



# LIMITED COATING WARRANTY POLICY

## *The DM Coating System*

The [DM Coating System](#) (Difference Maker) is Diamond C's advanced multi-step powder coat process, engineered to deliver superior durability and lasting curb appeal. Each trailer frame is blasted clean, washed in a five-stage reverse-osmosis process, and force-dried at 300°F to prevent flash rusting. A zinc-rich epoxy primer is then applied for maximum corrosion resistance, followed by a smooth, high-gloss topcoat for protection and aesthetics. Finally, the trailer is cured in a 165-foot oven at 450°F, ensuring the primer and topcoat fully bond. The result is a finish built to resist chips, fight corrosion, and maintain gloss and color over time.

## *Coating Warranty & Repair*

Primary warranty coverage is intended for issues such as inadequate coating coverage and/or lack of coating adhesion.

Rust bleed - the drainage of orange-colored moisture from between overlapping layers of steel where coating cannot fully reach - can occur on all trailers regardless of color. However, it is generally more noticeable on lighter-colored trailers (white, silver, etc.). Rust bleed is not considered a defect. Rather, it is a normal result of industry-standard manufacturing processes in which trailers are fully assembled prior to coating.

This process can allow moisture and contaminants trapped within seams and joints to surface over time, creating the appearance of rust bleed in areas where materials overlap.

The recommended maintenance practice is to keep these areas clean and dry. Rust bleed should not be left unattended. The recommended repair process is to properly clean and treat affected seams and weld areas using a rust neutralizer and touch-up air-dry paint. Diamond C can provide the necessary materials to perform these repairs and help maintain the trailer's appearance and protective finish.

### ***All paint repairs must follow this process:***

#### **Step 1: Take Trailer to Dealer**

Bring your trailer to your nearest authorized [Diamond C dealer](#) as soon as you notice paint damage.

#### **Step 2: Dealer Inspection**

The dealer will inspect the affected area, take photos, and document the damage to share with Diamond C's warranty team.

#### **Step 3: Warranty Team Review**

The dealer and Diamond C's warranty team will review the claim together and determine whether the damage qualifies for warranty coverage.

#### Step 4: Repair at Dealer

If approved, the repair is performed at the [Diamond C dealer](#). All paint-related warranty work is carried out using industry-standard wet paint spot-repair methods provided by Diamond C's manufacturing process.

#### Step 5: After-Repair Care

After the repair, customers should follow recommended maintenance practices – including regular washing, avoiding harsh chemicals, and promptly touching up chips – to maintain coverage and extend the life of the finish.

## Exclusions from Coverage

The following conditions are not covered under the Diamond C Trailers Limited Coating Warranty:

- Damage from accidents, collisions, or impact from stone chips and road debris
- Acts of vandalism or intentional damage
- Environmental damage, including acid rain, chemical fallout, salt, or prolonged sun exposure resulting in fading or oxidation
- Damage from improper maintenance, such as the use of harsh chemicals, abrasive cleaners, or failure to wash after exposure to corrosive substances (e.g., road salts, fertilizers, or industrial fallout)
- Surface rust, corrosion, or deterioration caused by neglect or lack of routine cleaning and maintenance

All approved warranty coating repairs are completed **using wet paint methods**, which may differ from the original DM powder-coat application. These exclusions apply regardless of cause or circumstance and supersede any implied coverage.

## Why This Matters

Maintaining the integrity of your trailer's finish is vital for both **appearance and protection**. While the DM Coating System is engineered for long-lasting durability, any chips, scratches, or neglected damage can expose the steel underneath to rust and corrosion. Following the proper repair process through your Diamond C dealer and warranty team ensures that issues are evaluated correctly, repaired using approved methods, and that your trailer remains protected for years to come.

## Depreciation / Pro-Rated Coverage

In the event that a paint-related defect cannot be repaired to Diamond C's standards, Diamond C shall, at its sole discretion, apply a depreciation schedule to determine the prorated value of the affected component. The prorated value is based on the time elapsed since the trailer's original in-service date.