

From the beginning, Doepker Industries has provided a model of excellence through a strong work ethic and rural family values. Some things never change...

### Customer Focused:

Doepker Industries has always taken pride in working hard with our dealers in order to do the best job for our customers. With these values, our company has developed a reputation as an industry leader—not only with respect to our products, but in overall workplace atmosphere, worker performance and business ethics.

The Doepker way of doing business involves working very closely with customers to ensure the utmost in product satisfaction and after-sales service.

Our values have served us and our customers well for more than half a century and we're confident that, with our dealers, this strong tradition of customer first will continue to be the success of our company. Some things shouldn't change!

### Authorized Service Depots

Columbia Truck Center	Castlegar, BC	(250) 365-2807 (888) 310-7788
Premium Truck & Trailer	Prince George, BC	(250) 563-0696 (800) 595-4411
Premium Truck & Trailer	Williams Lake, BC	(250) 398-7411 (877) 878-2516
Premium Truck & Trailer	Terrace, BC	(250) 635-4938 (800) 663-7766
PrairieCoast Equipment	Dawson Creek, BC	(250) 782-4141
Trailer Wizards Ltd.	Coquitlam, BC	(604) 552-2524 BC (800)662-0799
James Western Star Sterling Ltd.	Fort St. John, BC	(250) 785-1066 (888) 830-9909
First Truck and Trailer Centre	Lloydminster, AB	(780) 875-6211 (800) 661-3926
Edmonton Trailer Sales & Leasing Ltd.. (Oilfield Trailers Only)	Acheson, AB	(780) 962-8195

### Authorized Service Depots

Freightliner of Red Deer Inc.	Red Deer, AB	(403) 309-8225 (800) 223-2341
Trailer Wizards Ltd.	Calgary, AB	(403) 720-7980
PrairieCoast Equipment	Grande Prairie, AB	(780) 532-8402 (877) 553-3373
PrairieCosst Equipment	La Crete, AB	(780) 928-3337
Southland International Trucks Ltd.	Lethbridge, AB	(403) 328-0808 (800) 949-0808
Frontline Truck & Trailer Centre	Saskatoon, SK	(306) 242-4911 (800) 213-4196
Warner Trailer Industries	Regina, SK	(306) 359-1930 (800) 667-1930
Warner Trailer Industries Ltd -Branch Location	Moose Jaw, SK	(306) 693-7253 (877) 302-0253
Winacott Equipment Group	Saskatoon, SK	(306) 931-8488 (800) 667-6860
Winacott Equipment Group	Regina, SK	(306) 525-2777 (877) 631-7827
L.R. Truck Centre	Swift Current, SK	(306) 773-3030 (888) 773-2744
MacArthur Truck and Trailer	Brandon, MB	(204) 728-6681 (800) 665-6317
Quality Trailers	Winnipeg, MB	(204) 632-5300 (866) 201-1324
Carrier Centers	Brantford, ON	(519) 752-5431 (800) 957-8785
Carrier Centers	Woodstock, ON	(519) 539-9837 (800) 958-8785
Carrier Centers	London, ON	(519) 681-3500 (800) 265-6081
Carrier Centers	Sarnia, ON	(519) 336-4840 (877) 336-4840
Carrier Centers	Windsor, ON	(519) 737-7520 (888) 956-8785
Carrier Centers	Chatham, ON	(519) 352-7240 (800) 265-9867
Lewis Motor Sales Inc.	Barrie, ON	(705) 728-3026 (705) 726-8811
Lewis Motor Sales Inc.	Collingwood, ON	(705) 445-2634
Lewis Motor Sales Inc.	North Bay, ON	(705) 472-7220
Lewis Motor Sales Inc.	Newmarket, ON	(905) 952-2855
Lewis Motor Sales Inc.	Owen Sound, ON	(519) 372-2537 (877) 372-1673
Bouma Truck Sales	Choteau, Montana, USA	(406) 466-5375

Behind You  
*Ahead of the Rest*



## Doepker Warranty Coverage Quick Reference Guide

### General Conditions

- Warranty is based on normal use and proper maintenance.
- Warranty does not cover wearable items or consequential damage at any time.
- Component warranties are subject to the original manufacturer warranty beyond the Doepker 90 day total warranty.
- All units must have the warranty registered with Doepker to receive consideration. Transferable warranties are available based on the serial plate date.
- The customer is responsible for delivery and pick up of the trailer to the assigned service depot.
- Authorization is required from Doepker prior to work commencing. Components may be subject to warranty pending approval. Defective parts must be returned prepaid unless instructed otherwise. Freight will be reimbursed on approved claims only.

