



San Marcos, CA ★ Winchester, TN

U. F. P. WARRANTY PROCEDURE FOR OEM'S/DEALERS

Part of UFP's vision is to produce high quality products that are innovative, safe and technologically superior to the competition. We back these products with a warranty policy that is both comprehensive and fair.

WARRANTY POLICY

U.F.P.'s warranty policy assures the consumer that our product will be free from defects in material or assembly for the duration of the warranty period. Consumers are not entitled to warranty consideration when the failure is attributable to any of the causes listed below under "Limitations of Coverage."

This warranty covers replacement parts provided from UFP only. Replacement parts will be provided according to our replacement parts guidelines. However, for trailers or axles within two years of date of manufacture at the time of the initial claim, legitimate warranty labor claims will be reimbursed on a case by case basis, at reasonable shop labor rates, and according to the suggested flat rate times developed by Spader Inc., (See Attached). Warranty labor and any parts reimbursement are contingent first on prior contact with UFP for approval, parts, and service direction and second on the return and analysis of original parts to U.F.P. U.F.P. reserves the right to deny any claim pending the results of a complete failure analysis. (Consumers are responsible for initial costs of repairs.)

Limitations of Coverage:

Our warranty does not cover:

- Normal wear and tear. Damage resulting from failure to maintain product. Rust. (*Axle and actuator claims will not be covered if evidence of water, or damage caused by water is found inside the assembly. It is the consumer's responsibility to maintain proper lubricant and fluid levels in each assembly.)
- Damage by continuous brake application with no release on long/steep downhill grades or by setting emergency brake
- Damage caused by accidents, road hazards, overload or modification of the product.
- Failure attributable to improper assembly of, or damage to product if components are removed or replaced.
- Damage caused by failure of other components not supplied by U.F.P.
- Any components supplied by, but not manufactured by U.F.P., are warranted by the component manufacturer and are subject to their evaluation.

WARRANTY PERIOD

Axle with Trailer Buddy/Vault® pressurized lube system -	5 years
Axle with non-pressurized grease or oil lubricant -	2 years
Adjustable rubber torsion suspension system -	2 years
Actuators-	5 years
DB35 marine quality disc brake systems -	5 years
Tire wear (evaluated case by case, tires prorated)-	1 year
Springs and drum brake assemblies are warranted by the component manufacturer.	

WARRANTY PROCESS

STEP #1 OEM, or other product user, to first contact U.F.P., then submit separate documentation (Attached Warranty Information Form) for each individual warranty claim.

STEP #2 Upon receipt of completed and initialed Warranty Information Form, U.F.P. will issue an RGA# to identify the claim and track the returned parts.

STEP #3 U.F.P. will ship out replacement parts according to the Replacement Parts Guidelines.

STEP #4 OEM, or product user, to return original parts to U.F.P. in individual packaging clearly marked with U.F.P.'s RGA number. Each Part should be tagged with a clear description of the problem. (Contact us for large/heavy parts)

STEP #5 U.F.P. will conduct a failure analysis of the returned parts and provide a written explanation of the cause of failure. Based on this analysis U.F.P. will either accept or deny the reimbursement request.



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Trailer Information Form/Replacement Parts Request

NOTE: Replacement parts for this trailer, including freight, may be shipped at no charge. This is not a commitment to reimburse for labor. Any labor or supplemental requests from customers will be handled on a case to case basis pending the return and analysis of the original parts. If the original parts are found to be defective, reimbursement will be issued promptly to the customer. Please initial that you have read and accept these terms or this claim cannot be processed.

Initial Here _____

CONTACT: _____ RGA # _____ - _____ DATE: _____

DEALER: _____

CUSTOMER: _____

ADDRESS: _____

ADDRESS: _____

PHONE : _____

PHONE: _____

FAX : _____

BUS/CELL: _____

EMAIL: _____

EMAIL: _____

TRAILER INFORMATION :

TRAILER MFR. _____

DATE MFD ____/____/____

VIN # _____

PURCHASED ____/____/____

ACTUATOR MFR. _____

BRAKE TYPE _____ (DRUM/DISC/NONE)

SGL _____ TDM _____ TRI-AXLE _____

NUMBER OF BRAKE AXLES _____

TRAILER BUDDY _____ BEARING LUBE _____ OIL BATH _____ VAULT _____

VEHICLE WT. RATING _____

AXLE WEIGHT RATING _____

TRL COLOR _____ STUDS/ WHEEL _____ AXLE SERIAL # _____

BOAT MODEL _____ BOAT WEIGHT _____ APPROX MILES _____

BRIEF SUMMARY OF PROBLEM: _____

PARTS NEEDED: _____

UNIQUE FUNCTIONAL PRODUCTS
1041 BAXTER LANE
WINCHESTER, TN 37398

PHONE: (931) 967-5101
FAX (931) 967-1828
EMAIL: warrantytn@ufpnet.com



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U. F. P. REPAIR TIME GUIDELINES
(REFERENCED TO SPADER GUIDELINES WHEN APPLICABLE)

<u>SPADER COMPUTER CODE</u>	<u>OPERATION</u>	<u>FLAT RATE TIME</u>
616400	AXLE REPLACE WITH BRAKES (EACH)	1.7 HRS
616500	AXLE REPLACE W/O BRAKES W/O BRAKES (EACH)	1.3 HRS
625400	WHEEL BEARING REBUILD (EACH AXLE, OR 0.7 PER HUB)	1.4 HRS
618500	BRAKE COUPLER R & R (INNER MEMBER)	0.7 HRS
616600	BRAKES BLEED (TRAILER W/ 1 BRAKE AXLE)	0.8 HRS
N/A	BRAKES BLEED (TRAILER W/ 2 BRAKE AXLES)	1.0 HRS
N/A	REPAIR CALIPER ONLY (EACH WHEEL)	0.5 HRS
N/A	REPAIR VAULT PROTECTOR	0.5 HRS
N/A	REPAIR OIL PLUG/PROTECTOR	0.25 HRS
N/A	REPLACE TORSION ARM ASSY	0.75 HRS
N/A	MAXIMUM TO REPLACE TORSION BEAM, AXLE WITHOUT BRAKES	2.0 HRS/\$150
N/A	MAXIMUM TO REPLACE TORSION BEAM, AXLE WITH BRAKES (INCLUDES BLEEDING BRAKES)	3.0 HRS/\$225

OPTIONAL – IF A CONSUMER WISHES TO RETURN PARTS FOR ANALYSIS AND REPAIR, THEY CAN SEND THE PARTS TO U.F.P. FREIGHT PREPAID. U.F.P. WILL ANALYZE THE PRODUCT AND MAKE THE NECESSARY REPAIRS. SIMPLE REPAIRS WILL BE COMPLETED AND PRODUCT SHIPPED BACK TO CONSUMER VIA UPS GROUND, AT NO CHARGE. CONSUMERS WILL BE CHARGED FOR SHIPPING UPGRADES TO AIRFREIGHT OR EGREGIOUS DAMAGES.