

SAF WARRANTY PROCEDURE

Thank you for contacting us with the details of a possible warranty claim.

First of all, please ensure that you get an order number from the owner of the vehicle for any work undertaken should the warranty be declined for any reason.

SAF-Holland warranty is on manufacture failure only and is made up of components.

- All products are covered by a 12 month – 160,000km warranty.
- Certain axles and suspensions have further Guarantees of Competence associated with them for 36 months – 500,000km.
- Intra assembly Guarantee of Competence can be extended to 1 million – 5 years on Highway only, within Terms and Conditions

Any product failure arising from incorrect installation of components, vehicle manufacturing defects or repair work is not covered by the SAF-Holland guarantee of competency and is the responsibility of the repair agent or trailer builder.

Please note where the warranty work arises as part of a normal service then SAF-Holland will only cover items and labour over and above the standard requirements of that service e.g. a bearing is replaced during repack, SAF-Holland will cover bearing and labour costs to replace outer races. Please refer to labour times at the back of this info pack or contact one of the Warranty Team.

For further details of Transpecs' liability under warranty, please refer to the Gough Group's Terms of Trade which can be found on our website www.transpecs.co.nz

Please find attached details of requirements to be able to make a claim:

- Service Report form - please complete in full and return
- SAF service labour times
- Photo template
- Check-list for completed tasks

Photos are a mandatory requirement by SAF-Holland and these need to be focused and readable or SAF-Holland may decline your warranty, the photos that are required are:

- Standard Identification - rego plate, vin # & rego stickers, brake certificate plate, hubo and axle serial number from spindle
- Any questions on photos, please contact us

Should you require information or advice on how to complete the hub tests (wheel rock/grease/ noise) please contact us.

If the trailer is equipped with EBS please supply a download report.

All failed product should be returned to Transpecs within 7 days for inspection and photos.

Service report form, photos & proforma invoice should be completed within 5 days of repair and forwarded to Transpecs. Should you believe that the work undertaken will go beyond the timeframes set, please contact us prior to starting the job to negotiate labour times.

Any queries that you might have, please contact us.

Kind Regards,

Transpecs Warranty Team