

T-SERIES LIMITED WARRANTY

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1051 W. 7th Street | Monroe, WI 53566
608-328-8127 | 800-356-8134

MTE T-SERIES LIMITED WARRANTY



Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **TowPRO, TowPRO Premier, TowPRO Elite**
 - **Structural integrity of the body** is warranted against failure for 5 years.
 - **Integral components, materials, and workmanship** are warranted against defects for 3 years or 36,000 miles.

Eligibility for Warranty Coverage

- This warranty applies only to Monroe T-Series bodies installed by MTE or an authorized distributor.
- Warranty period commences from the in-service date for the original owner.
- Original owner must complete and submit the Warranty & Serial Number Registration within thirty (30) days of purchase. Registration can be completed online at monroetruck.com or by mail-in card.
- The body must be used for its intended purpose and must not be modified for any use not reviewed and approved by MTE.
- The body must be maintained and serviced according to the guidelines in the supplied owner's manual.

Exclusions

- This warranty applies only to the body and its integral components and excludes options and accessories, which are covered by separate and specific warranties.
- Warranty does not apply to any product or component that has been overloaded, altered, abused, misused, or damaged by impact or collision.
- Warranty does not apply to torsional damage, such as weld or joint cracking, due to off-road use or unauthorized installation of a crane, regardless of mounting method.
- Damage to the surfaces of painted bodies due to environmental fallout, mild steel particles, corrosive chemicals, and other contaminants introduced during product use is not covered.
- Warranty does not apply to bodies sold and used outside of the United States and Canada.
- This warranty is not transferable between vehicle owners.

Warranty Repairs Performed by MTE or Authorized Agents

Whenever possible and feasible, warranty repairs shall be performed at an MTE facility or at an authorized distributor or dealer. In some instances, an MTE Field Service representative may repair the vehicle at the owner's selected location. MTE may, at its discretion, pick up and return the vehicle to the owner's location or may request that the owner deliver the vehicle to the repair site. MTE is not responsible for and will not reimburse for mileage, fuel, and wear incurred in the process of driving the vehicle to a repair site, road testing, or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

Warranty Repairs Performed by Non-MTE Entities

In certain circumstances, MTE may authorize the vehicle owner, a dealer, a distributor, or another third party to perform warranty repairs. MTE will then reimburse the entity performing the work for components used and for labor to perform the repairs. Any such decision will be based on type of repair, distance to the nearest approved MTE repair site, and urgency of the repair. **Except for emergencies, MTE must grant authorization and pre-approval before a non-MTE entity begins repair or replacement of components. Warranty claims for unauthorized and unsubstantiated work may be denied.** If MTE authorizes the buyer or a third party to repair or replace the defective parts instead of MTE doing such work itself, the buyer shall be invoiced for the replacement parts. Credit will be given pending the return of the defective parts and warranty issued by manufacturer. Authorized warranty work not performed by MTE will be compensated at the current MTE Warranty rate, and invoices for authorized work will be paid net 30. In the event that MTE and the second party cannot come to an agreement, a binding third party arbitrator will be chosen with the mutual consent of both parties. Electrical and hydraulic components are not to be disassembled without the express written consent of MTE. All defective parts returned must be accompanied by the manufacturers' model, serial number, and date of installation. Any parts returned for warranty must be returned with freight prepaid.

Peripheral, Incidental, and Consequential Damages and Claims

The MTE limited warranty does not apply to damage and failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or natural events. Any modifications by the buyer or any third party, without the prior written consent of MTE, may void this warranty. Operating conditions, or applications not made known to or contemplated by MTE at the time of delivery to the buyer may also void this warranty. Damages resulting from any other abnormal operation will not be covered by this warranty. Normal maintenance, wear, and consumable items such as oils, coolants, fluids, tires, belts, hoses, filters, air cleaners, and light bulbs supplied in connection with goods or services provided by MTE are not covered under this warranty. MTE will not reimburse for lost time, business, or business opportunity, or for any loss of use related to warranty claims. MTE will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. MTE will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim.

This limited warranty is the sole and exclusive remedy for defective products manufactured and/or installed by MTE.

Effective 10/05/21



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How to Obtain Service From Monroe Truck Equipment

Making An Appointment for Warranty Service at an MTE Facility or Authorized Repair Site

1. Obtain the following information:

- Vehicle Identification Number (VIN)
- Type, model, and serial number of component or product requiring service
- Number of original MTE Sales Order, if available
- Name of dealer that vehicle was purchased from, if known
- Date of purchase/in-service date, if known
- Detailed description of the problem and digital photographs if requested or helpful

2. Call the MTE warranty department where your truck was built. The build location will be marked on the MTE Certification label in or near the driver's door jamb.

- Monroe, Wisconsin: 1-800-356-8134 (ask for Warranty Dept.)
- Flint, Michigan: 1-800-356-8134 (ask for Warranty Dept.)
- De Pere, Wisconsin: 1-800-848-5400 (ask for Service Dept.)
- Marshfield, Wisconsin: 1-800-882-1900 (ask for Service Dept.)
- Joliet, Illinois: 1-800-892-7052 (ask for Service Dept.)
- Louisville, Kentucky: 1-800-356-8134 (ask for Warranty Dept.)
- Litchfield, Minnesota: 1-800-462-4517

3. Discuss the problem with the Warranty representative to determine resolution and repair schedule.

Requesting Authorization to Perform Warranty Work or Payment for Work Performed

1. Obtain the following information:

- All of the information requested in item #1 above, plus:
- Documented photographs of any physical damage (paint, dents, etc.)
- Inspection notes by MTE personnel or a third party representing MTE if necessary.

2. Call the MTE warranty department where your truck was built. The build location will be marked on the yellow certification label in or near the driver's door jamb. See the location list in item #2 above.

3. Discuss the problem with the Warranty representative to determine resolution and repair schedule.

4. The representative will grant permission to perform repairs if approved.

5. The representative will issue a Returned Goods Authorization (RGA) number.

6. Defective parts must be returned freight prepaid to MTE within ten days.

7. If the affected component was purchased from a non-MTE supplier, please allow extra time for MTE to contact and work with the supplier.

Monroe Truck Equipment reserves the right to deny any warranty if the procedures detailed above are not followed. Proper documentation, including photos, must be provided in order for MTE to validate and approve any claim submitted after repairs are done.