



AFTERMARKET WARRANTY POLICY

1.0 Scope

OTR Wheel Engineering, Inc. (OTR) provides limited warranty coverage for standard products purchased by distributors and dealers This coverage is summarized by the Policy contained herein, whereas OTR (seller) shall warrant items purchased by the distributor or dealer (buyer) to be free from defects in materials and workmanship. Additionally, warranty coverage is contingent on terms, limits and OTR's process for returns, applied to specific products. **Note this warranty ONLY applies to the buyer, NOT the buyer's customer.** However, OTR's expectation is that the Buyer shall extend OTR's warranty to their customer and represent OTR accordingly, in a positive manner.

2.0 Coverages

Warranty coverage varies based on the type of product and industry guidelines, designed to reinforce OTR's commitment to its customers and products.

2.1 Tires

Standard tires, excluding solids, are covered by a no-hassle limited warranty for a period of **one (1) year** from date of sale by the buyer to the end user, contingent on required documentation (see **Section 4.0**). *This covers 100% of the original buyer's purchase price from OTR; there is NO prorating in year 1.* Further, seller may elect, as its discretion, to repair certain tires used in specialty applications, as feasible. Exclusions apply (see **Section 3.0**).

2.1.2 Solid Tires

Solid tires branded SolidBoss feature an "Iron Clad" limited warranty covering tire wear to **10% of tread life in the first year and prorated after exceeding the 10% threshold for two (2) years**. Wheels supplied with solid tires shall be replaced free-of-charge within 90 days after installation on a vehicle or machine, prorated for up to two (2) years.

2.2 Wheels

OTR's warranty coverage for wheels depends on types and sizes, as summarized below:

2.2.1 Steel Wheels, All Types Not Otherwise Specified

Standard steel wheels are covered by a limited no-hassle warranty for a period of **two (2) years** from date of sale by the buyer to the end user, with required documentation, except for wheels designated for mining and earthmoving applications, as explained in **Section 2.2.1**.

2.2.2 3- and 5-Piece Rims & Wheels, 25"-49" Diameter

Standard 3- and 5-piece steel wheels ranging from 25" to 49" in diameter—not demountable—shall be covered by a limited warranty for a period of **one (1) year or 6,000 hours**, whichever comes first, from the original date of purchase by the buyer. Buyer must provide documentation of hours in use as a condition of warranty eligibility.

2.2.2 5-, 6- and 7-Piece Disc Wheels, 51"-63" Diameter

Standard 5-, 6- and 7- piece steel wheels from 51" to 63" in diameter—not demountable—shall be covered by a limited warranty for a period of **three (3) years or 15,000 hours**, whichever comes first, from the original date of purchase by the buyer. Buyer must provide documentation of hours in use as a condition of warranty eligibility.

2.2.3 5-, 6- and 7-Piece Demountable Wheels

Standard 5-piece demountable wheels from 51" to 63" in diameter shall be covered by a limited warranty for a period of **two (2) years or 10,000 hours**, whichever comes first, from the date of original purchase by the buyer. Buyer must provide documentation verifying hours of use as a condition of warranty eligibility.

2.2.4 Port Handling & Rail Yard Wheels

Standard wheels used in port material handling and rail yard applications for heavy-duty lift and reach trucks are covered by a limited warranty for a period of **five (5) years or 10,000 hours**, whichever comes first, based on either the in-service date the wheels were installed on the vehicle/machine, or seller's date code (if buyer cannot provide documentation verifying age or hours of use). However, the standard limited warranty for gantry cranes is **two (2) years or 10,000 hours**, whichever comes first, with the same requirements referenced for lift and reach trucks.



Seller expects wheels to be used by buyer in compliance with Tire & Rim Association (TRA) standards for smooth floor and runway service, operating with a nominal maximum cold tire pressure of 1000 kPa or 10-bar.

