



TRUCK BED OWNER'S MANUAL

NORSTAR TRUCK BEDS

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INFORMATION

MANUFACTURER: NORSTAR TRUCK BEDS

MODEL: _____

SERIAL NUMBER:

LENGTH: _____

WIDTH:

DATE PURCHASED: _____ / _____ / _____



NOTES

STORE THIS MANUAL IN YOUR VEHICLE GLOVE BOX OR MAP POCKET FOR FUTURE REFERENCE!

APPRECIATION



Thank You and Congratulations on the purchase of a quality Norstar truck bed. Design & manufacturing experience is the cornerstone of our family run operation, and our goal is to provide you with a product that will give you years of trouble-free hauling, towing and transporting.

Norstar Truck Beds is the result of hard work and determination of blood brothers. Having been raised on a family farm, the brothers know what it means to work hard. When they left the farm and entered the work force, teamwork enabled them to get ahead, becoming more independent. And now they bring years of experience in the manufacturing sector to the table, which prepared the dedicated brothers to design, plan, create, and then start this business from the ground up.

As this manual expresses the need for the safe operation of your new Norstar truck bed, it is important that you and all operators of this truck bed become familiar with the operation, maintenance and safety instructions found in this manual.

Norstar Truck Beds offers many types of truck beds and accessories to help you accomplish your heavy work load. Please visit our website at www.norstarcompany.com

Again, Thank you,
Norstar Truck Beds
Management, Employees & Families

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IMPORTANCE OF SAFETY

Accidents can be very costly to human life and property. As the operator is the #1 safety device on all types of vehicles or equipment, it is important that the operator read, learn and know all safety recommendations of this product. The user is responsible to his family and friends to operate in a safe manner. Ensure that everyone who operates or assists in the operation or maintenance of this product read and understand all the elements required to safely operate this piece of equipment.

Throughout this manual you will find safety notes which are very important to read and understand before operating this piece of equipment. These classifications alert you to situations that could be harmful to you or bystanders. When you see these alerts in the manual, carefully read and follow all instructions and also protect other workers from the same danger.



DANGER

WILL RESULT IN DEATH OR SERIOUS INJURY



WARNING

COULD RESULT IN DEATH OR SERIOUS INJURY



CAUTION

COULD RESULT IN MINOR OR SERIOUS INJURY

NOTICE

NOT RELATED TO PERSONAL INJURY

FEDERAL, STATE & LOCAL LAWS

Local municipalities and states may require special licenses or permits to operate this vehicle on public roads. These laws have been established to protect you and others. Contact your local motor vehicle administration for information. If you are transporting this vehicle across a state line, be knowledgeable of the laws of that state, and insurance regulations that are required in the state you are traveling.

Refer to the Department of Transportation (DOT) regulations for documents regarding the necessary tie-downs required to secure your cargo.

ORIENTATION

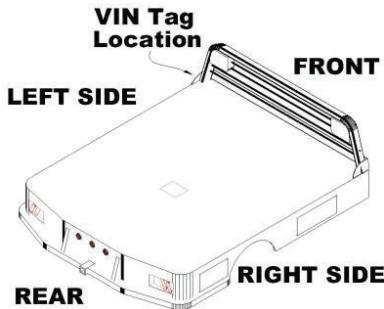


FIGURE 1
BODY ORIENTATION

The Truck Body Identification Number (VIN) tag is located on the front left side of the body. Reference this number when inquiring about your truck bed.

OPERATOR SAFETY TRAINING TIPS

It is the responsibility of the operator driving this vehicle to be acquainted with the safe operating procedures for the vehicle they are driving. In addition to reading this manual, it is important that the driver must read the vehicle's operation manual and trailer manual, (if applicable) and follow their recommendations!

DANGER *Avoid anybody going under the vehicle or trailer's tires. Being crushed by the vehicle will result in Death or Serious Injury.*

WARNING *Choose a safe driving speed, keeping in mind the total weight of your vehicle with truck bed (and trailer) must be stopped in emergency situations. Weather and road conditions must also be considered. Losing control of your vehicle could result in Death or Serious Injury.*

WARNING *Avoid sharp, sudden steering actions that could cause the load to shift. Sudden loss of vehicle control could result in Death or Serious Injury.*

WARNING *Be aware of all pinch points on this truck body that could result in Death or Serious Injury.*

WARNING *Never allow riders to be in or on the truck body when it is being moved. A loss of balance could result in Death or Serious Injury.*

WARNING *If you are borrowing your vehicle to someone else, it is your responsibility to properly train them, including a complete review of this manual. Lack of proper training could result in Death or Serious Injury.*

WARNING *California Proposition 65 Warning! Battery posts, terminals, and related accessories contain lead and lead components, chemicals known to the State of California to cause cancer and reproductive harm. Wash hands after handling.*

CAUTION *Inspect the condition of the tires before every use. Verify clearance between the truck bed and tires and clean out any accumulation of mud, ice or snow. Tire failure while driving could result in Minor or Serious Injury.*

CAUTION *Never transport any quantities of dangerous, explosive, flammable or poisonous materials in or on your vehicle unless stored in a proper container. Minor or Serious Injury could occur.*

NOTICE *Consult your vehicle's recommendation for selecting the transmission gear that should be used while driving this vehicle.*

NOTICE *Avoid sudden stops and jack-rabbit starts than can cause the loss of traction or stability.*

NOTICE *Make sure all service body drawers, doors and latches are closed before driving this vehicle.*

NOTICE *Inspect the vehicle's lights for proper operation during your daily walk-around inspection. Federal law requires all vehicles to have taillights, brake lights, side marker lights, turn signals, and side reflectors. Ensure all are present and in working condition.*

GOOSENECK BALL INSTALLATION

Since the accessibility to install or tighten the gooseneck ball is difficult when the truck bed is mounted on certain truck chassis, it is recommended that the ball be installed before putting the truck bed on the chassis.

