



Warranty Policy

Equipment Warranty

Hyundai Translead's written warranty policy is its assurance to the first retail purchaser of equipment (van trailers, containers, chassis, converter dollies, etc.) that we warrant Hyundai Translead products against defects in materials and workmanship and will correct any such defect in accordance with the written warranty policy.

To qualify for service under the warranty, the Purchaser must operate the equipment under normal highway conditions, avoid overload or abuse and perform regular maintenance and service.

Limitations of Manufacturer's Liability

As stated in the Hyundai Translead Limited Warranty provided upon equipment purchase, "Purchaser's sole remedy for any defect in the product, or any component or part therefore, is limited to the repair or replacement of the defective item at the manufacturer's sole option. Manufacturer shall have no liability for any cargo loss, loss of use, lost profits, loss of good will, storage, towing or other transportation costs, or any other incidental or consequential damages, whether sustained by Purchaser or by Purchaser's customers, arising out of any alleged defect, or breach or failure of warranty."

Under the terms of the warranty, Hyundai Translead's sole obligation is to examine equipment and/or claims presented during the warranty period and determine whether a reported problem was caused by a defect in workmanship or material and if a defect is found, Hyundai Translead will repair or replace, at Hyundai Translead's option, the warranted condition.

Hyundai Translead is not obligated to repair or replace any part if;

- a. The warranty period has expired;
- b. No defect in material or workmanship is found;
- c. The reported problem is caused by abuse, overload, accidental damage, corrosion or concentrated load; or
- d. If the purchaser has not serviced or maintained the equipment in accordance with industry accepted practice.

Hyundai Translead does not have any liability under the warranty for:

- a. Non-standard components which are specified by the customer;
- b. Tires, refrigeration equipment, lift gates and other equipment which is warranted by the manufacturer directly to the customer;
- c. Parts damaged because a warranty repair was not taken care of resulting in progressive failure of associated or related parts or components;
- d. Cargo damage, loss of use or profits;
- e. Damages to the trailer as a result of a Trip Lease; or
- f. Any damages occurring to the equipment "in-transit".

Some major sub-assembly components are warranted by the sub-assembly component manufacturer against defects and materials for longer periods of time Hyundai Translead warranty, e.g.: axles- normal 5 years; landing legs- normal 5 years; lights- normal 1 year; etc. Most of these warranties pay limited labor and parts must be returned prepaid to manufacturer for inspection or testing for abuse, lack of maintenance, worn out, or some other caused their part, prior to warranty approval.

While Hyundai Translead products carry a standard five year warranty, it is understood that certain components which are considered either routine maintenance items or items which are, even in normal operation, subject to abuse or wear and tear, are excluded from the full term of warranty coverage.

DEFINITION OF WARRANTY COVERAGE: The basic structure is warranted for 5 years, against defect in workmanship or material for standard components. Since certain components are subject to wear, a shorter warranty period has been established after which their failure will be presumed to be the result of wear, not defect, unless proven otherwise.

5 Years Warranty Coverage

Basic body structure
Sub-frame
ICC bumper

Base suspension
Basic axle beam
(1 yr. Hyundai, 5 yr. axle mfg. norm)
Floors

1 Year Warranty Coverage

Brake system components
Bushings
Door seals
Equalizer
Grease & oil seals
Lights & lamps
Main electrical harness
Maintenance items

Other electrical components
Other seals
Paint or coatings.
Radius rods
Springs
Support legs.
Suspension components

Components not warranted by Hyundai Translead but normally warranted directly by the sub-assembly component manufacturer to the customer.

Lift Gates
Power Conveyors

Refrigeration Equipment
Tires
Etc.

Other components specified by the customer, which are not Hyundai Translead standard components.

Any questions or interpretation of this procedure should be referred to:

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