf of Diamond C.

**ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR INTENDED USE ARE LIMITED TO WARRANTY PERIODS STATED ABOVE UNLESS APPLICABLE STATE LAW PROVIDES OTHERWISE.**

### **DEALER RESPONSIBILITIES:**

The Diamond C Dealer is responsible for completing necessary PDI within seven days on newly delivered trailers (post-delivery inspections), checking all cosmetic features, and repairing any minor issues found without charge. The dealer is also responsible for submitting to the manufacturer any claim you wish to make under the terms of the limited warranty. The following is a helpful website link for loading applications, service and maintenance manuals, and service video guides:

<https://www.diamondc.com/learning-center/service-materials/#/>



**DIAMOND C MAKES NO OTHER EXPRESSED OR IMPLIED WARRANTIES, AND THERE ARE NO OTHER WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE FACE OF THIS LIMITED WARRANTY. WARNING!! WARNING!! WARNING!!**

- Ensure that the hitch ball on any towing vehicle matches the dimension of the trailer coupler.
- Secure all safety chains and break-away systems before each use.
- Ensure that all lug nuts are torqued to proper specs before using and after 100 miles of use.
- Close and secure all doors and gates before towing.
- Burnish all electrical brakes, and confirm hydraulic brakes are fully engaging before use.

## COMPONENT WARRANTY COVERAGE GUIDE

Component warranty coverage is non-transferable

COMPONENT	BEST PRACTICE
<b>Tires</b> 1-year warranty from the retail purchase. (Road hazards excluded)  Contact: Lionshead   574.533.6169 - <a href="mailto:lionsheadtireandwheel.com">lionsheadtireandwheel.com</a> Taskmaster   800.289.8667 - <a href="mailto:taskmasterproducts.com">taskmasterproducts.com</a> Tredit   <a href="https://www.tredittire.com/product-warranty">https://www.tredittire.com/product-warranty</a>  Lionshead tire brand: Westlake Taskmaster tire brand: Diamondback Tredit tire brand: Rainer	Tire warranties are at the discretion of the tire manufacturer.  Lugnuts should be retorqued to their correct spec before and at 100 miles of use.  Tires should be operated according to the rating on the sidewall of the tire.
<b>Lippert/Brake Components</b>  Customer Service   574.537.8900 - <a href="mailto:customerservice@lci.com">customerservice@lci.com</a> 1-year warranty - seals, bearings, backing plate components, and suspension springs 6-year warranty - axle beam only for lost camber/weld issues on the beam 11-year warranty - torsion axles, beam only <b>Bent Axle Spindle:</b> No Warranty <b>Suspension Equalizers and Suspension Bushings:</b> Wear items, No Warranty  <b>Burnishing Brakes, Instructional Video</b> <a href="https://www.youtube.com/watch?v=vbHgJ8cOF4">https://www.youtube.com/watch?v=vbHgJ8cOF4</a>	All axle warranty claims MUST include axle serial number(s), invoice, pictures, and date of retail purchase. These items are communicated to Lippert to be evaluated for coverage. Axles are tested for 2x their rating. Engineering Specification form ES-054 from Lippert is available for drum and disc brake temperature range guidance. (Form attached below)  All electric brakes must be burnished before they are fully operational prior to use. Trailers will have very little braking ability until this process has been completed and increasing the gain can cause permanent brake magnet damage.
<b>Manual Jacks:</b> 1 year from the date of retail purchase <b>Hydraulic Jacks:</b> 2 years from the date of retail purchase	If the dealer does not have the jack in stock, Diamond C will send out a replacement on the dealer's next load or FedEx ground after warranty approval.
<b>Lumber :</b> No Warranty <b>Blackwood :</b> 2-year warranty for the lack of bonding	Lumber is inspected for defects at the dealership during the pre-delivery inspection.




