



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.



COLD WEATHER & ROAD SALT TRAILER MAINTENANCE

Best Practices for Protecting Your Trailer Investment

Trailers operated in cold-weather regions may be routinely exposed to road salt, liquid brines, calcium chloride, magnesium chloride, and other deicing chemicals. These materials are effective for winter road safety but can accelerate corrosion of steel, fasteners, suspension components, electrical connections, and areas where protective coatings have been damaged.

Routine washing and inspection are essential preventive maintenance in these environments.

Powder coating provides an excellent protective barrier, but no coating system can completely prevent corrosion if salts and deicing chemicals are allowed to remain on the trailer for extended periods.

RECOMMENDED COLD-WEATHER MAINTENANCE SCHEDULE

Frequency	Recommended Maintenance
After Heavy Salt or Brine Exposure	Rinse the trailer with fresh water as soon as practical. Pay particular attention to the frame, suspension, axles, crossmembers, underside, and areas where road spray collects.
Every 1-2 Weeks During Salt Season	Thoroughly wash the trailer using fresh water and a mild, pH-neutral automotive or equipment soap. These types of cleaners are designed to help remove chemical residue, visible salt deposits, mud, and road grime without damaging the protective coating. Avoid household cleaners containing ammonia, harsh chemicals, or soaps that leave a film or residue on the surface, as these products may negatively affect the appearance and long-term performance of the coating.
Monthly During Winter	Inspect the frame, suspension hangers, welds, seams, crossmembers, coating edges, and other high-exposure areas for chips, scratches, rust bleed, or coating damage.
Mid-Winter	Perform a detailed undercarriage cleaning. Where necessary, use a commercially available salt-removal product intended for vehicles or equipment according to the product manufacturer's directions. Rinse thoroughly afterward.
End of Winter / Salt Season	Perform a complete deep cleaning of the trailer, including the undercarriage. Inspect the powder coating and repair areas where steel has become exposed.



Frequency	Recommended Maintenance
Before the Next Winter Season	Inspect the trailer and coating condition. Repair coating damage and address corrosion before regular exposure to road-treatment chemicals begins again. (For additional information, reference the Limited Coating Warranty Policy and Section 13.1, Rust Prevention & Repair, in the Owner's Manual.)

Areas Requiring Special Attention

When washing the trailer, concentrate on areas that receive direct road spray or can retain moisture and contaminants:

- Suspension hangers and mounting areas
- Frame rails and lower frame flanges
- Welds and material overlaps
- Fender mounting locations
- Hydraulic component mounting areas
- Any chipped, scratched, or damaged coating
- Axles, springs, equalizers, and suspension hardware
- Crossmembers
- Gooseneck and tongue areas
- Behind tires and mud flaps
- Electrical connections and junction areas

Proper Washing Practices

Use clean, fresh water with a mild, pH-neutral automotive or equipment detergent.

Avoid harsh acidic or highly alkaline cleaners unless the product has been confirmed compatible with the trailer's coating and components.

Avoid household dishwashing soaps or ammonia cleaners. Using pH-balanced soaps will break the bond of salt and not leave residues on the surfaces after rinsing of dirt and grime.

When pressure washing, use reasonable pressure and distance. **Do not concentrate high pressure water directly into seams, electrical connections, bearings, seals, hydraulic components, or underneath damaged coating edges.**

Whenever possible, wash the trailer in an area that allows the frame and undercarriage to drain and dry completely.

Powder-Coating Inspection

Powder coating acts as a protective barrier between the steel and the environment.

Normal trailer use can eventually result in rock chips, scratches, abrasion, and other localized coating damage.

During inspection, look for:

- Chips or scratches exposing bare steel
- Coating damage from road debris
- Corrosion beginning around damaged areas
- Rust bleeding from seams or overlapping materials
- Salt or dirt accumulation around suspension components
- Accumulation inside frame ledges or other collection points



- Damaged or corroded fasteners
- Electrical connections showing signs of corrosion
- Areas that remain wet or retain road debris after washing

Areas of exposed steel should be cleaned, properly prepared, treated as appropriate, and touched up with a compatible protective coating as soon as practical.

(For additional information, reference the [Limited Coating Warranty Policy](#) and Section 13.1, *Rust Prevention & Repair*, in the Owner's Manual.)

Why Salt Removal Matters

Road-treatment chemicals containing chlorides can remain on trailer surfaces after the road has dried. When moisture returns through rain, snow, condensation, or washing, these deposits can become active again etching the surface of protective coating.

Repeated exposure can accelerate corrosion, particularly where:

Salt + Moisture + Exposed Steel = Increased Corrosion Potential

For this reason, a trailer operated regularly on treated winter roads requires a higher level of cleaning and inspection than a trailer operated primarily in dry or non-corrosive environments.

Recommended Winter Rule

During road-salt season, thoroughly wash the trailer at least every two weeks and as soon as practical following significant salt or brine exposure. Clean the undercarriage, suspension, and frame—not just the visible exterior. At the end of the winter season, perform a complete cleaning and coating inspection and promptly address areas of exposed steel or coating damage.

Owner Maintenance Responsibility

Routine cleaning is part of proper trailer maintenance, particularly when the trailer is operated in severe or corrosive environments.

Allowing road salt, brine, mud, or other corrosive contaminants to accumulate for extended periods can contribute to premature deterioration of coatings, components, and structural materials.

The condition and service life of a trailer are influenced by its operating environment, frequency of exposure, cleaning practices, storage conditions, and maintenance history.

Regular cleaning, inspection, and timely coating repairs are among the most effective ways to protect your trailer investment in cold-weather environments.

(For additional information, reference the [Limited Coating Warranty Policy](#) and Section 13.1, *Rust Prevention & Repair*, in the Owner's Manual).

This document provides general preventive-maintenance guidance. Always follow applicable component manufacturer instructions and product directions when using cleaners, corrosion-control products, or performing maintenance.