



Trout River Limited Warranty

Model Year 2027 or later

Introduction

Trout River Industries Inc. (hereinafter called "Trout River") warrants to the original owner that each new live bottom trailer or truck mounted box (herein called "the unit") manufactured by it is free from defects in material and workmanship under normal use and services. Loads must be composed of non-abrasive material and not exceed the unit manufacturer's rated capacity (GVWR) with respect to loading and unloading and carriage of uniformly distributed legal loads. These loads must be properly distributed according to the GAWR of the unit, and secured in a manner which does not subject the unit to strains or impacts greater than normally imposed by lawful use on well-maintained public roads.

Warranty Coverage

The warranty is as follows:

All frame, structural elements and welded parts

5-year warranty

- Years 1 to 3 – 100% (Parts and labour)
- Years 4 and 5 – 50% (Parts and labour)

Conveyor (Failure to provide regular maintenance will void)

24-month pro rated warranty

Third Party Components

Third-party warranty (See below)

In the event of a confirmed defect in material or workmanship covered by this warranty, Trout River at its sole discretion, will do the following:

- Provide for repair of the defective parts when delivered to Trout River's factory or delivered to a Trout River Service Centre.
- Reimburse the original owner by paying a sum not exceeding the price charged by Trout River for such work or parts.
- Provide for repair of the defect by a qualified service centre when an authorised Trout River Service Centre is not available.
- Supply replacement parts to the original owner, who will install them at their own expense.

Conditions

Warranty is subject to the following conditions:

- Warranty coverage commences from the date of the original purchase of the unit.
- Warranty registration must be submitted within 14 days of delivery to the original owner.
- All suspected defects must be reported immediately (within 2 days) upon discovery.
- Unless agreed in writing with Trout River, all repair work must be completed within 30 days of the original notification of the defect.
- Any repair or replacement carried out prior to approval by Trout River will not be covered.
- Any repair work must be carried out by a qualified person or service centre.
- Trout River must receive a quote from the qualified person or service centre estimating the cost of the repairs, including the hourly rate and number of hours estimated for the completion of the work. This quote must be provided prior to the commencement of work. Trout River will issue a purchase order authorising the work before it can commence.
- Trout River must receive a final invoice for the work completed detailing the cost of parts used, the actual hours taken and the rate charged per hour.
- Trout River reserves the right to reject any quote it determines to be excessive whether based on the number of hours required, or the rate at which those hours are to be charged.
- Trout River will not pay any amounts over and above that which has been approved for the repair.
- All parts for repairs must be supplied by Trout River, unless Trout River is unable to provide such parts.

Exclusions from Warranty

This warranty shall not extend to:

- Any unit or components which have been subject to misuse, negligence, operation at temperatures below minus 20 degrees F, accident, or which has been repaired or altered by anyone other than Trout River or its authorized service centres in any way so as in the judgement of Trout River to affect adversely its performance or reliability.
- Units that have not been maintained as set out in the attached *Maintenance Schedule*.
- Units that have not been regularly cleaned to prevent the build up of material in areas that can impede the operation of the unit.
- Parts specified by customer outside of normal options offered by Trout River.
- Normal maintenance service, or maintenance parts such as seals, brakes, tires, etc.
- Normal wear and tear on items such as paint, tarp covers, lights, rims and other parts subject to normal wear and tear.
- The conveyor belt.
- Second and subsequent owners.

Third-Party Warranty

Components manufactured by companies other than Trout River (such as, axles, suspension, electrical, etc.) are not covered by Trout River, but are subject to the warranty of the third-party company.

