



## **WARRANTY AGREEMENT**

**BWS Manufacturing Ltd. Warranty Coverage Quick Reference Guide**

*Revised November 2021*

This is a legal contract between the First Purchaser/Owner only, BWS Manufacturing Ltd., and the selling BWS dealership.

### **BASIC 12 MONTH BWS WARRANTY**

BWS Manufacturing Ltd. Warrants directly to you that the BWS equipment identified below, except for exclusions specified below, will be free from defects in materials and workmanship for a period of 12 months beginning at the date of equipment delivery (in-service date), under normal use and service. This warranty extends only to you, the first owner/purchaser; it is not transferrable and applies only to those items that were originally installed by BWS manufacturing at time of manufacture. Auctions sales are as-is-where-is – NO WARRANTY is applied to these products.

If a BWS trailer is sold to a Rental or Leasing Company, the BWS trailer has the same BWS warranty as the first purchaser. If the BWS trailer is sold to an end user after the rental or lease period the remaining BWS warranty will be transferred to the new owner, providing that there is a new CVI/MVI done and a copy of that document forwarded to the BWS warranty department to be registered to the new owner. With one exception – the BWS paint warranty will be terminated at the time of transfer. All component warranty will be handled by the authorized dealer.

### **COMPONENT PARTS**

BWS Manufacturing Ltd. provides 100% parts and labor coverage on all non-wear components for the first year from the in-service date with the exception of tires and ABS sensor alignment. After the first year, any remaining extended supplier warranty coverage & terms apply. Consequential damage is not covered.

### **EXTENDED BWS FRAME SUPER-STRUCTURE WARRANTY COVERAGE**

In addition to the basic warranty, BWS warrants that the main frame beams (consisting of the top & bottom flanges, and their connecting web) for defects in materials and workmanship, under normal use and service for a period of 5 years as of 2016, from the in-service date (DIS) to the first owner/purchaser.

### **EXCLUSIONS FROM BWS WARRANTY COVERAGE**

#### **THIS WARRANTY SHALL NOT APPLY TO:**

- 1) Components manufactured by persons or organizations other than "BWS", when independently warranted by that Component Supplier/Manufacturer beyond the BWS 12 month warranty period.
  - a) Such as, but not limited to: tires (refer all tire claims directly to tire manufacture), suspension components,



axles, wheel bearings, brakes, ABS system components, air, electrical or hydraulic systems, or brake shoes etc.

- 2) Component warranties are all subject to the original manufacturer warranty once beyond the BWS Manufacturing Ltd first year total warranty.
- 3) Any trailers/units which shall have been operated in such a manner against the specific instructions or recommendations of BWS, which shall have been maintenance neglected, or used in any way deemed inappropriate to the opinion of BWS, consequently affecting the intended performance levels.
- 4) Any trailers/units to which parts have been replaced, or alterations made, without the express written consent and approval of BWS Manufacturing Ltd.
- 5) Normal required regular maintenance, adjustment(s) and service.
- 6) BWS products operated with cargo/payload(s) exceeding BWS' rated unit capacity.
- 7) Any/all freight and transportation costs associated with any Warranty claims to BWS.
- 8) Any new or used BWS equipment sold through any auction (private or public), does not qualify for any BWS administered or supported warranty coverage.
- 9) The floor of BWS trailers are not covered where the failure or defect is caused in part by improper care, including but limited to, exceeding load, loading or forklift ratings, improper or ill-advised placement and/or concentration of loads, swelling, shrinkage, twisting, or cracking resulting in part from water absorption and/or drying.

## **OTHER TERMS AND CONDITIONS**

Coverage detailed in this Warranty Agreement is available to the first purchaser only. Your sole exclusive remedy against BWS Manufacturing Ltd. and the selling BWS Dealer, arising from your purchase and use of this BWS equipment, is limited to the repair or replacement of specified defective parts/materials or workmanship at an Authorized BWS Warranty Centre, or at the BWS OEM facility (in Centreville, NB). Claims made from remote locations may necessitate advance repair quote submissions from local service facilities to be prepared for, reviewed and accepted by BWS prior to the commencement of service or repair.

## **GENERAL CONDITIONS**

- Warranty is only extended to the original owner of the trailer bought from an authorized BWS dealer.
- Warranty is based on normal use, proper care and regular maintenance of the equipment.
- Wear or consequential damage is not considered as warrantable defects.
- All units must have the warranty registered with BWS Manufacturing Ltd to receive warranty claim processing.
- The customer is responsible for delivery and pick up of the trailer to the assigned service provider.
- Authorization is required from BWS Manufacturing Ltd prior to warranty work commencing.
- Component parts claims are pending the supplier's warranty review and approval – parts usually have to be returned for inspection. After one year.
- For all claims, take – off warranty parts must be salvaged, bagged & tagged, made ready to be returned either to BWS or the supplier prepaid as instructed.