Open the gooseneck ball well cover and locate the hole where the ball is to be mounted.

NOTICE *Verify that the mounting surfaces are free of dirt and debris before installing ball.*

Apply blue Loctite® to the shank threads and insert ball shank in hole in truck bed (See Figure 2).



Figure 2

Install washer(s) and nut from underneath the truck bed and torque to 450 lb. ft. (610 Nm). Make sure the nut does not bottom out on ball shank threads before reaching final torque. If nut bottoms out on threads before tightening the ball, install an additional flat washer. Make sure at least two (2) threads are sticking out past end of nut after torque is applied.

NOTICE *Check and torque the ball to the above mentioned specification every 500 miles.*

WARNING *Towing capacity when utilizing the gooseneck ball should not exceed 25,000 lbs. (11340 kg) or the recommended towing capacity of the truck (if less), to avoid an accident that could result in Death or Serious Injury.*

LEVELING FRAME

Channels must be installed to level the mounting surfaces on some truck frames. See Figure 3 for instructions.

Install six (6) to eight (8) hardware sets, three (3) or four (4) on each side, sourced from your local truck manufacturer's dealer or truck bed dealer. Reference Figure 7 for proper torque values.

MEASURING & ADJUSTING THE RUNNER CHANNELS

The truck bed has adjustable runner channels that need to match the frame of the vehicle the bed is being installed on.



DANGER *Do not enter area underneath a truck bed that is suspended only by a hoist or other lifting device as Death or Serious Injury could occur if any device fails. Use adequate cribbing for support.*

1. Measure the distance between the center lines of the two truck chassis frame rails and write that measurement down.
2. Measure the distance between the runner channels under the truck bed and write that number down.
3. Compare the two distances and if not close to each other, reset the runner channels to match the truck frame. (See Figure 3).
4. Note: The runner channels can be adjusted from 38" (965mm) to 42" (1066mm) on select models and sizes with $\pm 0.25"$ (6.35mm) tolerance. Runners on the cab and chassis trucks are welded at 34.25" (870mm). (See Figure 4).
5. Insert bolts, washers and nuts through holes and tighten to value stated in Figure 7.

Install three (3) or four (4) channels to make flat level mounting surface.

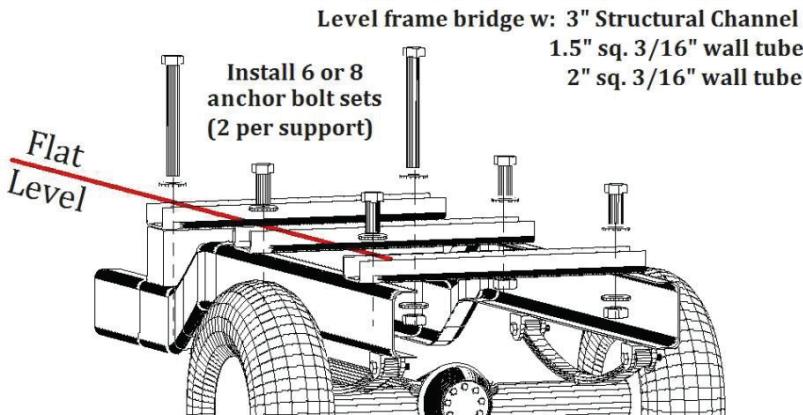


Figure 3

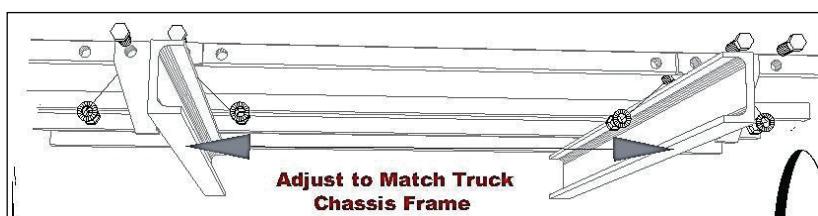


Figure 4

LIFTING THE TRUCK BED FOR INSTALLATION

DANGER

The truck bed is very heavy and must be safely elevated for installation. Never stand or lay underneath the truck bed while it is suspended in the air during installation. An accident involving the unexpected failure of lifting devices or lifting method will result in Death or Serious Injury.

Truck Bed Weight

Refer to section titled, "Dimensions and Weights" near back of manual.

Select lifting apparatus rated above the weight of the truck bed model being installed. Use a minimum of a three point lift when elevating the truck bed.

Insert a cast eyebolt through the hole of a standard 2" ball mount (See Figure 5) and insert it in the rear hitch receiver secured with a lock pin and keeper.

