



MTE Powder-Coat Paint Standard Warranty

Monroe Truck Equipment (MTE) Limited Warranty Coverage

- **Powder-coat paint finish** on Snow & Ice products, MTE production parts, and customer parts is warranted against **adhesion failure**, cracking, checking, peeling, delamination, and more than 10% loss of gloss **or color** for 1 year.
- **Powder-coat paint finish** on selected MTE Manufactured bodies is warranted against **adhesion failure**, cracking, checking, peeling, and delamination for 3 years or 36,000 miles. No more than 10% loss of gloss **or color** for 1 year. See warranty document for specific products.

Eligibility for Warranty Coverage

- Warranty period commences from the in-service date for Snow & Ice products, MTE Manufactured bodies, and MTE production parts.
- Warranty period commences from the invoice date for customer-supplied (non-MTE) parts.
- Original owner of MTE-manufactured products must register the product with MTE within thirty (30) days of purchase. Registration can be done by mail-in card or on the MTE website (www.monrotruck.com).
- The product must be used for its intended purpose.
- The product must be maintained and serviced according to the guidelines in any supplied owner's manual.

Exclusions

- This warranty applies only to powder coat paint applied by MTE at Monroe, Wisconsin.
- This warranty does not apply to powder coat paint applied to customer-supplied parts unless MTE has approved the material(s) of construction and has performed all required surface preparation steps.
- Warranty does not apply to any product that has been altered, abused, or misused.
- Warranty does not apply to products and bodies sold and used outside the United States and Canada.
- Painted surfaces must not be subjected to highly corrosive chemicals.
- Rust and perforation of base metal resulting from damage related to collisions, accidents, scratches, impacts, or normal and intended use of the product are not covered.
- Restoration of lettering, signs, and custom paint applications is not covered at any time if paint repairs are required.
- This warranty is not transferable.

Warranty Repairs

During warranty repairs to powder-coat paint, MTE will strive to restore the original paint coating. **Where paint has suffered complete adhesion failure, a part or body may be processed to remove all existing powder coat and new powder coat applied. Where deemed most practical, a small part may be replaced with a new powder-coated part.**

Repairs involving reapplication of powder coat paint shall be performed only at the MTE facility in Monroe, Wisconsin.

Where the original powder coat can not be effectively removed for repair **or a defect is cosmetic only, and the surface adhesion of the existing powder coat is good**, MTE reserves the right to repair a powder-coat painted surface using a wet-coat paint process. **The underlying powder-coat paint will remain as a base for the wet coat.** Wet-coat repairs to powder coat paint may be performed at any MTE facility or at an approved automotive body repair shop.

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 wear, reaction to corrosive operating environment, and premature failure due to poor maintenance 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. 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 or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

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



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How to Obtain Warranty 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 location 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: 1-608-329-8437 (Warranty Dept.) or 1-800-356-8134 (ask for Warranty Dept.)
 - Flint, Michigan: 1-877-233-2030 (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: 1-502-426-0990 (ask for Service Dept.)
 - Litchfield, Minnesota: 1-320-593-4543
3. Discuss the problem with the Warranty representative to determine a resolution and repair schedule.

Please let the Warranty representative know if your vehicle was sold with an extended or other non-standard warranty policy!

Requesting Authorization to Perform Warranty Work

1. Obtain the following information:
 - All of the information requested in item #1 above, plus:
 - Digital photographs for any physical damage. (paint defects, dents, etc.)
 - Inspection notes by MTE personnel or a third party representing MTE if necessary.
2. Call the MTE location where your truck was built. The build location will be marked on the MTE 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 coverage and repair method.
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 proper procedures 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.