**The warranty listed in this *Quick Reference Guide* is for trailers manufactured after January 1, 2008. For information on older units or for complete details, refer to your original warranty registration form, contact the nearest Doepker dealer, or call Doepker Industries:**

### Doepker Industries Ltd.

Box 10 Annaheim, SK S0K 0GO  
Website: www.doepker.com  
Phone: (306) 598-2171  
Fax: (306) 598-2028  
Email: warranty@doepker.com

## **Structural & Factory Warranties**

### **All Standard Bulklers (Aluminum, Steel and Legacy):**

- 5 year structural warranty - 100% parts and labour

### **Gravel Trailers (All End Dump, Pony pups, Quads, Cross Dumps, Clam Dumps) 2007 models and up:**

#### **Frame Warranty:**

- Year 1-3 - 100% parts and labour
- Year 4 - 50% parts only
- Year 5 - 25% parts only

#### **Box Warranty: (End Dumps, Quads and Pony Pups)**

- 3 year 100% parts and labour

#### **Standard Flat Decks:**

- 5 year main rail warranty, 100% parts and labor. Other structural warranty pro-rated as follows:
- Year 1 – 100% parts and labour
- Year 2 – 100% parts and labour
- Year 3 – 100% parts only
- Year 4 – 50% parts only
- Year 5 – 25% parts only

#### **Loggers, Detachable Decks, Fold-downs; Scissornecks; Oil Field Floats; Equipment Decks, Picker trailers and all other trailers:**

- 1 year structural warranty - 100% parts and labour
- 3 year main rail warranty on highway logging units - 100% parts and labour

#### **Paint Warranty:**

- Guarantee workmanship for 1 year
- Material as per manufacturer warranty
- Does not cover general wear and tear such as stone chips

#### **Wheel Alignment:**

- 30 days coverage from in-service date
- Doepker will pay for either a mechanical or laser alignment up to \$100.00 labour plus parts per axle if alignment is found incorrect
- A "before and after" spec MUST be provided to Doepker Industries Ltd

**Tire wear is not covered.**

## **Parts & Components**

**Doepker Industries Ltd. provides 100% parts and labour coverage on all components for a period of 90 days from in-service date with the exception of tires and ABS sensor alignment. After the 90-day period, supplier warranty coverage applies. Consequential damage is not covered.**

**Corrosion:** Doepker provides 100% parts and labour coverage against corrosion on greased electrical wiring and greased ABS connections for a period of 1 year from in-service date. Photos are required to be submitted prior to the claim.

**Accessories:** 1 year 100% parts and labour coverage from in-service date for manufacture defects and installation on all Doepker accessories (i.e. toolboxes, fenders, ladders, pipe bunks, etc.)  
1 year parts coverage from date of sale for manufacture defects only on accessories sold as parts sales — receipt for date of purchase is required.

**Tires:** Yokohama, Goodyear, Michelin, Bridgestone, B.F. Goodrich - as per manufacturer's warranty

**Bearings (KML):** KML Bearing Canada Inc, warrants its products to be free of defects in material and workmanship within one year of delivery. Claims for labour and incidental damages are not covered.

**Stemco Seals (Guardian):** 1 year from date of manufacture on parts and labor. Does not cover consequential damage. **All parts returned for warranty consideration must include both the seal and the ring. If both parts are not returned warranty is voided.**

#### **Hubs and Drums:**

KIC Holdings Inc.: Limited Lifetime Product Warranty for manufacturer defects

Walther Duralight Cast Hubs: Lifetime warranty for manufacturer defects.

**Brake Shoe and Lining:** 100,000 miles or 1 year on parts and labour for manufacture defects only (rivets, etc). Brake wear is normal and considered a maintenance item

**Brake Pots (Haldex):** Warranty applies to defects in material or workmanship.

Gold Seal: 3 year unlimited mileage on both service and emergency portions; 1 year labor allowance.