Place the rear lift sling or chain hook through the lift eye in the rear receiver (see Figure 5).

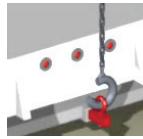


Figure 5

Lift the front of the truck bed by placing a suitably rated lift chain, strap or cable and connect it to the two front stake pockets (one on each side of the bed as shown in Figure 6).



Figure 6

TORQUE SPECIFICATIONS

Size	lb.ft	Nm
1/2"	74	100
9/16"	110	150
5/8"	148	200
3/4"	266	360

Figure 7

TRUCK BED INSTALLATION

WARNING

Installing a truck bed includes hoisting very heavy parts. Neglect for safety could result in Death or Serious Injury. Know the capacity of all lifting devices and follow the safety recommendations of each device used in this installation.

SECURING BED TO FRAME

1. Cut a 2" x 2" x 96" (50mm x 50mm x 2.4m) board and place it across the frame at the rear of the cab at bed height. This will act as a spacer while installing the bed.

2. Using an overhead hoist capable of lifting the weight of the truck bed, lift the bed over the height of the truck frame and place into position over the truck frame. (Reference weight for your truck bed model noted in tables at the rear of this manual).
3. Lower the bed to within 1/2" (12mm) of the frame rails. Check for rail alignment and clearance between the truck bed and any chassis component other than the bridge channels. Center the truck bed

front left to right and check your clearance to the rear of the cab before lowering the bed completely onto the truck frame.

DANGER *Observe all safety considerations prior to and during the welding process. Plug the fuel tank inlet and protect all electrical components from any welding sparks that could result in Death or Serious Injury.*

- When the bed is properly positioned on the bridge channels, have a certified welder secure the bed to the channels on all sides of the intersecting joints. *Weld the following cross-members to the bed frame runners, at the intersecting joints, on the bed models that have adjustable runners:
 - First cross-member, located directly under the headboard
 - Last cross-member, closest to the hitch
 - The cross-members located directly in front of and behind the Gooseneck well or turnover ball.

Ensure the welds are on both left and right side runners, and are solid across the front and side.

- An additional support bracket must be securely fastened between the rear hitch upright and rear truck chassis as a lower hitch support
- Clean the welded areas and protect with primer and matching finish paint.

FUEL TANK CONNECTION

The fuel fill neck & billet (See Figure 8), hose and fuel fill tube clamps are not included with your truck bed. Purchase the style of your choice from your local vendor or internet source.



Figure 8

WARNING *Do not smoke when installing the fuel connection components. Ignition to the fuel vapors could ignite and result in Death or Serious Injury.*

- Clean and install a fuel filler tube and vent hose between the truck's fuel tank neck and the fuel door on the bed frame. Clamp the filler tube tightly on both ends (See Figure 9).

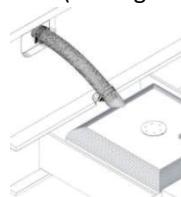


Figure 9

ELECTRICAL ASSEMBLY

DANGER *Fumes given off by batteries are combustible. Keep flame and sparks away, do not store tools or metal objects near batteries. There is a risk of explosion if metal objects cause a short circuit. Sulfuric acid contained in batteries is poisonous, do not allow acid to contact skin, clothing or your eyes.*

If you spill acid on yourself, immediately:
a. Flush your skin with water.
b. Apply a neutralizing agent such as lime.
c. Flush eyes with water for 10-15 minutes.
d. Immediately seek medical attention.

⚠ CAUTION Always refer to the polarity symbols printed on the top of the battery. Refer to the markings on the battery to determine the location of the negative (-) cable.

8. Disconnect the negative cable from the truck's battery.
9. Lay out the electrical wire harness from the bulkhead towards the rear of the frame. Couple the bed connectors to the factory truck harness connectors. If the truck is equipped with factory cable clamps, use them. If no clamps are available use plenty of heavy duty plastic cable ties to secure the harness along the frame and bed. Route the harness away from any moving parts, exhaust components, or sharp corners.
10. Connect a ground strap between the truck bed and the truck chassis. Make sure the ground connection is not hindered by any painted surface.
11. If the truck bed is equipped with Accessory lighting, such as work lights or bed lights, then run either a single 4-way wire from the rocker switches to the truck battery/harness, or run dual 2-way wires from the rocker switches to the truck battery/harness. We also suggested installing a relay.
12. When all of the connections are complete, connect the negative cable to the negative battery terminal.
13. Turn the ignition switch to the "ON" position (but do not start) and test the lighting system. Check the parking lights, brake lights, turn signals, and clearance marker lights.
14. If problems are found, first check that you have a proper

ground between the bed and chassis by conducting a continuity test with a meter.

15. After the lights have checked out as working properly, remove all tools from the top of the bed and take the vehicle for a ten mile drive. After returning, re-torque the bed to frame mounting bolts per the value found in Figure 7.
16. Check the operation of all the hinged door latches and locks (if equipped). Lightly lubricate the hinges and wipe off any excess lube that would attract dust and dirt.
17. If a gooseneck ball has not been installed earlier, install it and properly torque the hardware according to the ball manufacturer's specs.
17. If you require additional installation of UB model beds or have further questions regarding installation, we strongly recommend contacting a certified installer to ensure proper assembly, safety, and compliance with warranty requirements.