## STRUCTURAL & COMPONENT WARRANTIES

### Standard Flat Decks & Drop Decks (platform trailers) Highway Loggers, ADG, Tag-A-Longs:

- 1 year standard – 100% parts and labor
- 5 year main frame rail super-structure- 100% parts and labor as of 2016.

### OFF-Highway Loggers & Heavy Duty Hydraulic Float trailers & Heavy Haul

- 1 year standard 100% parts and labor
- 5 year structure 100% parts and labor

## PAINT/ FINISH

Guaranteed against defects in materials and workmanship for 3 years from the date of manufacture. Does not cover against general wear and tear such as stone chips or fade as of 2016.

1 year on custom paint colors.

## AXLE / WHEEL ALIGNMENT

- Axle / wheel alignment is covered only for the first 30 days from the in-service date.
- BWS Manufacturing Ltd. will award for mechanical re-alignment to a max amount = \$225.00 / if axle alignment is found to be off spec +/- .316
- A before and after spec measurement **MUST** be provided and **approved** by BWS Manufacturing Ltd. prior to the work being done.
- Tire wear is not covered.

## PLEASE NOTE

**Component suppliers listed below will not be held responsible for any parts invoiced for warranty at retail level. Part replacement simply means exact new part replacement.**

Extra percentage charges added on - such as shop supplies, surcharges or sundries are not covered by BWS warranty and if charged or invoiced as such, will be the sole responsibility of the owner /user/customer.

## HYDRAULIC CYLINDERS

Mailhot Industries      2 year parts – part replacement only  
[www.mailhotindustries.com/index.php?page=accueil&switch=en](http://www.mailhotindustries.com/index.php?page=accueil&switch=en)

HYVA                      2 year parts – part replacement only  
[www.hyva.com/Hyva/Products/Hydraulics/Hydraulics.cms](http://www.hyva.com/Hyva/Products/Hydraulics/Hydraulics.cms)



## **Hydraulic Valves and Plumbing (Hydro-Power)**

Guaranteed against manufacturer defects – assessed on an individual basis.

### **Accessories:**

1<sup>st</sup> year from in-service date – parts & labor coverage for defects in materials, workmanship or installation on all BWS Manufacturing LTD “accessory / option” type items ordered & installed OEM (i.e. toolboxes, fenders, ladders, pipe bunks, special lights, etc.) The part must show on the bill of materials list to qualify.

Parts or accessories sold over-the-counter have a 1 year parts only coverage from invoiced date of sale against defects – customer must present either his/her copy of sales invoice, (or quote the inv # when inquiring by phone), to establish the date of purchase. The invoice (copy of) must accompany the returned part to BWS. This warranty will be pending approval of the supplier.

### **Tires:**

i.e. Goodyear, Bridgestone, Michelin, B.F. Goodrich, General – Saulin

Refer all tire claims to a local tire warranty authorized retailer rep for warranty adjustments.

### **Bearings:**

1 year parts & labor

Based on verification that bearing was properly handled, mounted, lubricated and not subjected to abuse. Does not cover consequential damage.

### **Seals:**

1 year from date of manufacturer on parts and labor. Does not cover consequential damage.

## **Hubs and Drums OEM MFG Warranty**

- Aluminum Hub – 5 year warranty from date of manufacture on material or workmanship severe duty application such as loggers is subject to warranty consideration.
- Cast Hub and Drum – 1 year due to functional defects in material or workmanship excluding finish.
- Centrifuse Brake Drum - 10 year warranty from date of manufacture or before the 0.120” wear limit is reached.
- Walther Duralight Cast Hubs – Lifetime warranty for manufacturer defects.

## **Brake Shoe and Lining**

Brake wear is normal and considered a maintenance item.



## **Brake Pots**

Haldex

Warranty applies to defects in material or workmanship. Parts replacement only. No labor after 1 year.

### **Gold Seal**

3 year unlimited mileage on both service and emergency portions

### **Life Seal**

6 year unlimited mileage on both service and emergency portions

**Service brake pots only** 3 years – unlimited mileage.

### **Haldex Platinum Warranty to 1st owner Life Seal equipped Haldex ABS component brake system Slack Adjusters / Brake Chambers (Haldex LifeSeal) / ABS system ECM & control valve.**

6 year or 1 million-mile warranty against defects in material or workmanship.

Parts replacement only

Trailer unit and 1<sup>st</sup> owner-customer must be registered with Haldex – not transferable to subsequent owners

Please see Haldex website for details:

[www.haldex.com/en/North-America/Applications-Products/Product-categories/Brake--Suspension-Systems/](http://www.haldex.com/en/North-America/Applications-Products/Product-categories/Brake--Suspension-Systems/)

## **Axles / Suspension Systems**

Hendrickson – Intraxx

Please see HT website for details: [www.hendrickson-intl.com/](http://www.hendrickson-intl.com/)

### **HT axle and trailing arm suspension assembly**

First 100,000 miles or 1 year, parts replacement and specified labor allowance.