In the case of a defect in a part covered by a third-party warranty, the owner should contact the Trout River Warranty Department. If the initial report suggests that the part is covered, the original owner can choose one of the following:

1. Return the defective part or provide the necessary evidence to Trout River to allow inspection and investigation by the third-party manufacturer. If the part is covered, Trout River will pass the result of the warranty claim to the owner including any replacement parts or credits. If the part is not covered, Trout River will pass on the decision from the manufacturer. In the event that the part is not covered, Trout River may, at its own discretion, work with the original owner to find an acceptable solution.
2. Pay for a replacement part and return the defective part or provide the necessary evidence to Trout River for further investigation by the third-party manufacturer. If the defect is fully or partially covered by the third-party warranty, the full or partial purchase price of the replacement part will be refunded to the owner by Trout River in accordance with the decision of the third-party manufacturer. If the part is not covered by the manufacturer, Trout River will pass on the decision, and no refund for the replacement part will be issued.
3. Choose to deal directly with the third-party manufacturer.

Truck Mounted Boxes

Any damage, defect, failure, or performance issue arising directly or indirectly from the installation or modification of a truck mounted box by an installer is not covered by this warranty. Trout River accepts no responsibility for:

- Improper mounting techniques.
- Use of incorrect or substandard hardware.
- Any damage to the truck caused by the installer or installation process.
- Structural damage resulting from misalignment or inadequate support.
- Safety risks or vehicle instability caused by third party installation.

Limitation of Liability

Repair or replacement under this warranty is the exclusive remedy of the original owner.

Trout River will not be liable for any indirect, incidental, special, punitive, or consequential damages arising out of or in connection with the sale, use, or performance of the unit, including but not limited to loss of profits, loss of revenue, business interruption, loss of use, legal action, or any other commercial or economic loss. In no event shall the Trout River's total liability under this Agreement exceed the purchase price paid by the original owner for the unit.

Warranty Information

The warranty described herein is in lieu of all other warranties, expressed or implied. This document contains the entire warranty and supersedes any other warranty, whether oral or written, relating to the unit purchased.

Warranty Registration

Within 14 days of delivery, the completed Warranty Registration forms should be submitted to **The Warranty Department, Trout River Industries, 62 Griffin Drive, Bloomfield, COB 1H0, Prince Edward Island, Canada** or emailed to

Warranty@troutriverindustries.ca .

Filing a claim

To file a claim, or if you have any questions concerning this warranty, please contact the Trout River Warranty department at: +1-902-853-1614

Maintenance Schedule

	Every Day Or ~ 5 Loads	Every week Or ~ 25 Loads	Every Month Or ~ 110 Loads	Every 3 Months Or ~ 330 Loads	Every 6 Months Or ~ 660 Loads	Every 12 Months Or ~ 1300 Loads
Inspect the main hydraulic connections	X	X	X	X	X	X
Oil the conveyor chain	X	X	X	X	X	X
Inspect the conveyor	X	X	X	X	X	X
Grease the trailer (including tarp system)		X	X	X	X	X
Inspect & adjust the oiler system			X	X	X	X
Wash the conveyor system			X	X	X	X
Check tarp cable tension (end to end system)			X	X	X	X
Check the conveyor chain tension				X	X	X
Inspect the conveyor seals					X	X
Change the gearbox oil						X

Following this maintenance schedule is a condition of warranty coverage.
Failure to follow this schedule will result in the loss of coverage.

Warranty Registration (2027 or later)



Owner information

Name _____

Street Address _____

City, Province/State _____

Postal Code/ZIP _____

Phone Number _____

Email Address _____

Unit Information

Dealer Name _____

Unit Type _____

Model Number _____

VIN _____

In-Service Date _____

Proof of Purchase ☐ (Copy of purchase invoice attached)

Intended Use

Road Building ☐ Aggregate Hauling ☐ Waste/Biosolids ☐ Agricultural ☐ Other ☐ _____

Warranty Terms Acknowledged

☐ I have read the warranty and I understand and agree to the terms therein.

Owner's Signature

Name (PRINT) _____

Signature _____

Date _____

Instructions

1. Keep a copy for dealer records
2. Give a copy to the customer for their records
3. Email a copy to warranty@troutriverindustries.ca or mail to The Warranty Dept, Trout River Industries, 62 Griffin Drive, C0B1H0, PE., Canada.

Failure to complete the warranty registration fully within 14 days of original purchase can result in delays in warranty claim processing or warranty coverage being denied entirely.