PRE-DEPARTURE INSPECTION

Knowing the condition of your vehicle, truck bed and cargo is an important responsibility. A quick walk-around your vehicle can avoid many situations that could delay your arrival at your destination.

Inspect the area in front of your vehicle and behind your vehicle to make sure there is no one standing, sitting or playing in those areas.

Check the operation of the lights. Replace/repair any burned out lights before proceeding.

If you are carrying any type of cargo on your truck bed, make sure it is tightly secured with chains or straps. It is always a good idea to stop during your journey and check all cargo tie-downs.

Clean off any loose dirt or debris from the truck bed deck.

Clean any dirt, dust, mud or snow from the rear brake/turn signal, running light lenses. Make sure people behind you can see your brake, turn and running lights clearly.

Inspect the tire's condition and inflation on your vehicle and trailer per the recommendations of the truck and trailer manufacturer. Never drive with a known bad tire or one that is under-inflated.

If towing a trailer, verify that safety chains, breakaway cable and light harness are connected properly.

If equipped, make sure that all truck body doors and drawers are in their closed and latched position. Locking these doors is always a recommended practice.

TOWING A TRAILER

Towing a trailer attached to your truck body is an added responsibility for the vehicle's driver.

Two types of trailer hitch connections are available on every Norstar Truck Beds truck bed; a gooseneck ball and a receiver hitch.

Gooseneck ball: Periodically inspect the ball for flat spots and replace if necessary. Apply a thin coating of lubricant on the ball surface.

WARNING *The towing capacity when utilizing the gooseneck ball should not exceed 25,000 lbs. (11340 kg) or the recommended towing capacity of the truck (if less), to avoid an accident that could result in Death or Serious Injury.*

Every 500 miles, the hardware fastening the gooseneck ball to the truck body should be checked for the proper torque according to the instructions that accompanied the hitch ball (450 lb.ft.).

Bumper receiver: Verify that the lock pin that secures the ball mount adapter to the truck bed's receiver and keeper pin are in place. Check the torque of the hardware securing the ball to the receiver adapter per the recommendations of the ball manufacturer.

WARNING *The towing capacity when using the rear lower hitch should not exceed 14,000 lbs., (6350 kg), or the recommended capacity of the truck, if less.*

The proper connection to the truck body must be inspected "before" starting to drive the vehicle.

Check the load on the trailer and make sure that any loose items are either tied down or removed from the bed.

Check that the light wire connection is plugged into the truck body light socket (See Figure 11) and that all the trailer lights are in working condition before departing.

CONNECTING A GOOSENECK TRAILER

Your Norstar truck bed is specially designed to pull trailers of most types. To connect your gooseneck trailer to your truck bed:

1. Raise the trailer coupler above the height of the truck bed.
2. Verify that the coupler is in the unlatched position (reference your trailer manual).
3. Clear light harness cable and safety chains from around the coupler so they do not get snagged or pinched during the coupling process.

DANGER *Keep everyone clear from the trailer tongue area when backing to connect the trailer to the truck bed. Getting crushed or pinched between the trailer tongue and truck bed will result in Death or Serious Injury.*

4. Make sure the area between the tow vehicle and trailer is clear of other people & objects.
5. With the assistance of another person, back the tow vehicle under the trailer's gooseneck coupler until aligned directly under the coupler (See Figure 10).



Figure 10

6. Lower the trailer coupler down onto the truck bed's ball until the coupler latches completely around the ball and the coupler latch pin/rod can be placed into the full locked position.
7. Place the trailer jack in the full raised and stowed position per the instructions that accompanied the trailer.
8. Connect the trailer's safety chains to the designated an-

chors located near the gooseneck ball access well.

9. Connect the break-away cable to the tow vehicle.
10. Connect the trailer wiring cable to the truck bed's plug socket located at the rear of the truck bed (See Figure 11).



Figure 11

11. Remove tire chocks.
12. Perform a walk-around inspection of the trailer and trailer connection before moving the trailer.

DISCONNECTING THE TRAILER FROM TRUCK BED

1. Install tire chocks to avoid unwanted trailer movement.
2. Disconnect the light harness cable from the electrical socket.
3. Disconnect the break-away cable and safety chains from the truck bed's deck.
4. Unlock and unlatch the trailer coupler.
5. Raise the front of the trailer using the trailer's jack to a height that will adequately clear the truck bed.
6. Drive the tow vehicle forward to clear the trailer's coupler.
7. Close the cover over the gooseneck ball when not in use to avoid accumulation of dirt and debris.

OPTIONAL STAKE POCKETS

If your truck body model is equipped with stake pockets, use hardwood 3" wide x 1.5" deep stakes that fit securely in the stake pockets (see Figure 12).

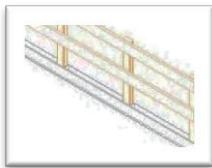


Figure 12

CAUTION *Secure the stakes into position so they don't fall out and become a hazard along the roadway. Stakes or side boards that fall off the truck bed could result in Minor or Serious Injury to other motorists.*

OPTIONAL SPARE TIRE MOUNT

WARNING *Never leave a spare tire lay loose on the truck bed while moving the vehicle. A spare tire that falls on the roadway during travel could result in Death or Serious Injury.*

Periodically, check that your spare tire is securely attached to the mount with the correct necessary hardware.

