

# TITAN MANUFACTURING LLC

## AMERICAN TARP PRODUCTS

### LIMITED WARRANTY

#### Terms and Conditions of Sale

The following Terms and Conditions constitute the agreement between the purchaser (“Customer”) and Titan Manufacturing LLC regarding all products manufactured, distributed, or sold by Titan Manufacturing LLC and American Tarp Products.

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### LIMITED WARRANTY PERIODS

#### Titan Manufacturing LLC Products

The warranty period for all Titan Roll-Off Products manufactured and supplied by Titan Manufacturing LLC, or by an authorized Titan Manufacturing LLC distributor and or selling dealer/upfitter, shall begin on the date of shipment from the designated Titan Manufacturing LLC shipping location, unless otherwise specified on the invoice or purchase order.

#### Covered Models

- XOR-30-22
  - XOR-60-22
  - XOR-75-22
  - XTR-30-22
  - XTR-60-22
  - XTR-75-22
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### Structural Warranty Coverage

**Warranty Period:** Thirty-Six (36) Months

This limited structural warranty applies only to manufacturer defects in material and workmanship originating from the factory.

## **Structural Warranty Exclusions**

The following items are considered normal wear items and are excluded from structural warranty coverage:

- Side rollers
- Cable and hook
- All pulleys
- Rear tail roller
- Body-up sensor
- Body-up light
- PTO light
- PTO switch
- LED lights
- Work light switch
- Inside air joystick controls

## **Additional Structural Warranty Exclusions**

This warranty does not cover damage or failures caused by:

- Normal wear and tear
- Operator error
- Abuse or neglect
- Accidents or collisions
- Overloading or hauling beyond the rated capacity of the hoist
- Improper maintenance or failure to follow maintenance procedures outlined in the Operator Manual

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## **Hydraulic Component Warranty**

**Warranty Period:** Twelve (12) Months

## **Hydraulic Warranty Exclusions**

The following hydraulic components are considered wear items and are excluded from warranty coverage:

- Hydraulic hoses
- Hydraulic fittings
- PTO
- Hydraulic pump
- Hydraulic spool valve controls

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# American Tarp Products

## Covered Models

- Strong 1
- Strong 2
- Strong 3
- Strong 4
- Strong 5
- Strong 6
- Strong 7
- Raptor X
- Raptor X Mini

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## Structural Warranty Coverage

**Warranty Period:** Sixty (60) Months

This limited structural warranty applies only to manufacturer defects in material and workmanship originating from the factory.

### Structural Warranty Exclusions

The following items are considered normal wear items and are excluded from structural warranty coverage:

- Crash bar
- Spring-loaded roller

### Additional Structural Warranty Exclusions

This warranty does not cover damage or failures caused by:

- Normal wear and tear
- Operator error
- Abuse or neglect
- Accidents or collisions
- Overloading or hauling beyond the rated capacity of the tarp system
- Improper maintenance or failure to follow maintenance procedures outlined in the Operator Manual

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## Hydraulic Component Warranty

**Warranty Period:** Twelve (12) Months

### Hydraulic Warranty Exclusions

The following hydraulic components are considered wear items and are excluded from warranty coverage:

- Hydraulic hoses
- Hydraulic fittings
- Spool valve controls

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## WARRANTY CLAIM PROCEDURE

All warranty claims are subject to review and approval by Titan Manufacturing LLC on a case-by-case basis.

### Submission Requirements

All warranty claims must be submitted via email to:

**TS@TRUCKWORLD.US**

The warranty claim submission must include the following information:

1. Company Name
  2. Company Address
  3. Contact Name
  4. Contact Email Address
  5. Dealer or Distributor where the hoist or tarp system was purchased
  6. Several detailed photographs clearly showing the damaged part(s)
  7. Picture of Serial and Model Badge
  8. Year, Make, Model and Serial Number
  9. A full written description explaining:
    - How the damage occurred; and
    - Why the claim qualifies for warranty consideration
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# LABOR DISCLAIMER

Approved warranty claims apply to replacement parts only.

Labor costs are not included under this limited warranty. Titan Manufacturing LLC will not approve or reimburse labor charges for:

- Outside repairs
- Third-party repairs
- Mobile service repairs
- Any repair work not performed at an authorized Titan Manufacturing LLC facility

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## GENERAL WARRANTY CONDITIONS

Titan Manufacturing LLC reserves the right to inspect all products and components submitted for warranty consideration prior to approval or denial of any claim.

This limited warranty is non-transferable unless otherwise approved in writing by Titan Manufacturing LLC.

Titan Manufacturing LLC reserves the right to modify or update warranty terms and product specifications without prior notice.