

Warranty Policy & Conditions

Warranty Statement:

Subject to the conditions as specified below.

- 1 Subject to the terms of the Warranty set out in these Conditions, Seller warrants that if any defect in any Goods (or part thereof) becomes apparent and is reported to Seller within a time frame stipulated by Seller from the date of delivery (time being of the essence) then Seller shall, at its sole discretion, either repair the defect or replace the equipment.
- 2 **The Warranty shall be valid for a period as per mentioned below from the date of Trailer registration:**

Products	Warranty	Application
York Axles with other brand suspension or York Suspension with other brand Axle	1 year or 100,000 kms whichever occurs earlier.	All trailers other than tip trailers
York axles with York suspension	1.5 years or 150,000 kms whichever occurs earlier.	All trailers other than tip trailers
York axles with York suspension	1 year or 100,000 kms whichever occurs earlier.	Tip Trailers
12 ton premium axle with YPS nut, premium grease and Premium seal (Hub play inspection required initially at 10,000 kms then at every 100,000 kms)	3 year or 300,000 kms whichever occurs earlier. (Warranty for only hub assembly is 450,000 kms or 4 years whichever occurs earlier)	All trailers other than tip trailers
Pneumatic air suspension	1.5 years or 150,000 kms whichever occurs earlier.	All trailers other than tip trailers
Pneumatic air suspension	3 year or 300,000 kms whichever occurs earlier	Cryogenic tankers
Landing gears, King pin, Brake parts, axle lift mechanism & other parts not included above	1 year or 100,000 kms whichever occurs earlier	All Trailers

On complete beam weld assembly comprising finished axle beam, and all welded brackets on all axles supplied with suspensions fitted by Seller.

On axle end fixings, hub and conventional assemblies, drum brakes, disc brake rotor (mechanical failure only), disc caliper assembly (excludes damage due to off-road usage), camshaft, camshaft bearings, cam rollers, brake anchor pins, hub cap, dust covers and screws, brake shoe, ABS sensor with bracket, brake retaining and return springs, oil and grease seals.

- 3 Seller warrants only those Goods which are bought direct from Seller or Seller's authorized agents.
- 4 Seller will not be responsible under this Warranty, for any expenses which the Buyer may incur in removing or having removed or in replacing or having replaced any part or parts to be sent for inspection, or in fitting or having fitted any new parts in lieu thereof, and all labour expended on any such inspection or other work must be paid for by the Buyer.
- 5 **This Warranty does not cover any defect or damage** which may be wholly or partly caused by, or attributable to, or which arises through:-
 - i) failure on the part of the Buyer to properly maintain any Goods as per recommended maintenance schedule; or
 - ii) failure on the part of the Buyer to follow any instructions or guidelines provided by Seller; or
 - iii) any use of any Goods otherwise than for any application specified on a quote or order form; or
 - iv) the continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - v) fair wear and tear, any accident or act of God; or
 - vi) dirt, misuse or neglect

6 This Warranty shall immediately cease if:-

- i) a load has, at any time, been imposed in excess of the maximum load stipulated in writing or in any product literature published by Seller; or
- ii) the Goods have been used for a purpose other than they were intended; or
- iii) the Goods have, without the written consent of Seller, been altered or repaired otherwise than by Seller; or
- iv) either the Goods or part or parts thereof have been applied to a use which, in the opinion of Seller, is unsuitable; or
- v) designs other than Seller's own are used, or work is done contrary to Seller's standard practice or against its advice; or
- vi) defects are aggravated by continued use after the defects, ought reasonably to have been discovered by a reasonable prudent operator or user; or
- vii) the defects have arisen due to the incorrect installation of the Goods; or
- viii) the defects have arisen due to improper maintenance of the axles/ aggregates; (please ask for copy of maintenance schedule if you do not have one) or
- ix) the Goods have not been stored or maintained as recommended by the Seller; or
- x) the defect has arisen due to normal wear and tear of the Goods;

7 Scope of warranty:

Subject to paragraph 8 below, order to make a claim under this Warranty, a person must:-

- i) Give the Seller written details of any defect in the Equipment together with documentary proof of the date of purchase and date of installation by the end user of the Equipment within 7 days of identifying the defects;
- ii) Defective or damage parts that have been disassembled must be kept in storage and where applicable subject to agreement, return to York at the owners expense. Any and all further claims are excluded.
- iii) Failures that fall within the terms of the York warranty must be notified on discovery to trailer's manufacturer's to York and to the appropriate York representative/dealer or service centre.