Secure a loose spare tire to the truck bed deck with a strap or chain binder.

TRUCK BED STORAGE BOXES

Some Norstar models include storage boxes that are secured with a hinged door. To prevent loss of

storage box contents or damage to the door, close and lock the access doors before moving the vehicle (See Figure 13).

When closing the storage box doors, guide the door chain to the inside of the box.

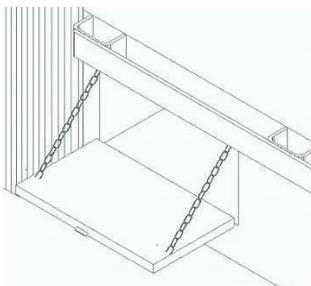


Figure 13

Every three months add a light coat of lubricating oil to the hinge. Wipe off any excess lube.

Inspect the latch lock periodically. Lubricate the lock periodically to keep it from becoming tight. Wipe off any excess lubricant.

Keep a spare key in the glove box of the vehicle. Lost keys can be replaced by contacting Norstar Parts.

PARTS

Contact your local Norstar dealer with any parts inquiries. If he does not stock the part you need, he can contact our factory for immediate shipment of your part.

When inquiring about parts for your Norstar truck bed, have the following information available:

- ✓ Bed Model
- ✓ Bed Vehicle Identification Number (from VIN plate)
- ✓ Color of Part (if required)
- ✓ Quantity Required
- ✓ Shipping Information

MAINTENANCE

Maintenance Interval Chart

NOTICE

Refer to this chart for Norstar Truck Bed maintenance items only. Refer to the vehicle maintenance schedule and the trailer schedule to maintain their necessary service items.

Interval	Component	Service Action
Every Use	Bed deck	Clean deck of any loose objects before traveling.
Every month	Lights	Do a complete verification of light operation. Correct any issues found in your inspection.
	Gooseneck ball	Inspect ball for damage or flat spots and replace if necessary. Apply a thin coat of grease.
Every 3 months	Spare tire storage (if equipped)	Check hardware tightness.
	Storage box locks (if equipped)	Apply locklube in storage compartment locks
	Storage box doors (if equipped)	Lightly lubricate the hinges and wipe off any access
Every 5000 miles	Gooseneck ball	Inspect the gooseneck ball and mounting parts. Replace, if necessary. Check torque of hardware securing ball to truck bed. Torque is 450 lb.ft (610 Nm).

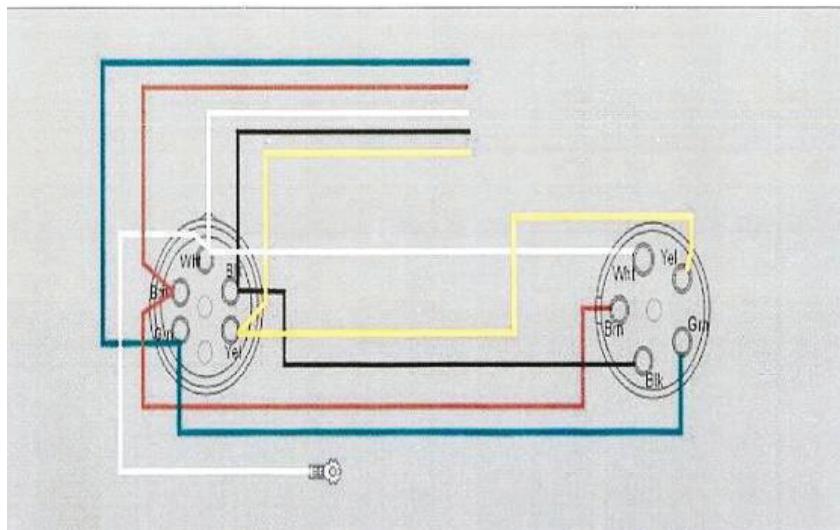
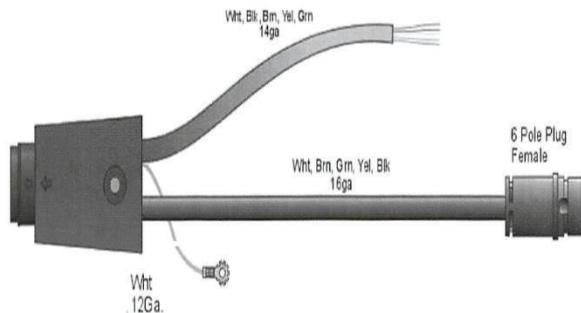
TRUCK BED CLEANING

Your Norstar Truck Beds truck bed has been finished with powder coat paint. Periodic cleaning will renew the appearance of your new truck bed.

