

Service and Warranty Conditions

The warranty includes:

Replacement or, at the factory's discretion, repair of manufacturing or material defects, providing that the failure occurred during normal use of the trailer in accordance with the instruction manual. Repairs carried out during the warranty period will not extend the period.

Conditions:

The maintenance guidelines and instructions of the manufacturer detailed in this manual must have been followed. The use of original spare parts is required for repairs. All repairs must be performed by a qualified technician in an authorized service center. Failure to follow the instructions in this manual, improper use of the winch, lack of experience of the operator, any variations made to the winch not authorized by Jakob Thaler GmbH, or disregard of the directions and/or instructions contained within this manual, will void the warranty.

Each winch is a hand-crafted, manufactured product. In spite of the utmost care, small and superficial scratches can be created during the assembly of the machine which do not affect the performance. Manufacturing-caused tension fractures in the surface (hairline cracks) cannot be avoided. These hairline cracks have no effect on the structural integrity or operation of the winch. UV-radiation and certain weather conditions might have negative effects on the paint color and/or appearance. The winch is not weather-proof; therefore water can enter through small gaps in doors and lids. Heavy moisture may lead to the formation of water condensation under the covers. If this occurs, properly ventilate the area to avoid the potential formation of mold.

The warranty is invalid:

...if the operation, maintenance and inspection instructions are not complied with,
...in the event technical alterations are made to the winch,
...in the event arbitrary extensions or attachments which are not authorized by Jakob Thaler GmbH are added to the winch,
...if the winch is not used properly,
...if other than original Jakob Thaler replacement parts are used for repairs,
...if the safety information on the winch is not complied with,
...if the service intervals, which includes components mounted by Jakob Thaler (such as axle, brakes, emergency brake system, hydraulic motors, pumps etc.) are not complied with,
...in the event of a continued use of the winch even if defects are known and notified and a further use has been forbidden by the manufacturer until completion of the repairs,
...in the event of continued use of the winch when defects are known, which makes a repair impossible and/or more extensive or only possible with considerably higher expense, and when the use of the winch is reduced as a result of the continued use.

The warranty does not cover:

- Expenses for general maintenance.
- Expenses arising from normal wear and tear, or the fact that the winch has not been used for an extended period of time.
- Defects that occur from use of the winch that is not in accordance with the instructions in the manual.
- Defects that occur from use of non-original spare parts or repairs carried out by anyone who is not authorized.
- Travel expenses for field service work.
- Property damage or loss of revenue as a result of machine failure.

Jakob Thaler GmbH reserves the right to make changes in design or to make additions or improvements without being obligated to install the same upon winches covered by this warranty.