8 Repairs during the warranty period:

For the duration of the warranty period, York will cover the cost for the material that is to be replaced as well as the disassembly and installation in line with York standard time guidelines. This work must be agreed in advance with York or the relevant York representative and must be performed by Authorized Service Centre.

When repairs are carried out during the warranty period the warranty coverage of replaced components will continue as previously and the time period will not start anew.

9 Development of York products, alterations to maintenance requirements.

As York is constantly developing and improving its products, thus the prescribed maintenance and service instructions may change from time to time. YORK is not obliged to implement the improvements in retrospective nature. Latest editions of the warranty conditions, service and maintenance instruction will be available on request or on our website www.yorktransport.com.

Date: 01APR2018
Ref: 003/W/11

Annexure 1: Warranty - exclusions

The warranty on following York components are not covered:

- Wear & Tear and subsequent damages on equalizer bushes,
- Wear & tear and subsequent damages on Torque arm bushes, Air suspension bushes,
- Wear & tear on Equalizer wear pad and subsequent damage, suspension hangers,
- Wear & tear of air suspension hangers, bushes and shock up bushes and subsequent damages,
- Wear & tear of brake liners,
- Hub grease and hub seal and hub cap O ring,
- Wheel studs & nuts
- Leaf springs on Mechanical Suspension,
- Any Misplaced part in the axle and suspension,
- All fasteners such as "U" bolts, centre bolts, wear pad bolts and nuts clips,
- Buckling (any type of bending) in Axle beam,

Activity of Axle alignment / hub bearing adjustment is not warranty job. It is a chargeable service.

Any compensation demand by customer for tyre wear occurred due to axle misalignment, brake problem & excessive hub play will not be entertained by York as customer is advised to approach service centre or York's service representative immediately after noticing abnormal tyre wear to get it rectified. Any other complaints of tyre wear have to be referred to respective tyre manufacturer's service network for warranty attention.

Annexure 2: Guide lines to handle complaints under warranty

Sl.	Component	Decision	Observation/ Symptom
A	Twist Lock outer Housing	Accept	1) Failure due to welding defects in housing only, 2) Twist lock inner does not engage with container housing.
		Reject	3) External damage is observed, 4) Damaged due to lifting container in locked position, 5) Damaged due to Trailer accident.
B	Twist Lock inner	Accept	1) Complaint is due to casting defect, 2) Generated crack due to std operational use.
		Reject	3) Any external damage is observed, 4) Damaged due to lifting container in locked position, 5) Damaged due to loose mounting bolts.
C	Kingpin	Accept	1) Crack or Broken. Premature wear & tear below 20000 kms provided lubrication is proper.
		Reject	2) If there is any external impact/ accident, 3) Failure is due to natural wear and tear, 4) Trailer brake is not efficient as Prime mover, 5) Bluish/service metal ripping marks seen on surface due to improper lubrication
D	Landing Gear	Accept	1) Failure is due to manufacturing defect. (Difficult turning.)
		Reject	2) Failure due to Lifting the trailer in higher gear. Loaded condition, 3) Any type of buckling on the landing gear assembly, 4) Improper installation. No bracing fitted, 5) Damage due to improper coupling of trailer to prime mover, 6) Failures due to dropping Trailer on legs by improper coupling, 7) Failure due to decoupling at uneven surface, 8) If the landing gear casing has been damaged.
E	Suspension Hanger Mechanical	Accept	1) Casting defect/ crack in the hangers if proper support to hangers is provided as per YORK's recommendation, 2) Wear pads on fb. hangers if worn out below 10,000 kms.
		Reject	3) Wear and tear due to rubbing of leaf spring after 10,000 kms, 4) Leaf spring assembly is modified, 5) Damaged due to external impact, 6) Proper bracing is not given between the hangers or it is found cracked, 7) Front axle lifted manually.
F	Torque arm Adjustable and fix type	Accept	1) Any crack observed due to manufacturing defect, 2) Inner screw is rotating after tightening of one side torque arm end with 100 Nm torque.
		Reject	3) Worn out / damaged Threads, 4) Failure due to loosening/ no servicing of M12 bolts/ lock nuts. Tab lock washers are not properly fitted, 5) Failure due to worn out bushes, 6) Failure due to External Impact.
G	Leaf Spring	Accept	1) If failure is reported within first 10000 kms of operation.
		Reject	2) If used in wrong application, 3) If vehicle covered more than 10000 kms, 4) If vehicle running in overload condition, 5) Any modification observed on the suspension, 6) If suspension bushes are worn out, 7) If U bolts are loose, 8) Improper application, 9) If Centre bolt found broken due to loosen U- bolts.

