



WARRANTY REFERENCE GUIDE FOR AUTHORIZED DEALERS ONLY

This is a Warranty Reference Guide "ONLY." It is a reference to the itemized general listing of the components and/or items used in the assembly of a unit/trailer and their respective level of warranty coverage. Refer to the complete text of the BWS Limited Warranty for specific details on the terms, conditions and limitations of said agreement.

This page is intended to support general warranty processes for BWS.

All units/trailers **must have the warranty registered with BWS** to be covered under the 12-month limited warranty.

If the defect is initially covered under the 12-month limited warranty, then BWS will treat the condition as covered under its warranty. However, this conclusion does not necessarily mean a defect in fact exists. In all cases, BWS shall make the final determination and interpretation as to the warrantyability of the unit/trailers. If the manufacturer's warranty is subsequently denied, the purchaser shall be fully responsible to pay for any associated costs in connection with the denied warranty claim.

Any repairs made on warranty claims prior to receiving written authorization from BWS will be denied.

For all claims, remove warranty parts that must be salvaged, bagged & tagged, and return warranty parts to either BWS or the supplier prepaid as instructed.

For avoidance of doubt, the first purchaser means the original client purchasing a unit/trailer from BWS or from an authorized distributor. **Exceptions:** If a BWS trailer is sold to a Rental or Leasing Company, the BWS trailer shall have the same BWS warranty as the first purchaser. If the BWS trailer is sold to an end user after the rental or lease period, the remaining BWS warranty, if any, shall be transferred to the new owner, provided that the unit/trailer shall bear a new CVI/MVI and a copy of that document is forwarded to the BWS warranty department to be registered to the new owner. Any trailers / units sold via an auction sale shall not be covered by the 12-month limited warranty.

BWS reserves the right to negotiate Warranty labour rates

SUPPLIER COMPONENTS

Component warranties are all subject to the original manufacturer warranty.

Component parts claims are subject to the supplier's warranty review and approval – parts usually have to be returned for inspection.

The component suppliers listed in the dealer login section of the BWS website will not be held responsible for any parts invoiced for warranty at the retail level. For greater certainty, part replacement means the exact new part replacement. Extra percentage charges added on - such as shop supplies, surcharges or sundries are not covered by the BWS 12-month limited warranty and if charged or invoiced as such, the extra charges will be the sole responsibility of the first purchaser.

BWS shall not be involved in warranty claim processing or support regarding any OEM installed engines due to engineering complexities, operation and environmental conditions. The first purchaser shall be strongly advised by the dealer to promptly register the warranty of the new engine to the manufacturer directly. The BWS warranty department will assist in providing warranty registration information. Any and all claims or service questions related to any BWS installed engine will be handled and resolved only by the engine manufacturer. All tire warranty claims, issues or questions will be handled by the customer's local authorized tire retail agent.

The supplier components detailed in the dealer login section of the website are warranted directly to the first purchaser by their respective manufacturer, and are not warranted by BWS. This list is NOT to be construed as all-inclusive.

For more information on the component suppliers, please visit the Dealer Login, on our website.

FOR WARRANTY ASSISTANCE, CONTACT US WARRANTY@BWSTRAILERS.COM