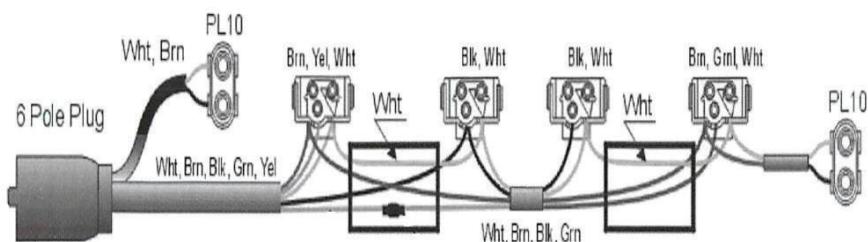
1. Spray the truck bed with a garden hose to rinse off any loose dirt, mud or debris.
2. Fill a bucket with 1 gallon warm water and mild detergent, according to the detergent manufacturer's instructions.
3. Dip a sponge or cloth into the soapy water, and wring it out. Wipe the powder coated surface with the sponge or cloth, starting at the top and working your way down. Rinse the cloth or sponge in the bucket as needed.
4. Spray the powder coated surface with a garden hose to rinse off any detergent residue.
5. Dry the powder coated surface with a clean towel.

ELECTRICAL DRAWINGS

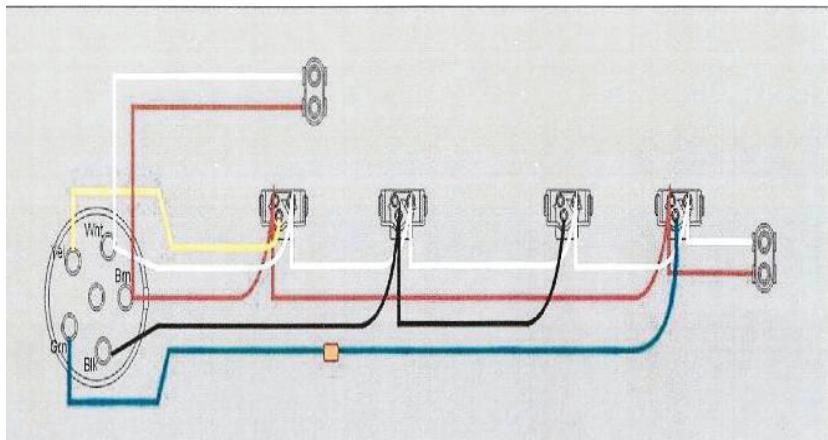
MAIN HARNESS



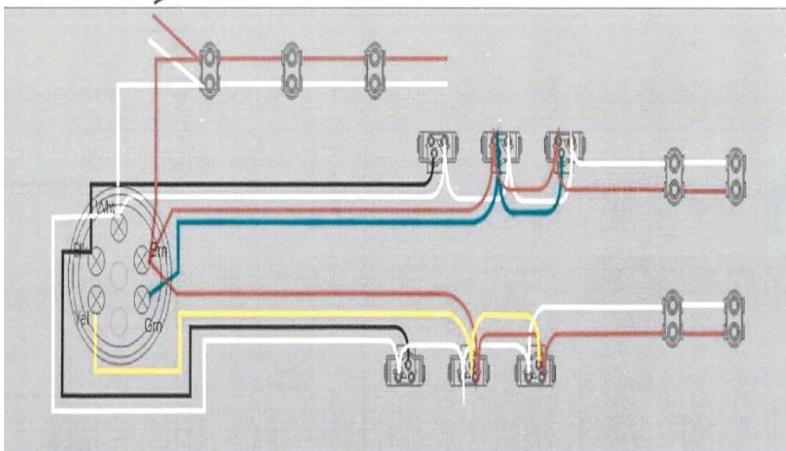
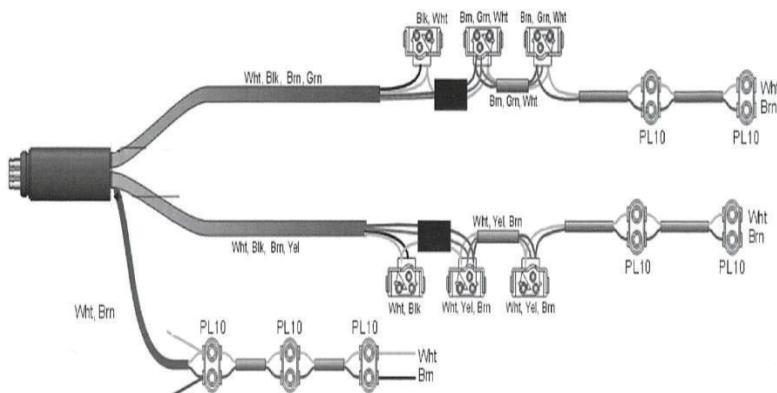
FRONT HARNESS



FRONT HARNESS, CONTINUED



REAR HARNESS



DIMENSIONS & MAX. INSTALLATION WEIGHTS

(Weights include all options for all models, sizes. Refer to shipping documents for specific weights.)

