

WARRANTY REGISTRATION

Limited warranties

- Idéal Cargo offers a limited lifetime warranty, to the original purchaser only, against chassis corrosion resulting from perforation or degradation originating from within the galvanic coating. This warranty covers materials and labor. Lifetime warranty exclusions: any surface scratches to the trailer arising from misuse or unnatural situations (e.g., accident, collision, impact, modifications to the structure, frequent use on gravel roads) resulting in corrosion.
- Idéal Cargo offers a 1-year limited structural warranty on all models with a GVWR of 4,500 kg or under (or axles TA3 and under). Idéal Cargo offers a 1-year warranty on all models with a GVWR of more than 4,500 kg (or axles TA4 and above). If the trailer is hauled by a semi-truck (two rear axles or more), the structure is not covered by the warranty. This warranty covers materials and labor. Exclusions: Any abusive use arising from unnatural situations or non-compliance, lack of compliance with the maintenance points of your trailer (e.g., accident, collision, impact, modifications to the trailer, change of axle, snow accumulation on the roof) resulting in premature and abnormal wear.
- Idéal Cargo offers a 5-year limited warranty, to the original purchaser only, against roof water infiltration, on all its models. This warranty covers materials and labour. Exclusions: Any misuse, or the occurrence of unnatural situations (e.g., accident, collision, impact, or modifications to the trailer) resulting in premature and abnormal wear.
- Idéal Cargo offers a 3-year warranty covering any manufacturing defects related to the delamination of the trailer's interior and exterior walls (GreenEdge biocomposite panels). The warranty also covers premature discoloration of the panels. Exclusions: any misuse, or the occurrence of unnatural situations (e.g., accident, impact, wear caused by rock or sand, or modifications to the trailer) resulting in premature and abnormal wear.

All of the above warranties are transferable provided that the proper document (TRANSFER OF WARRANTIES) is used for this purpose. For a warranty transfer, please make the request to your dealer. All warranty transfers must be authorized by Idéal Cargo.

Warranties will be honoured only if the repair is authorized by Idéal Cargo and performed at a dealer authorized by Idéal Cargo. If a repair is performed elsewhere than at a dealer authorized by Idéal Cargo, the warranties do not apply.

All replacement lettering, service, towing, or transportation charges are the responsibility of the purchaser and are not paid by Idéal Cargo and its authorized dealers. Therefore, loss of time, miscellaneous inconveniences, loss of use of the trailer, equipment rental or replacement costs, loss of income, and other commercial losses are not covered by the warranties. These warranties do not apply if the product has been subjected to misuse, excessive loads, or insufficient maintenance.

SERIAL #: _____ MODEL: _____

DEALER NAME: _____ PURCHASE DATE: _____

CUSTOMER CONTACT INFORMATION:

CUSTOMER NAME: _____ MODEL: _____

ADDRESS: _____ PURCHASE DATE: _____

INTENDED USE OF THE TRAILER (PLEASE BE SPECIFIC)

I have read the above warranties and understand their scope.

To validate your warranties, return this form within fifteen (15) days of the date of purchase to: service@idealcargo.ca.

SIGNATURE: _____ DATE: ____/____/____
CUSTOMER

APPENDIX — IDÉAL CARGO WARRANTIES

TRAILER MAINTENANCE

In order to guide customers in optimally maintaining their trailers, Idéal Cargo asks its dealers to offer a 15 points inspection and maintenance overview to each customer purchasing an Idéal Cargo trailer.

The purpose of this procedure is, as much as possible, to avoid warranty claims being denied due to insufficient trailer maintenance. Properly maintaining the trailer is a sound and sustainable investment for the customer.

Following is the maintenance to be done on the trailers in order to retain all protections under Idéal Cargo warranties:

- 1 Grease the wheel bearings every 5,000 kilometers and check that the ball bearings are fitted;
- 2 Adjust the brake bands every 5,000 kilometers;
- 3 Check that the tongue is securely attached to the trailer ball and that they are the same dimensions;
- 4 Check that all the hub caps are still in place;
- 5 Check that the safety chains are crossed under the tongue and attached to the vehicle;
- 6 Check that all the lights are working properly;
- 7 Wash the trailer with soap and water, and never with a corrosive product;
- 8 Make sure that the tire air pressure is as recommended by the manufacturer;
- 9 Customer must check wheel bolts after first use (tighten securely with a 100 pound-foot torque wrench);
- 10 Grease the jack three times a year (3-month warranty by the manufacturer);
- 11 Make sure the load is properly distributed on the trailer floor;
- 12 Make sure that the front and rear of the trailer are level with the ground when the trailer is attached to the vehicle;
- 13 Always thoroughly remove snow from the trailer in winter. Breakage or failure caused by snow accumulation is not covered by the warranties;
- 14 To avoid excessive condensation, always thoroughly remove snow from motor vehicles if the trailer is used for storage;
- 15 If the trailer is hauled by a semi-truck (2 or more rear axles), the structure is not covered by the warranty.

N.B.: NOT EVERYTHING THAT FALLS UNDER NORMAL INSPECTION AND MAINTENANCE IS COVERED BY THE WARRANTIES

I have checked the 15 points mentioned above with the delivery manager (representative, mechanic, service person) at my dealer before taking possession of my trailer. I have read the document carefully and I understand the steps to take in order to maintain my trailer properly.

MODEL: _____ SERIAL NO.: _____

DEALER SIGNATURE: _____

CUSTOMER SIGNATURE: _____ DATE: _____

TRANSFER REQUEST

IDÉAL CARGO WARRANTIES

INVOICE NUMBER: _____

DATE OF TRANSFER REQUEST: ____/____/____

MODEL: _____

YEAR: _____

COLOR: _____

SERIAL NUMBER: _____

TRANSFERRED FROM: _____

TRANSFER TO: _____

NAME: _____

NAME: _____

ADDRESS (CITY / PROVINCE / POSTAL CODE): _____

ADDRESS (CITY / PROVINCE / POSTAL CODE): _____

HOME PHONE: _____

HOME PHONE: _____

WORK PHONE: _____

WORK PHONE: _____

EMAIL: _____

EMAIL: _____

ORIGINAL ISSUING DEALER: _____

DEALER ISSUING THE TRANSFER: _____

IMPORTANT CLAUSES:

- 1 The contract may be transferred only once during the term of the coverage;
- 2 The coverage will take effect only with the written approval of Idéal Cargo;
- 3 A payment of \$100 (+ applicable taxes) will be charged to the dealer;
- 4 A copy of the receipt of the first sale or change of warranties must be attached to the request;
- 5 A series of photos must be attached to the request for approval
 - 4 exterior photos (each side of the trailer);
 - 1 interior photo;
 - 1 photo of the structure beneath the floor;
 - 1 photo of the tongue;
 - 1 photo of the crossmembers;
 - 1 photo of the axle brackets.

For more information, please contact our parts and warranties department at
Phone: 819-353-3350 | **Email:** service@idealcargo.ca | **Idéal Cargo Head Office:** 2245, ROUTE 161, SAINT-VALÈRE, QC GOP 1M0

The dealer hereby approves the terms and conditions set out in the warranty transfer agreement, including, but not limited to, the use of personal information.

DEALER SIGNATURE

DATE

IDÉAL CARGO SIGNATURE

DATE