Life Seal: 6 year unlimited mileage on both service and emergency portions, 1 year labor allowance.

Service pots only: 3 years unlimited mileage, 1 year labour allowance.

**Slack Adjusters (Haldex):** 6 year or 1 million mile warranty against defects in material or workmanship. 1st year in service will be parts and labour allowance coverage. Years 2 through 6, parts only coverage applies.

#### **Axles (Dana or Hendrickson):**

Dana: 3 years at 100%, pro-rated after that.

Hendrickson axle and trailing arm assembly: 500,000 miles or five years—100% parts replacement, labour is covered for 100,000 miles or 1 year.

#### **Hendrickson Air Suspension:**

Air Spring: 200,000 miles or 2 years - 100% parts replacement, labour is covered for 100,000 miles or 1 year.

Shock Absorbers: 200,000 miles or 2 years—100% parts replacement and labour allowance. If used on loggers — 200,000 miles or 2 years parts replacement and 100,000 miles or 1 year labour allowance.

Tri-functional Bushing (includes wear pads): 500,000 miles or 5 years - 100% parts replacement. 300,000 miles or 3 years- labour allowance. If used on loggers — 300,000 miles or 3 years parts replacement and 100,000 miles or 1 year labour allowance.

Camshafts: 300,000 miles or 3 years - 100% parts. 100,000 miles or 1

year - labor allowance.

Camtubes: Highway 3 year parts & labour. Off-highway 3 year parts and 1 year labour.

**Wiring Harnesses & Lights (Truck-Lite):** 5 year warranty on harness and junction box for manufacture defects. Lifetime warranty on LED lights for manufacture defects. **Corrosion is not accepted as warrantable beyond the Doepker coverage.** Parts replacement only.

**Doepker Wiring & Installation:** 1 year - 100% parts and labour due to manufacturing defect or workmanship.

**Doepker Koolite (Logo Light):** 1 year from in-service date - 100% parts and labour.

#### **Air Valves:**

Sealco: 24 months from manufacture date of valve - 100% parts replacement and labour allowance for defects in material or workmanship.

Bendix: 1 year from date in service - 100% parts replacement and labour allowance for defects in material or workmanship.

Meritor Wabco ABS: 3 years or 300,000 miles - 100% parts replacement and labour allowance. 30 days on wheel sensor alignment (from Doepker) Must have approval from Meritor Wabco's authorized technician: 1-800-535-5560

#### **Fenders**

Nu-Line Products Inc: Aluminum, Galvanized or Stainless Steel - 6 months from date of installation against defective workmanship - parts replacement

#### **Rims:**

Hayes Lemmerz Steel Rim and Disc Wheel: 5 years warranty from date of manufacture if unserviceable due to functional defects in material or workmanship.

Alcoa Aluminum Disc Wheels: 5 years from date of manufacture for defects in material or workmanship. Part for part replacement only, plus small administration fee.

Accuride: 1 year from date of manufacture from defects in workmanship and materials excluding finish.

#### **Jost:**

"37" Series 5<sup>th</sup> Wheels: 5 year parts & labour for defects in material and workmanship.

Landing Gear: 5 year parts & labour for defects in material and workmanship.

King Pin: 5 year parts & labour for defects in material and workmanship

#### **Holland:**

5<sup>th</sup> Wheels (3500): Lifetime warranty for defects in material or workmanship. 6 year or 600,000 miles on wear limits and cracks on standard duty applications. Labor allowance is considered for removal, repair and replacement.

Landing Gear: 5 year parts replacement from date of manufacture for defects in material or workmanship. 2 year labour allowance is considered for removal, repair and replacement.

Kin Pin: 2 year material or workmanship - parts replacement only.

#### **Michel's Tarp & Hardware:**

Pro-rated warranty that varies with tarp style and type. Call Dealer or Doepker for details - have trailer serial number at hand.

#### **Hydraulic Cylinders:**

Ram Industries – 2 years parts replacement only.

Hyva – 2 Year parts replacement only.

Capton - as per manufactures warranty.

#### **Hydraulic Valves and Plumbing (Hypower):**

Guaranteed against manufacturer defects on individual basis.