After 1<sup>st</sup> year to 500,000 miles or five years, parts replacement only.

### **Air Springs**

First 100,000 miles or 1 year, parts replacement and specified labor allowance.

After 1<sup>st</sup> year to 200,000 miles or 2 years, parts replacement only.

### **Tri-functional pivot bushing (includes wear pads)**

First 100,000 miles or 1 year, parts replacement and specified labor allowance.

After 1<sup>st</sup> year to 500,000 miles or 5 years, parts replacement only.



## **Shock Absorbers**

First 100,000 miles or 1 year, parts replacement and specified labor allowance.

## **Camshafts**

First 100,000 miles or 1 year, parts replacement and specified labor allowance.

## **Camtubes**

First 100,000 miles or 1 year, parts replacement and specified labor allowance.

## **VERY IMPORTANT!**

**Do not destroy or discard any Hendrickson axle or other component deemed to be defective / warrantable. All Hendrickson warranty parts must be returned to Hendrickson for inspection to be qualified for any warranty claim processing or adjustment.**

## **AXN Heavy Duty Axles**

[www.axnheavyduty.com](http://www.axnheavyduty.com)

## **Hendrickson Axles**

[www.hendrickson-intl.com](http://www.hendrickson-intl.com)

## **IMT Axles**

[www.imtcorporation.com](http://www.imtcorporation.com)

## **Air Ride Suspensions:**

Ridewell

## **Highway Applications:**

Trailing arm-pivot bushings & suspension beams

0-36 month parts and labor / 37-60 month parts only

Please see Ridewell website for details: [www.ridewellcorp.com/trailer240.shtml](http://www.ridewellcorp.com/trailer240.shtml)

## **Air Valves**

Sealco 24 months from manufacturer date of valve

100% parts replacement and 1 year labor allowance for defects in materials or workmanship



## **WIRING HARNESSES & LIGHTS**

### **Grote Ultra Blue**

7 year warranty on the male pin harness

## **LED WARRANTY**

10 year warranty as to Grote SuperNova® LEDs

3 year warranty as to Grote Hi Count™ and other LEDs

Grote will also replace any LED lamp to the original purchaser, if the LED lamp fails during the applicable warranty term due to defects in workmanship or materials.

## **Fenders**

Nu-Line Products Inc

1 year on new OEM trailer against defects – damage not covered

Aluminum, galvanized or stainless steel.

6 months from date of installation against defective workmanship, parts replacement.

## **Rims: See OEM MFG Warranty**

Steel Rim and Disc Wheel

Part for Part replacement only (plus small administration fee to dealer to cover claim)

## **Airsprings**

- Firestone – please visit: [www.fsip.com](http://www.fsip.com)
- GoodYear – please visit: [www.goodyear.com/productsdetail.aspx?id=14832](http://www.goodyear.com/productsdetail.aspx?id=14832)
- Triangle – please visit: [www.triagnleusa.com/products.html](http://www.triagnleusa.com/products.html)

## **5<sup>TH</sup> WHEELS**

### **SAF-Holland**

Lifetime warranty for defects in material or workmanship

6 year of 600,000 miles on wear limits and cracks on standard duty applications

Labor allowance is considered for removal, repair and replacement.



## Landing Gear

### SAF-Holland

5 year parts replacement from date of manufacture for defects in material or workmanship.  
2 year labor allowance is considered for removal, repair and replacement.

### King Pin

2 year material or workmanship, parts replacement only.

## AXN Heavy Duty & Landing Gear

Pintle eye/ Hook towing devices

Premier Manufacturing Please Visit – [www.premier-mfg.com/warranty.html](http://www.premier-mfg.com/warranty.html)

SAF-Holland Please Visit – [www.safholland.ca/ca/en/](http://www.safholland.ca/ca/en/)

## DUMP TRAILER

### Dry Slide Bushings

With greaseable pins

3 years

## Tarps & Hardware

1 year against workmanship or material defects

Tearing / punctures are not defects

Varies with tarp style and type installed

Call BWS Manufacturing Ltd. for details. Please have last 8 digits of trailer VIN # to quote to Warranty Manager.

BWS is not involved in warranty claim processing or support regarding any OEM installed engines due to engineering complexities, operation and environmental conditions. The new equipment owner shall be strongly advised by the dealer to promptly warranty register his new engine for its warranty with the engine manufacture directly, usually by filling in a warranty card specifying the engine's serial number. BWS warranty will assist in providing warranty registration information. Any & all claims or service questions related to any BWS installed engine will be handled and resolved only by the engine manufacturer. All tire warranty claims, issues or questions will be handled by the customer's local authorized tire retail agent.

For more information, refer to original warranty registration form, contact the nearest BWS Manufacturing Ltd. dealer or BWS Warranty.

Phone: 506.391.5878

Fax: 506.276.430

Email: [warranty@bwstrailers.com](mailto:warranty@bwstrailers.com)