<p><b>Sealed Harness</b> - JKD w/shrink wrap connections: 1 year from the date of retail purchase</p> <p><b>Modular Harness</b> w/ automotive clips: 3 years from the retail purchase date</p> <p><b>Harness Exclusions:</b> include damages, wear and tear, and modifications without pre-approval.</p> <p><b>Electric Breakaway Kit:</b> 90-day warranty from the date of retail purchase on the kit, 1-year warranty from the date of retail purchase on the Electric Breakaway Battery</p> <p><b>Batteries:</b> Imperial Battery manufacture credit for 1 year from the date of retail purchase of \$145</p>	<p>Hardwiring a trailer is not acceptable. Diamond C will send out a replacement on the dealer's next load or FedEx ground after warranty approval.</p> <p>The modular harness should never be spliced for any reason. The modular harness is designed to accommodate additional components depending on the trailer model. Splicing into the modular harness will void the harness warranty.</p> <p>Diamond C suggests all batteries receive a minimum 90-day maintenance charge while not being used.</p>
<p><b>Powder Coat:</b> 3 years from the date of retail purchase</p>	<p>Repairs are limited to spot repairs and blending for affected areas due to the lack of bonding and low paint mil. Road rash, salt, chemical damage, and shipping strap damage are not acceptable reasons for warranty repair.</p>
<p><b>Ramp / Gate Springs:</b> 1 year from the date of retail purchase</p>	
<p><b>Other Components:</b></p> <p><b>Hydraulic Pumps:</b> 2 years from the date the pump was manufactured</p> <p><b>Hydraulic Cylinders:</b> 1 year from the date of retail purchase</p> <p><b>Telescopic Cylinders:</b> 1 year from the date of retail purchase</p> <p><b>Hydraulic Hoists:</b> 3 years from the date of retail purchase</p> <p><b>Couplers:</b> 1 year from the date of retail purchase</p> <p><b>Hydrapro Brake Pumps:</b> 2 years from the date of retail purchase</p> <p><b>Corded and Cordless Remotes:</b> 1 year from the date of retail purchase.</p> <p><b>110v Chargers:</b> 1 year from the date of retail purchase</p> <p><b>KTI Solenoids:</b> No Warranty but Diamond C will cover for 90 days from the date of retail purchase.</p> <p><b>Paddle Latch / T-Latch:</b> 1 year from the date of retail purchase</p> <p><b>Solar Panel:</b> 1 year from the date of retail purchase</p> <p><b>Gas Prop Shocks:</b> 1 year from the date of retail purchase</p> <p><b>Hydraulic Hoses and Fittings:</b> 1 year from the date of retail purchase</p> <p><b>Cush Air Ride Compressor:</b> 2 years from the date of retail purchase</p> <p><b>Air Ride bags:</b> 1 year from the date of retail purchase excluding road hazards</p> <p><b>Air Ride shocks:</b> 1 year from the date of retail purchase</p> <p><b>Hydraulic Valves:</b> 1 year from the date of retail purchase</p>	<p>Coupler Torque specs for a 2 5/16, 30k coupler is 125 ft. lbs. minimum and a 3", 40k coupler is 200 ft. lbs. minimum while lifted off the ball.</p>

**PLEASE CONFIRM WITH DIAMOND C BEFORE DISCARDING OF ANY WARRANTY COMPONENTS IF THEY SHOULD BE RETURNED TO DIAMOND C**

Thank you for your trust in Diamond C. Our dedicated team is here to assist you throughout your ownership experience!



	<b>ENGINEERING SPECIFICATION</b>			<b>ES-054</b>
	<b>BRAKE TEMPERATURE GUIDANCE</b>			
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Lippert drum brake systems are designed to withstand extreme temperatures. Using the brakes to slow down a trailer will convert friction between the brake linings and brake drum into heat. Brake heat is normally expected on a properly functioning brake. A cold brake means it is not working or being used. If a brake is malfunctioning and running excessively hot, this can be noticed by smoking brakes or the paint burning off the brake drum leaving the outer drum surface white in color.

Brake heat, if you are going to measure, should be measured on the outer surface of the brake drum that covers the brake lining material. Use an infrared, touchless thermometer. The outer surface of the brake drum will be the hottest point and is where the brake heat is being dissipated.

***Drum brake temperature guidance (°F):***

100-450 – normally operating

450-600 – Top of working range, brake performance can begin to fade at upper part of range

Over 650 – Extreme heat from brakes dragging or being excessively worked like going down long grades. Mechanical damage can occur in this range and result in loss of brakes completely

***Disc brake temperature guidance (°F):*** Measure in middle of rotor surface where brake pads contact

100-800 – normally operating

800-1300 - Top of working range, brake performance can begin to fade at upper part of range

Over 1500 - Extreme heat from brakes dragging or being excessively worked like going down long grades. Mechanical damage can occur in this range and result in loss of brakes completely

Link to Lippert's video on how to burnish trailer brakes

<https://www.youtube.com/watch?v=d9HDloz9fq8>

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