SINGLE WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	84"	84"	38", 40", 42"	985
SR	8'-6"	84"	56", 58"	1070

SINGLE WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	9'-4"	84"	60"	1160

DUAL WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	8'-6"	94"	56", 58"	1005
SR	8'-6"	97"	56", 58"	1035

DUAL WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	9'4"	94"	60"	1180
SR	9'4"	97"	60"	1190
SR	11'4"	94"	84"	1250
SR	11'4"	97"	84"	1275

SINGLE WHEEL BOX REMOVAL

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	84"	84"	38", 40", 42"	1045
ST	8'6"	84"	56", 58"	1275

SINGLE WHEEL CHASSIS

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	9'4"	84"	60"	1320

DUAL WHEEL BOX REMOVAL

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	84"	97"	38"	1155
ST	8'6"	94"	56", 58"	1265
ST	8'6"	97"	56", 58"	1295

DUAL WHEEL CHASSIS

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	9'-4"	94"	60"	1465
ST	9'-4"	97"	60"	1485
ST	11'-4"	94"	84"	1585
ST	11'-4"	97"	84"	1605

SINGLE WHEEL BOX REMOVAL

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	84"	84"	38", 40", 42"	1450
SD	8'6"	84"	56", 58"	1705

SINGLE WHEEL CHASSIS

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	9'4"	84"	60"	1790

DUAL WHEEL BOX REMOVAL

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	8'6"	90"	56", 58"	1735

DUAL WHEEL CHASSIS

MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	9'4"	90"	60"	1820
SD	11'4"	90"	84"	2180

NORSTAR TRUCK BED LIMITED WARRANTY

All warranty claims must be processed by an Authorized Norstar Dealer. To initiate a warranty claim, please contact an Authorized Norstar Dealer. You can locate your nearest Authorized Norstar Dealer here: <https://www.norstarcompany.com/dealer-locator>

Online registration of the product within 30 days from date of first retail purchase is required to obtain the coverages provided by this Limited Warranty. You can register your product here:

<https://norstarcompany.com/warranty>

WARRANTY TERMS AND CONDITIONS

Subject to the exclusions and limitations below, Norstar Trailers LLC (hereinafter "Norstar") warrants each new truck bed Norstar manufactures under the Norstar Truck Bed Brand (hereinafter "Product") to be free from defects in material and workmanship, operated under normal use and service in the continental United States and Canada. The product warranted hereunder must be operated by the purchaser in accordance with practice approved by Norstar, with loads not exceeding the manufacturer's rated capacities and subject to all terms and conditions of this Limited Warranty. The warranty start date begins at the date of retail purchase, or one year from the date the product was shipped from Norstar, whichever comes first.

During the Limited Warranty period, any defect in material and workmanship on any product not excluded below shall be repaired or replaced at Norstar's option by a Norstar authorized representative or approved repair facility only. Norstar will pay for replacement parts and such approved shop labor in accordance with its labor reimbursement policy outlined below. Norstar reserves the right to supply remanufactured replacement parts as it deems appropriate. This Limited Warranty is your exclusive remedy, and applies to new Product only purchased in the United States and Canada which is accompanied by this written Limited Warranty and for which a completed warranty registration has been received by Norstar within 30 days after purchase of the Product

WARRANTY COVERAGE

Three Year Structural Limited Warranty

Norstar warrants each new Norstar Truck Bed to be free from structural defects for a period of three (3) years from the warranty start date. Structural coverage by this warranty includes: the main frame, subframe, crossmembers, railings, and structural parts manufactured by Norstar.

Two-Year Comprehensive Limited Warranty

Norstar warrants each new Norstar Truck Bed to be free from defects in materials, components, and workmanship for a period of two (2) years from the warranty start date, subject to the conditions, limitations, and exclusions noted below.

A. Norstar warrants its paint finish against peeling, cracking, and to be consistent with industry standards for one (1) year from the warranty start date.

B. Components not manufactured by Norstar are the responsibility of the respective component manufacturers. Norstar will act responsibly to facilitate the repair or replacement of such parts by such component's manufacturer's individual policy. Costs incurred by Norstar for repair or replacement parts or items not of Norstar's manufacturing will be invoiced to you.

Parts Warranty

Parts replaced in the warranty period will be subject to the remaining balance of this two (2) year Limited Warranty, but the replacement parts will not in any way extend this Limited Warranty. Replacement parts after the warranty period shall be subject to Norstar's current standard parts warranty. Part purchases made through the Norstar Parts Department are not covered under the Limited Warranty associated with a truck bed purchase. A part purchased through the Parts Department shall only be covered by the warranty offered by the manufacturer of said parts.

Labor Reimbursement Policy

Norstar will, in its sole discretion, consider labor reimbursement during the defined warranty period, provided that the repair is pre-approved. Labor hours will be determined off Norstar's Labor Reference Guide and reimbursed by Norstar's current flat rate or the dealer's authorized contract rate. It is your responsibility to contact the Warranty Department to verify your labor rate. All warranty work must be pre-authorized by Norstar's Warranty Department. Failure to do so will result in no warranty payment or replacement of parts.

Shipping Costs

Norstar will pay for the shipping of warranty parts by ground carrier. Expedited freight delivery is available at the expense of the owner. Shipping for the return of parts for warranty consideration will be at the owner's expense, but will be reimbursed if the parts in question are deemed defective by Norstar or by the manufacturer of the part, and a legible copy of the invoice is provided.

Any claim or issue arising under this Limited Warranty must be reported immediately to an Authorized Norstar Dealer and will be handled within a reasonable time after the truck bed is returned to an approved repair facility. Norstar will repair or replace, at its sole discretion, any parts or components found to be defective due to faulty materials or workmanship.

NORSTAR'S SOLE OBLIGATION AND BUYER'S SOLE REMEDY UNDER THIS LIMITED WARRANTY IS REPAIR OR REPLACEMENT AT NORSTAR'S ELECTION.

