

The following warranty terms and conditions have been written to cover Montracon's warranty policy and relevant procedures.

The terms and conditions of Montracon's warranty do not restrict or affect your statutory rights.

It is your responsibility to release the unit that has failed during the warranty period and for a reasonable amount of time to allow any necessary repair to be carried out.

The unit must not have been neglected, misused or modified. Unit chassis number plates/stampings must be intact.

During the warranty period Montracon reserves the right to introduce any modification it deems necessary to improve its products without any obligation to apply these modifications to its products already produced, delivered or already ordered.

In The Event of a Warranty Breakdown use Following Procedure

In the event of a problem occurring the following procedure should be adhered to, which will enable the claim to be processed efficiently and effectively to everyone's benefit.

PROCEDURE

Contact the Customer Service Department (during office hours 08:30-17:00 hrs) on Tel No. 01302 732500, or email customer.services@montracon.com prior to any repairs being commenced. Please ensure the following information is quoted before any claim can be processed.

- i) Nature of problem
- ii) Detailed location of trailer
- iii) Date in service
- iv) Unit chassis No
- v) Contact name and telephone number
- vi) Name of site contact and telephone number (if applicable)

Once we have this information, Montracon will either appoint an approved repairer to attend or make other arrangements for the work to be completed.

Please note that transport costs to and from Service Agents, or back and forth to The Montracon Service Centre are not normally covered under the standard Terms and Conditions.

If the Breakdown occurs outside of Office hours please contact your local Service Agent and inform Montracon Customer Services on the next working day.

Below are a few possible causes for refusal and/or delay of the claim

1. No claim will be processed without a Unit chassis number and a PO reference number, issued by Montracon Customer Service Department.
2. Claims that are found to be result of abuse, lack of maintenance or replacement of items considered to be fair wear and tear, will not be accepted.
3. The Customer Service PO reference number must be quoted on all correspondence, returned parts, invoices etc.
4. Some of the guarantees are an extension of our supplier's warranty. Therefore, claims will only be honored under their terms, including recommended hours and their considered acceptable parts replacement cost. This includes in particular Fridges and Evaporators
5. Claims for consequential loss or costs including hire charges / replacement units are not covered under the guarantee and therefore, will not be accepted.
6. All parts are to be returned, marked for the *attention* of the:

**Customer Service Department
Montracon Ltd
Holme Road
Market Weighton
York
YO43 3EW**

These should be clearly labelled with the unit chassis number, issued PO reference number and repairer details. **Failure to do this will result in any costs incurred by Montracon to be re-invoiced to you.**

Below are a list of items and assemblies showing their Warranty period of cover, please note this list is not exhaustive. If you have any questions, please contact Customer Services.

Refrigeration Unit and Piping	Consult Manufacture
Evaporation Unit and Piping	Consult Manufacture
Floor Construction	2 Years
Flooring Composite GRP Surface	12 Months
Floor Aluminum Surface	2 Years
Base Framework	5 Year
Body Framework / Panels	2 Years
Body Panels / Lamination	12 Months
Lighting, Switches & Wiring	12 Months
Sealant / Capping's	12 Months
Door Heaters tapes	12 Months
Door and Door Furniture	12 Months
Vents	12 Months