



## Warranty Policy

Pro-Tainer Inc. warrants our manufactured equipment/products main structures to be free from defects in materials and workmanship for 1 year from date of purchase. Pro-Tainer utilizes outside vendors for specific purchased parts used to manufacture our equipment/products.

The following items/parts are covered under purchased parts vendor warranties and not by Pro-Tainer Inc. Torsion axles 11 years, Spring axles 6 years, (brakes on axles are considered wearable items) Tires covered for manufacture defects only, Kohler engines 3 years, Gillette generators 1 year, Electric winches limited lifetime warranty and 3 year electrical, Hydraulic 12V pumps with pendants 2 years, Hydraulic cylinders 1 year for manufacture defects, and Remote control wireless systems 90 days. Many vendor purchased part warranties can be taken care of by a local dealer if available. The warranties apply to equipment/products that have been used for their intended purposes and properly maintained. Warranty is void if the equipment/product has been previously repaired, altered, or changed by another person(s) without pre authorization by Pro-Tainer, Inc.

If you have equipment/product that is subject to repairs under warranty, you are required to contact Pro-Tainer, Inc. directly via written letter, phone call, or e-mail. Please provide pictures of the area or items in question for warranty repair. For out of state repairs owner(s) of the equipment/product will be required to provide a quote(s) for repairs deemed under warranty. Pro-Tainer, Inc. has the right to evaluate and either approve repairs or have the equipment/product sent back to Pro-Tainer Inc. at the owners expense for warranty evaluation and/or repair. Remedies shall be limited to the repair or replacement of parts and/or equipment/product. Purchased parts from our vendors may need to be returned to the vendor before product or part can be deemed under warranty. This may cause a delay on warranty decisions.

Pro-Tainer Inc. as an option can provide a new replacement part for a fee as the returned part is being evaluated for warranty. Pro-Tainer Inc. will charge the owner(s) of the equipment/product for the replacement purchased vendor part. If the purchased vendor part is deemed covered under warranty at this time Pro-Tainer Inc. we will refund the cost of the part. If the purchased vendor part is deemed not covered under warranty there will be no refund issued for the new part. sds17