All warranty repairs must be pre-authorized by Norstar in writing and are subject to commercially reasonable labor rates and material costs. All authorized warranty repairs must use factory-authorized replacement parts unless otherwise agreed by Norstar. c Transportation costs to and from the approved repair facility and associated costs are not covered by this Limited Warranty and will not be reimbursed.

THE EXPRESS WARRANTIES SET FORTH HEREIN ARE THE EXCLUSIVE WARRANTIES OF NORSTAR, AND NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, SHALL APPLY.

This Limited Warranty is not transferable and extends only to the first retail purchaser. If the product is transferred or sold by the first retail purchaser, the express warranties provided herein are void.

Exclusions

A. Parts or components not manufactured by Norstar, such as lights, hitch balls, mud flaps, latches, locks, hinges, wiring harnesses and connectors, C-tech drawers, and hydraulic systems and components are warranted by their respective manufacturers and are excluded from this Limited Warranty.

B. Parts, components, or other items found to be altered or modified from their original condition without prior authorization of Norstar, including the installation of accessories, not made or installed by Norstar or an authorized representative or an approved repair facility, such as lights, hitch balls, mud flaps, latches, locks, hinges, wiring harnesses and connectors, C-tech drawers, and hydraulic systems, are excluded from coverage under this Limited Warranty.

C. Damages caused by negligence, accident, abuse, misuse, overload, corrosive materials, vehicle collision, failure to properly maintain the product, improper repair or installation, unsuitable storage, severe off-road application, or catastrophic weather conditions are not covered by this Limited Warranty.

D. Use of any extension in the factory receiver tube longer than 10.5 inches, measured from pin to ball center, will void the express warranties provided herein.

E. Wear items such as flooring, paint, lights, batteries, hinges, bearings and hoses are not covered under this Limited Warranty for normal or expected wear and tear.

F. Damage sustained during delivery are not covered by this Limited Warranty. Delivery damages should be noted by the dealer at the time of delivery and reported. In order to file a shipping damage claim, damages must be indicated on the original packing slip and photos must be taken at the time of delivery. Failure to note on the packing slip and record photos of damage could result in a denied claim.

G. Cosmetic damage will not be covered if not reported by the dealer at the time of delivery. All cosmetic damage reported after the first retail purchase will be denied.

H. Paint, decals, or any finish (collectively "finish") not applied by Norstar are excluded from this limited warranty.

I. Any Truck Bed used as a rental unit or as part of a rental unit is not covered by this Limited Warranty.

Limitations of Liability

The remedies provided for in this Limited Warranty are exclusive, and the total liability of Norstar to any purchaser, whether based on contract, warranty, tort, strict liability or otherwise, shall not exceed the purchase price of the truck bed giving rise to the claim.

IN NO EVENT, WHETHER BASED ON OR ARISING UNDER CONTRACT, WARRANTY, TORT, STRICT LIABILITY OR OTHERWISE, SHALL NORSTAR BE LIABLE TO PURCHASER OR ANY THIRD PARTY FOR SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OF ANY KIND OR CHARACTER (INCLUDING, BUT NOT LIMITED TO, TRUCK BED REMOVAL OR REINSTALLATION, LOSS OF USE, REVENUE, PROFITS, OR WAGES, INVENTORY OR USE CHARGES, TOWING CHARGES, TRANSPORTATION OR SHIPPING COSTS, FUEL COSTS, LODGING OR MEALS, COST OF CAPITAL, AND CLAIMS BY CUSTOMERS).

Warrantable paint repairs are limited to spot repairs and blending consistent with industry standards. Deterioration due to use or exposure, such as chipping, scratching, fading, cracks in caulk seam, road salt, tar, other chemicals, pressure washing, or damage by animals will not be covered. Rust streaking originating from areas where it is virtually impossible to achieve total paint or powder coat coverage, i.e. behind rub rails or where two or more metals adjoin, are consistent with industry standards and are not covered by this Limited Warranty.

This Limited warranty will be void in the event of improper installation.

Applicable Law / Disputes

The rights and obligations of the parties under this Limited Warranty shall be interpreted and governed in all respects in accordance with the laws of the State of Texas, USA, exclusive of any choice of law rules or provisions. Any dispute arising out of or related to this Limited Warranty which is not resolved by the parties informally shall be adjudicated exclusively in the courts of Lamar County, Texas, USA.

Severability / Waiver

If any portion of this Limited Warranty is held to be invalid or unenforceable by a court of competent jurisdiction, such portion shall be deemed modified to the extent necessary to make it valid and enforceable; or if it cannot be so modified, then such portion shall be deemed severed from this Limited Warranty, with the remaining portions of this Limited Warranty continuing in full force and effect.

Norstar makes no other express or implied warranties beyond those described in this Limited Warranty.

Questions regarding this Limited Warranty should be directed to:
Norstar Trailers LLC., 5500 FM 38N, Brookston, Texas 75421
www.norstarcompany.com

norstar TRUCK BEDS



SR Model



ST Model



SL Model



SD Model



SC Model



WH Model



UB Model



VISIT US TO SEE THESE AND OTHER PRODUCTS AT:

WWW.NORSTARCOMPANY.COM

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