



HORSE TRAILER WARRANTY

EQ Systems (Equalizer Systems) Limited Warranty Policy May 2022

1. EQ Systems (Equalizer Systems) warrants slide out and leveling system components for a period of **two year** from the date of original sale of the vehicle. This warranty covers defects in material and workmanship only. EQ Systems (Equalizer Systems) is not liable for any damage due to abuse, neglect, misuse, negligence, misapplication, error of operation, accidental or purposeful damage or damage due to an “act of God” such as, wind or rain damage, flood, lightning, or other natural occurrence of the like. EQ Systems (Equalizer Systems) limited warranty is applicable to the EQ Systems (Equalizer Systems) components only and does not apply to the vehicle, apparatus, or property to which it is attached. Warranty parts will be shipped at no charge if the repair is authorized by an EQ Systems (Equalizer Systems) representative. Purchased components used in authorized warranty repairs will be reimbursed at the original purchase price.
2. Labor and freight expenses due to warrantable parts defects or workmanship will be reimbursed for a period of **one year** from the date of original sale of the vehicle. Freight expenses will either be prepaid by EQ Systems (Equalizer Systems) or reimbursed at the UPS Ground rate only. Any additional shipping charges or requirements are the obligation of the vehicle owner or service center performing the warranty repair. The owner or service center’s obligation may include overseas shipping charges, border fees, brokerage fees and any other additional fee of the like.
3. Warranty labor will be reimbursed only for claims that have prior written or verbal authorization from an EQ Systems (Equalizer Systems) representative. Warranty labor compensation is required to correspond with the “OEM Warranty & Procedure Manual” published by EQ Systems (Equalizer Systems). Any warranty repair not listed on this guideline will require prior authorization from an EQ Systems (Equalizer Systems) representative. A reasonable me allowance will be determined by the EQ Systems (Equalizer Systems) representative. Any warranty repair that is not listed on this guideline that is performed without prior authorization will be denied without exception. Time associated with learning about the repair or excessive diagnostic and installation me will not be reimbursed. Warranty labor will be reimbursed at the authorized service center’s published shop rate if the rate is reasonable for that region. Overtime labor will not be reimbursed without exception.
4. Labor, parts, and freight credit (if applicable) will be sent when the parts are tested, and the warranty claim is validated. Returned parts that are found to be in normal operating condition are not warrantable and will be charged to the owner or service center. EQ Systems (Equalizer Systems) reserves the right to charge back the service center for labor claim payments previously submitted if the installation of the warranted part is found to be inadequate at a later date.
5. Claims will be denied if the date submitted is greater than 120 days from the repair date.
6. Prior authorization is required before parts may be sent back to EQ Systems (Equalizer Systems). A Return Authorization Number is required for items to be accepted.
7. Complete systems are not warranted unless authorized by an EQ Systems (Equalizer Systems) representative. There are absolutely no exceptions to this clause.
8. Warranty coverage for parts or systems sold by non-authorized resellers (such as live or internet auctions) will be at the discretion of EQ Systems (Equalizer Systems).
9. EQ Systems (Equalizer Systems) is not liable for loss of me, manufacturing costs, labor, material, loss of profits, direct or indirect damages incurred by the vehicle manufacturer.
10. Excessive warranty labor resulting from inadequate access to the EQ Systems (Equalizer Systems) product will not be reimbursed.
11. EQ Systems (Equalizer Systems) will not pay a markup on warranty parts unless required by law.
12. Travel expenses, hotel, telephone, fuel, or any other expenses of the like are not covered under warranty.

Replacement Parts:

1. Replacement parts are warranted under the same guidelines listed above for the remainder of the original warranty or 90 days, whichever is longer. Proof of warranty repair date and original vehicle purchase date are required. No additional warranties, expressed or implied, are authorized by EQ Systems (Equalizer Systems)

This warranty voids all previous issues.

**Questions concerning this warranty should be directed to:
EQ Systems (Equalizer Systems) | 19300 Grange Street, Cassopolis, MI, 49031
574-264-3437 | (800) 846-9659**

To activate your warranty, please visit our website at www.eqsystems.us/activate-warranty/