


CANADA TRAILERS

Owner's Manual and Warranty Information

Congratulations on your new trailer purchase. Customer satisfaction is our primary concern. Please take this time to familiarize yourself with our safety precautions, warranty information. For direct assistance to any problems, issues or comments; feel free to contact us.

Canada Trailers Manufacturing Limited
11918 Imperial Road, RR4
Aylmer ON, N5H 2R3
Phone: (519) 765-1717
Toll-free: 1-877-565-3714
www.canadatrailers.com

Safety & Liability

Your trailer has been equipped with different safety and precaution stickers. These stickers are placed on trailers to help prevent accidents from happening. Please familiarize yourself with these stickers and their instructions.

Canada Trailers Manufacturing Limited is not liable for any accidents that may occur from proper or improper use of the trailer. Therefore, it is extremely important that any individual using the trailer is fully aware of trailer safety and proper operation. Trailers are highway vehicles and require extra care in service, maintenance and operation.

Safety Precautions & Procedures

**** Serious injury, death and/or property damage can result from improper or misuse of this (or any) vehicle. ****

1. Trailer must be attached to a tow vehicle before loading or unloading.
2. Make sure coupler size and ball size are the same.
3. When attaching trailer, ensure all persons are away from the trailer and tow vehicle.
4. Ensure trailer weight combined with load weight do not exceed GVWR.
5. Make sure load is distributed evenly on trailer bed.
6. Ensure that the load is secured according to the laws governed in the particular state or province it is in used.
7. Make sure trailer brakes are properly adjusted at all times and that the breakaway switch is functional.
8. Ensure all latches, clips, pins etc. are securely place before towing.
9. Make sure trailer lights are functional before towing.
10. Make sure no wires or hoses are hanging below trailer bed.
11. Make sure electrical connectional remain corrosion free.
12. Trailer tires require proper air pressure at all times.
13. Trailer brakes require adjustment and checking regularly.
14. Wheel bearings and grease needs to be checked regularly.
15. Lug nuts require to be torqued regularly.
16. Trailer should be serviced by an industry professional regularly.

Warranty Coverage

Canada Trailers warrants that its product to the original purchaser will be free of defect(s) for a period of one (1) year, providing that the following conditions are met and satisfied. The warranty approval form along with the customer's original purchase invoice must be filled out and mailed or emailed to Canada Trailers before any work is performed. The warranty is null and void if the dealer or customer does not have approval from Canada Trailers before any work has begun or if the warranty registration form is not on file at Canada Trailers.

Warranty Covers

This one (1) year warranty covers the main frame, ramps, cross members, railing, and sub-frame only. Normal wear items will not be replaced due to wear. These normal wear items include but are not limited to: flooring, paint, brake lining(s), bearings, seals, and hoses. All auxiliary parts such as brakes, couplers, jacks, wheels, bearings, tires, axle beams, suspension, lights, hydraulic cylinders, hydraulic power units, batteries and controls may be covered by the warranty of their manufacturer. Canada Trailers may agree to cover the parts and labour on defective parts within the first 90 days of customer purchase, however Canada Trailers reserves the right to refusal if they deem the claim unacceptable. After 90 days and before 365 days Canada Trailers may agree to replace defective parts, but not labour costs associated with replacement, however Canada Trailers reserves the right to refusal if they deem the claim unacceptable. Regarding all paint claims, paint is not covered under warranty where it has been damaged by stones or regular use. After 365 days of customer purchase date, Canada Trailers warranty has expired.

Limitations

The sole responsibility of Canada Trailers under this limited warranty shall be to repair and replace parts at the Canada Trailers factory, at a Canada Trailers authorized dealer, or another location with prior written approval by Canada Trailers all other obligations or liabilities, including incidental or consequential damages or contingent liabilities arising out of the failure of any parts to operate properly, are hereby excluded, including but not limited to any damages resulting from loss of use, inconvenience, loss of time, commercial loss, or any other type of damages general or specific, foreseen or unforeseen, unless applicable state and/or provincial law provides otherwise. Canada Trailers will not reimburse any claimant for any adjustment or repair of Canada Trailers trailer without prior written approval by Canada Trailers. Any repairs performed at a location other than Canada Trailers manufacturing facility or an authorized dealer, will be allotted a maximum \$65.00 per hour for labour costs and shall not exceed the amount Canada Trailers finds acceptable for the repair.

Warranty Void

Canada Trailers is not responsible for damage caused by accident, negligence, abuse, misapplication, or misuse of a trailer or any of its component parts. Loading in excess of gross vehicle load ratings stated on the certificate plate will invalidate any and all warranties. Any modifications, alterations, or repair to any product manufactured by Canada Trailers without Canada Trailers prior knowledge and consent will void manufacturer's warranty.

Transportation Costs Excluded

Transportation of any trailer to and/or from your dealer or an approved repair facility shall be the responsibility of the trailer owner. Canada Trailers shall not be held responsible for any such costs.

Required Warranty Claim Procedure

After discovering a problem with your Canada Trailers trailer, the customer must immediately (or within no more than ten (10) days) return the trailer for inspection at a Canada Trailers dealer, preferably where the trailer was purchased.

First check if your dealer can repair the problem free of charge and/or if Canada Trailers is aware of the problem and/or issue. If it is a re-occurring problem, there may already be a retrofit solution available.

In order to validate the limited warranty, the original warranty registration must be filed at Canada Trailers. The original purchasers' invoice or photocopy must also be supplied along with a warranty approval form which must be faxed, mailed or electronically sent to Canada Trailers.

Canada Trailers will acknowledge such receipt of claim by mail or email to the dealer or claimant if necessary. Canada Trailers will respond as soon as possible, but no later than five (5) days after receipt of the claim.

Any defective part(s) must be sent by prepaid freight to Canada Trailers in order to qualify the claimant for replacement or reimbursement under this limited warranty. Any defective parts must be returned to Canada Trailers within ten (10) days from the date of approval to qualify for reimbursement.

Canada Trailers reserves the right to not pay an unreasonable amount for replacement or repair of defects and may, at its discretion, establish reasonable reimbursement for any authorized work performed under the terms of this limited warranty.

When required, photos of defective part(s) or the actual part(s) may have to accompany the warranty approval before payment can or will be made.

Canada Trailers here makes no other express or implied warranties and there are no other warranties which extend beyond those described in this here owner's manual.

The dealer by selling the trailer agrees to this manufacturer's limited warranty, which states that he/she has informed and has explained to the purchaser all limited warranty and claim procedures and will perform all responsibilities of the dealer under this limited warranty.

By filing a warrant claim, the purchaser acknowledges that he/she has read this owner's manual and limited warranty and agrees that should any warranty claims be made by the purchaser, then the purchaser will follow the procedures as set forth in the limited warranty.

This warranty is **NULL** and **VOID** if the required warranty claim procedure is not properly completed.



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Aylmer, Ontario
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If you believe that your vehicle has a defect that could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Canada Trailers Manufacturing Limited.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Canada Trailers Manufacturing Limited (+1-519-765-1717).

To contact NHTSA, you may either call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153), go to <http://www.safercar.gov>; or write to:

Administrator
NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.

Tire Registration form can be found at - register.roadrider.ca