

Questions on the Customer Warranty

1. **When does the customer warranty period commence?**
The warranty period commences on the date the vehicle was first registered.
2. **Who performs warranty repairs?**
The Trailer Builder through whom the vehicle was originally purchased has the primary responsibility for performing warranty repairs. However any authorised SAF Service Network Agent may carry out warranty repairs.
3. **What should I do to obtain warranty service?**
Contact the Trailer Builder or Service Network Agent and they will take care of the process for you. If this is not possible then you may submit a retroactive warranty claim to Transpecs (see number 7 and making a retroactive warranty claim in the procedures section). All Warranty defects should be reported as soon as possible and within the Warranty period.
4. **What documents should I have to obtain warranty service?**
For your convenience, the information entered on the Axle and Suspension information sheet covers the details and serial numbers of the SAF product fitted to the vehicle. The manual must be presented whenever you visit a SAF Service Network Agent for warranty service.
5. **Am I covered by Warranty anywhere in New Zealand?**
Yes. Warranty repairs may be undertaken by your nearest authorised SAF Service Network Agent. You will find a list of authorised Service Agents in the back of the booklet.
6. **What should I do if I lose my owner's warranty and service manual?**
Obtain a replacement booklet from Transpecs and complete the details. In the event that all of these details are not obtainable from your ownership papers, contact the original selling Trailer Builder to complete. Pages for service already performed on your vehicle should be updated.
7. **What should I do for Emergency warranty repairs in cases where the service of a SAF Service Network agent cannot be obtained?**
In cases of emergency only, where your vehicle is rendered nonoperational, you can contact and reputable heavy vehicle service agent, who will contact Transpecs and work through the warranty procedure. If this is not possible, have the vehicle repaired and obtain a fully itemised invoice for the work done, details of the failure, photos of the repair and any old parts. These items should then be submitted to Transpecs for a retroactive warranty claim. Reimbursement in the form of a Transpecs Credit Note and will be made only if the Transpecs and SAF-Holland determine that such repairs should normally be covered by the Customer Warranty, that the repairs were of an emergency nature and that an authorised SAF Service Network Agent was not reasonably available at the time of repair.
8. **Does the Customer Warranty cover loss of time, Trailer hire Commercial loss or consequential damage?**
Your customer warranty relates to the repair or replacement of defective parts during the Warranty period. Neither SAF-Holland nor Transpecs accept any further responsibility or liability. Your Customer Warranty does not cover loss, damage, injury or defects which arise out of or are caused by misuse, overloading, exceeding the manufacturer's specified capacity and operating limitations, neglect, participation in racing or rallying, use of parts not approved or supplied by SAF-Holland or Transpecs, any alteration or modification of any part of the axle or suspension, air brake control system, wheel attachments not approved by Transpecs or SAF-Holland, or any alteration or modification adversely affects the performance, durability, stability, reliability or safety of the vehicle.
9. **What other items are not covered by the customer warranty?**
Maintenance items are not covered by the Customer Warranty because they do not arise as a result of defective workmanship or materials. The cost of labour, maintenance, parts and lubrication supplied in connection with the recommended regular maintenance services will be charged to the owner. While the minimum maintenance requirements are listed in the owner's manual climatic and operating conditions may require the performance of additional maintenance services. The service items, except where they are required as a result of defects in factory materials or workmanship, for which the owner is required to pay include:
10. **Are service checks free to owners?**
The first SAF axle and Suspension service inspection carried out at 5000kms or 1 month is free of charge. This inspection must be carried out to validate the warranty on the product. This is the only free maintenance work (which does not include replacement of lubricants and filters) carried out on your vehicle. All subsequent routine service checks or any additional work undertaken or any additional parts supplied at your request are chargeable to the owner, unless stated otherwise in writing to you the owner from Transpecs.
11. **How do I obtain warranty service for a tyres, brake chambers, air brake control system or wheels defect?**
To enable you to obtain specialised service for tyres, brake chambers, the air brake control system are separately warranted by their respective manufacturer. Should a problem arise, this should in the first instance, be referred to the Trailer Builder.
12. **What are the provisions for parts replaced under the Customer Warranty?**
If during the Customer Warranty period a defective part is replaced, that part will be covered for the balance of the Customer Warranty or Guarantee of Competence period.
13. **What are my responsibilities?**
The care of your SAF product will greatly increase the return you get from it. Please follow the guide-lines listed below and give your genuine SAF-Holland attention.
 - Take your vehicle to an authorised SAF service agent for repairs and servicing.
 - Observe maintenance schedule, please remember that the handbook quotes the minimum construct a schedule to suit your operation.
 - Operate your vehicle in a proper, careful and safe manner at all times.
 - When necessary use the correct lubricant grades.
 - Regularly check tyre pressures.
 - Check your wheel alignment/ wheel balance regularly.
 - Follow carefully the directions given in the General Operating and Service Manual.
14. **Will the warranty still be valid if the axle or suspension is or has been modified?**
SAF-Holland does not warrant the workmanship of, nor any material part, component, assembly, equipment or accessory used in the modification. Any defect attributable to the modification will NOT be covered under the terms and conditions of the warranty. Any modification renders any Guarantees of Competence null and void.
15. **If the vehicle has been "Written Off" and subsequently rebuilt, will the warranty still apply?**
No, the warranty coverage ceases once the vehicle has been written off.
16. **Can the customer warranty be transferred with my vehicle to subsequent owners?**
Yes. If your vehicle is sold within the customer warranty period, the new owner will have the same benefits of the customer warranty during the balance of the warranty period, provided the original warranty conditions continue to be met by the second and subsequent owners.
17. **What are the provisions of warranty related to parts?**
All Genuine SAF-Holland parts purchased are covered by our standard parts warranty. Defective parts will be repaired or replaced for a period of 12 months or 120,000 kilometers whichever occurs first. However if during the Parts Warranty period, a defective part is replaced at no charge, the replacement part assumes only the remaining unexpired portion of the Parts Warranty on the original purchased part.
18. **What are the provisions of warranty related to accessories?**
All approved SAF-Holland accessories whether purchased at the same time as your new axle or suspension, or at a later date are covered by our standard Parts Warranty described in Question 17. Accessories are not included in the OEM Warranty or any Guarantees of Competence.
19. **Is the vehicle warranty provision valid in other countries?**
The warranty is applicable only if the SAF-Holland components on the vehicle are supplied by Transpecs and the vehicle operated in New Zealand. In the event that you are contemplating import your vehicle or exporting your vehicle to another country, please contact Transpecs for clarification of the warranty that may be applicable.