2.2.5 Aluminum Crane Wheels

Standard aluminum wheels are covered by a limited warranty for a period of **one (1) year** from date of sale by the buyer's dealer to the end user, with required documentation (see **Section 4.0**). Note also warranty coverage for custom aluminum wheels may differ from the standard policy, as defined in advance between buyer and seller.

2.3 Rubber Tracks

Standard rubber tracks are covered by a limited warranty for a period of **one (1) year or 1,500 hours**, whichever comes first, from the date of sale by the buyer to the end user. Claims must include maintenance records confirming that sprockets and idler wheels were adequately maintained and not shown to be the cause of a failure; pictures showing track's suspected defect(s); and the date code, serial number and part number.

2.4 Accessories

Standard accessories are covered by a limited warranty for a period of **one (1) year** from date of sale by the buyer to the end user. **FOR TUBES:** Reference separate Trans American Rubber warranty policy.

2.5 Consignment Inventories

Warranty coverage(s) for consignment inventory will be reviewed and approved in advance, on a case by case basis.

3.0 Disclaimer & Exclusions

OTR has limited or no control over the buyer's use or installation of our products. *As such, we cannot be responsible for additional costs resulting from machine repairs, downtime, loss of revenue or collateral damage.* Further, due to the wide range of applications in scope affecting wheels, hubs, tires, assemblies and systems, as well as variations in load capacities and speeds, buyer must validate that OTR's standard product(s) are suitable for intended use. Exclusions to warranty coverage include, but are not limited to the following conditions:

- Failures due to overloading or use at speeds in excess of maximum recommended speed.
- Tires that are improperly inflated resulting in uneven and/or premature wear and failure, as well as wear resulting from mechanical irregularities or issues linked to the vehicle or machine.
- Use of product(s) outside intended application, subjected to extreme environments.
- Damage resulting from field and road hazards such as stubble, flying projectiles and debris that cuts or punctures tires; exposure to environmental conditions, chemicals and acids that are not addressed in the product's design specification; acts of God; accidents; naturally-occurring wheel corrosion; and factors flagged as "abuse".
- Products that were repaired, modified or used in any type of racing.
- Worn undercarriages, worn sprockets and idler wheels—for rubber tracks—causing wear or damage.
- Excess run-time on solid tires with inadequate cool-down period, as evidenced by heat-induced effects and failures.

4.0 Returns (How to File Claims)

- Email request to customer.service@otrwheel.com or call your CSR at 800-833-6309.
- Claim forms will be provided, along with instructions on what information to send.

Fill out the claim form and provide documentation. Once submitted, reviewed and approved, seller shall issue a Returned Materials Authorization (RMA) number. Following is information required to process the claim:

- **Problem description, with picture showing issue(s) suspected with product(s), referencing RMA number.**
- **Date of installation on vehicle/machine by dealer, or hours on machine from maintenance records, or proof of purchase by OEM, whichever is applicable. For hours in use, provide a picture of the hourmeter reading on the vehicle/machine.**
- **Application machine is being used on, with picture(s), with picture of serial number on product (e.g. tire or wheel).**
- **Buyer is responsible for shipping suspect product(s) to the OTR facility where it was purchased, unless otherwise arranged. In the event a shipment is damaged or lost in transit, buyer must address and resolve the issue with their carrier. If the product(s) are deemed defective, OTR will ship the replacement(s) at its expense, using the carrier of choice.**
- OTR will disposition suspect(s) products within 15 days from receipt. Turnaround time is based on availability and transit time. If a claim is approved but products are not shipped to OTR within 60 days we will archive claim, with no further action.
- Returned products that are deemed to be defective due to workmanship and/or materials can either be replaced or a credit memo will be issued at the same value as the original invoice. These credits shall be posted to the customer's account.
- Returned products deemed to be OK, with no defects or issues, can either be returned to the buyer who will have to pay for return shipping or will scrap it.
- Products that are damaged or abused shall not be eligible for coverage. OTR will return the product—as buyer's expense—or scrap if preferred. OTR may recondition a product—with buyer's approval—with the cost to deducted from the credit.