



Built for the Long Haul. Backed for the Long Haul.

At Platinum Trailers, we believe a warranty should do more than sit on paper — it should give you real confidence every mile down the road.

Our trailers are built from years of hands-on experience in farming, trucking, hauling, and heavy-duty repair. We understand what equipment faces in the real world, and we engineer every trailer with durability, serviceability, and long-term performance in mind.

That's why we proudly stand behind every Platinum trailer with strong warranty coverage designed to keep you moving.

Platinum Trailer Manufacturing Limited

5-Year Warranty Coverage & Claim Procedure

Platinum Trailer Manufacturing Limited (hereafter referred to as "Platinum") warrants directly to you, the first retail customer; that each new trailer manufactured by Platinum is free from defects in material and workmanship; provided that the trailer is being properly maintained; and that the trailer is being used in its normal intended service free from accident or collision. Normal service means usage in the manner and for the purpose for which such trailer is generally manufactured, purchased and utilized; including the loading, unloading, and carriage of uniformly distributed legal loads of non-corrosive cargo, in a manner which does not subject this vehicle to strains, impacts, and dump cycles greater than normally imposed by lawful use over properly maintained public roads, with gross vehicle weight, gross axle weights and concentrated loads not exceeding the labeled gross vehicle weight, gross axle weight and concentrated load ratings (also see "Usage Qualifier" note below).

The warranty shall (unless otherwise specified) be for the following period following the date of delivery:

- Structural components (manufactured by Platinum) – five years
- Non-structural components (manufactured by Platinum) – one year
- Non-structural components One year - 100% parts and labor

- **Components and accessories not manufactured by Platinum are covered only by the original manufacturer's warranty. Platinum provides no additional warranty on guarantee on these items.**

Structural components:

5 year - 100% of repair.

Usage (years) Qualifier:

Platinum warranty may be modified; at Platinum's discretion, if said trailer(s) is subjected to exceptionally heavy use, i.e.: Trailer(s) running 24 hours/day, 7 days a week, or some similar scenario. Thus, for example, for every year in use; the trailer(s) is considered to be two (2) or more "usage" years old.

Platinum's warranty will not cover any repairs done without prior discussion; quotation; and express written approval by Platinum.

Platinum's warranty coverage does not include:

- freight (of parts, components, or the trailer)
- downtime (loss of income)
- other incidental or consequential damages

Platinum warranty does not cover:

- Parts that are not defective, but which may wear out and have to be replaced; including but not limited to seals, lights, paint, suspension components, brake system components, brake linings, brake drums, bushings (suspension, joints, hinges, and knuckles), tires
- Alignments or adjustments which are normal maintenance items; not caused by a defect in any components or in the trailer
- Any trailer or component of a trailer that has been altered (other than by Platinum) in any way so as in the judgement of Platinum to affect its operation or reliability, or which has been subject to misuse, neglect or accident.

Warranty claims:

ON ANY REPAIRS UNDER WARRANTY, PLATINUM MUST BE CONTACTED AND OUR APPROVAL RECEIVED IN THE FORM OF A WARRANTY PURCHASE ORDER BEFORE ANY WORK IS DONE. THE PURCHASER CLAIMING UNDER THIS WARRANTY SHALL SUBMIT A WARRANTY CLAIM IN THE PRESCRIBED FORM PLATINUM OR AN AUTHORIZED DEALER FOR INSPECTION BY AN AUTHORIZED COMPANY REPRESENTATIVE.

Please send ALL claim Requests to :

www.warranty@platinumtrl.com

Information required to start a warranty request:

- Full Serial Number of The Trailer
- In-Service date of the trailer
- **Complaint: Provide the general details of the problem.**
- **Cause: What caused the failure?**
- **Correction: Provide a detailed description of the repair required.**
- **Cost: Please provide a detailed quote with cost breakdowns as stated below**

1) We will not accept warranty bills under any circumstances that have not received our prior authorization (including a warranty authorization number) based on a written quotation for the required repair work.

2) We are to supply all warranty parts unless agreed otherwise.

3) Any invoices covering warranty parts and / or labor that we consider excessive will be paid based on our cost of such parts and / or labor as if the work had been done at our factory.

4) No warranty on parts will be paid for until the faulty parts have been returned prepaid, for our inspection, unless agreed otherwise. Platinum will not be responsible for freight for returned parts except by prior arrangement and written authorization.

5) All invoices submitted, requesting warranty, must show the number of hours of labor and the rate being charged.

6) Platinum must receive notice of a defect immediately after such defect is discovered and at the request of Platinum or an authorized agent return the trailer to Platinum or an authorized agent or other agreed upon location within 20 days after the trailer return is

requested. Note: Warranty consideration may be influenced by "when a defect ought to have been discovered under normal circumstances"; in cases where the defect notification is not made in a timely manner. continuing to use the trailer after discovering a defect could void warranty coverage for that damaged area.

7) Transportation expenses to and from a repair facility are the responsibility of the trailer owner.

WARRANTY DISCLAIMER AND LIMITATIONS OF LIABILITY:

Except for the above warranty, Platinum makes no other express warranties and HEREBY EXCLUDES ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE.

IT IS AGREED THAT PLATINUM SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY including, but not limited to, loss of income, damage to vehicle, attachments, trucks or cargo, towing expenses, or injury to or death of persons.

No person is authorized to give any warranties or to assume any other liability on Platinum's behalf unless made and assumed in writing by Platinum and signed by an officer of Platinum.

TIME LIMIT ON COMMENCING LEGAL ACTION:

While Platinum undertakes to make reasonable efforts to resolve every warranty claim, if Platinum does not accept as valid all or any part of a particular claim, then Platinum will only be responsible under this warranty for such claim if it is enforced by legal action commenced within one year from the date that the breach of warranty occurred.

WARRANTY TRANSFER:

Warranty transfers to a second owner will be recognized /provided:

- If the transfer takes place in the first twelve (12) months of service
- The trailer is fully inspected and approved by Platinum by way of a personal inspection by an authorized Platinum agent
- A new warranty form is filled out and sent to Platinum Trailer Manufacturing immediately upon close of the transaction. (New Equipment Warranty forms are available on the Platinum website).

**THIS AGREEMENT IS NOT VALID UNLESS A SIGNED COPY OF THE WARRANTY
REGISTRATION FORM IS RECEIVED BY PLATINUM WITHIN 15 DAYS OF DELIVERY TO
THE FIRST RETAIL CUSTOMER.**