Sl.	Component	Decision	Observation/ Symptom
H	Axle Tube Failure	Accept	1) Crack developed on tube or spindle.
		Reject	2) Any illegal welding /Modification observed on axle beam, 3) Any external impact on axle due to accident or wheel gone into ditch, 4) Due to re cambering done on the axle tube, 5) Any type of bend observed in tube is not accepted u/w, 6) If spring seat welding done at top of axle and it crack from the same location.
I	Wheel Rims	Accept	1) Cracked at mounting bolts location can be accepted if wheel nuts are found to be tightened as per recommended torque and Vehicle is not overloaded.
		Reject	2) If the wheel rims indicating faces are machined or spacer used between wheel rim and brake drum, 3) Wheel rim holes are oblong.
J	Wheel Bearings	Accept	1) If the inner / outer race found cracked or pitted and the vehicle was not overloaded and recommended grease changed at below specified interval, 2) Grease interval 1 lac kms or one year for vehicles running in highway and rated load, 3) Grease interval 50000 or 6 months for vehicles running in part off road or full off road or overload condition.
		Reject	4) If the bearings found overheated due to excessive pre load (improper Bearing settings) and hub greasing is not done in accordance to Service manual by customer, 5) Improper grease used, 6) Any modification observed on Suspension, 7) Greasing not done as per specified interval on application basis.
K	Wheel Hub	Accept	1) Any crack observed on the hub, 2) If excessive run out observed.
		Reject	3) Any damage observed due to accident, overloading and operational misuse, 4) Damage due to overheating of seizure of wheel bearings and hub greasing was not done as per York Service manual by customer.
L	Brake Chamber	Accept	1) Internal air leakage or Kit failure (Service Kits should be used for repair).
		Reject	2) Crack at the inlet and outlet ports or housing, 3) Thread damaged at Inlet and Outlet ports due to improper tightening of connectors, 4) Housing crack of mounting studs damaged due to loosening of mounting nuts, 5) Any damage due to external impact.
M	Brake Drum	Accept	1) Crack observed in Brake Drum.
		Reject	2) If crack or damage observed due to overheating, 3) If damaged by rivets of worn out liners, 4) If damaged due to brake binding, 5) If Brake drum found machined and oversized.

Sl.	Component	Decision	Observation/ Symptom
N	SPRING SEAT	Accept	1) Crack due to manufacturing defect.
		Reject	Any type of failure on Spring Seat will be rejected if: 2) Excessive play noticed in suspension bushes, 3) Suspension found modified. Extra leaves added, 4) Non recommended U Bolts used, 5) Operational Misuse, 6) Welding not done as per recommendation installation Manual.
O	BRAKE LININGS	Accept	1) Crack developed, 2) Loosening of Rivets.
		Reject	3) Normal wear & tear, 4) Overheating / Hardening if liners due to brake binding or overloading, 5) Liners damaged due to foreign material.
P	Pneumatics valve of Brake and Air suspension	Accept	1) Warranty of supplier like Wabco, Haldex is applicable, Complaint need to be referred to Manufacturer's authorized Service Centre for investigation and warranty. York will not entertain warranty in case suppliers do have service station.
		Reject	2) Reject if any damage marks observed, 3) Reject if any alteration or modification observed in ABS Brake Valve or its pipe line, 4) Damaged occurred due to Accident, 5) Damaged due to improper mounting by Fabricator.
Q	Any failure in YPS axles with Premium grease & premium seal	Accept	1) Accept failure in Axle beam, brake drum assembly, cam shaft, brake shoes and brake parts for warranty up to 300,000 kms or 3 years whichever occurs earlier. 2) Accept failure in Hub assembly up to 450,000 kms or 4 years whichever occurs earlier if customer has not disturbed or overhauled hub assembly earlier.
		Reject	1) No warranty if grease is replaced by customer. 2) No warranty on brake chambers after 100,000 kms or 1 year whichever occurs earlier. 3) No warranty on hub seal if replaced by customer. 4) Warranty on bearing & hub seal failure reported before 450,000 kms or 4 years are covered. 5) No warranty if YPS nut setting disturbed by customer. 6) Warranty is only one year or 100,000 kms for all axle parts if trailer is running in overload or mining application. 7) No warranty if hub cap is loose or axle is running without hub cap. 8) No warranty on wheel bolts, wheel nuts. 9) No warranty on missing parts. 10) No warranty on hub assembly if regular inspection by York's service person is not carried at every 100,000 kms. 11) No warranty if water entered inside the hub assembly. 12) Warranty on camshaft bushes, brake springs is up to 1.5 years or 1.5 lac kms. 13) No warranty on brake liners for normal wear & tear.