



## **WARRANTY AND LIMITATION OF LIABILITY**

### **TERMS AND COVER**

Fuwa K Hitch (Australia) Pty Ltd will for the period of time and distance indicated in the Warranty Tables on page 2, warrant all products sold by Fuwa K Hitch (Australia) Pty Ltd. against any defect in materials and/or faulty workmanship.

Reimbursement may be subject to inspection of the failed components and Fuwa K Hitch (Australia) Pty Ltd will be the sole judge.

### **OWNER/USER RESPONSIBILITIES**

It is the owner's responsibility to ensure prompt rectification of any problem as soon as possible. Damage, which occurs due to continued operation after the defect is evident, will not be covered.

Incorrect handling, operation, adjustment, servicing or lack thereof as well as accidental damage, will result in voiding the Fuwa K Hitch (Australia) Pty Ltd warranty coverage.

Only authorized Fuwa K Hitch (Australia) Pty Ltd Dealers must carry out warranty repairs.

### **LIMITATIONS**

Fuwa K Hitch (Australia) Pty Ltd will not be responsible for the application, fitting or modification of their product unless specified by Fuwa K Hitch (Australia) Pty Ltd.

Fuwa K Hitch (Australia) Pty Ltd will only cover the repair of the part manufactured / sold by Fuwa K Hitch (Australia) Pty Ltd, not associated parts or assemblies.

Fuwa K Hitch (Australia) Pty Ltd will not pay for complete assemblies, where only parts are needed, unless authorized by Fuwa K Hitch (Australia) Pty Ltd.

Warranty only applies to the original purchaser.

Fuwa K Hitch (Australia) Pty Ltd will not pay freight, towing, loss of earnings or any other expenses other than the actual repair.

Wear and tear is not covered by warranty.

Parts and Labour cost for the warranty repair will be reimbursed as outlined on page 3.

The claimed parts must be available for inspection within two weeks of the request. No return parts will be accepted at Fuwa K Hitch (Australia) Pty Ltd, without prior return authorization (RGA – see page 3) If the claim is rejected, the parts will be available for retrieval for 8 weeks. Thereafter the parts will be destroyed.

Items replaced under the Fuwa K Hitch (Australia) Pty Ltd Warranty become the property of Fuwa K Hitch (Australia) Pty Ltd.

Should any part of this Warranty statement contravene any applicable law, the law would over-ride that part, with the remaining Warranty Agreement left intact as stated

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### WARRANTY TABLES

The time and distance listed in the warranty tables will start from the date in service (for new OEM vehicle installation) or from the date the part was invoiced to the end-user (for parts claims).

The warranty cover in regards to time and distance will be, whatever comes first.

Brand	Item	Distance	Parts only	Labour	Comments	
<b>WEWELER</b>	Hanger bracket & Pedestal (All types)	unlimited	2 years	2 years	On Highway only*	
	Trailing arm (All types)	unlimited	3 years	2 years	Warranty also applies to the bushing inside the trailing arm. On Highway only	
	Axle seat & U-bolt plate (All types)	unlimited	3 years	2 years	On Highway only*	
	Offset plate (All types)	unlimited	3 years	2 years	On Highway only*	
	U-bolt(s) (All types)	unlimited	2 years	2 years	On Highway only*	
	Shock absorber (All types)	unlimited	2 years	1 years	On Highway only*	
	Air spring (All types)	unlimited	2 years	1 years	On Highway only*	
	*For Off-Road use, the time periods will be halved with a minimum of 1 year on both parts and labour					
<b>Fuwa K HITCH</b>	Axle Beam	800,000km	5 years	5 years		
	All standard brake and wheel end components	160,000km	1 year	1 year		
	Unitised Hub	1,000,000km 160,000km	3 years 1 year	3 years N/A	On Highway only* Off-Road (Mining)	
	Preset Hub	750.000km 160.000km	3 years 1 year	3 years N/A	On Highway only Off-Road (Mining)	
	KT & KI Suspension	unlimited	2 years	2 years	On Highway only*	
	Pivot Bush	800,000km	5 years	3 years		
	Cantilever Dread Bogie / Argo Bogie Suspension	160,000km	1 year	1 year		
	Mech. Suspension (Cast and Fab.)	160,000km	1 year	1 year		
	5 <sup>th</sup> Wheels	Hwy Master KA..A Fleet Master KA..C, KC..C	300,000km	3 years	3 years	On Highway only*
		Road Boss KH	500,000km 160,000km	3 years 1 year	3 years N/A	On Highway only Off-Road (Mining)
		Komodo KS, KD	160,000km	1 year	1 year	
	Ball races / Base plates	160,000km	1 year	1 year		
	King Pins	160,000km	1 year	1 year		
	Landing Legs / eLeg	160,000km	1 years	1 years		
	Air Tanks	160,000km	1 year	1 year		
	Spare Parts – Aftermarket – All Brand	160,000km	1 year	1 year		
FKH sold products not listed above	160,000km	1 year	1 year			

**Note\*:** On Highway only, is a minimum of 75% on sealed road.



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### **PARTS AND LABOUR REIMBURSEMENT**

#### **Parts:**

Upon the acceptance of a warranty claim, the preferred way of Fuwa K Hitch (Australia) Pty Ltd is to replace the failed part at no charge and we will endeavour to do that whenever possible.

Fuwa K Hitch (Australia) Pty Ltd may also credit the claimants account the value of the accepted claim, with a clear reference on the warranty reply and on the customer's statement.

Where the above options are not possible, the accepted claim value will be reimbursed by cheque or direct bank deposit.

The cost of the parts will be calculated on the basis of a normal purchase price (by the repairer) of the failed parts via the Fuwa K Hitch (Australia) Pty Ltd distribution network (copies of invoices may be required).

#### **Labour:**

The Fuwa K Hitch (Australia) Pty Ltd warranty labour rate (\$/hr) is fixed in accordance with the Fuwa K Hitch (Australia) Pty Ltd warranty policy. Check with a Fuwa K Hitch (Australia) Pty Ltd representative for the current rate.

Prior to any works being conducted, Fuwa K Hitch (Australia) Pty Ltd shall be notified for approval.

Fuwa K Hitch (Australia) Pty Ltd has the rights to reject repair works that do not comply with the Fuwa K Hitch (Australia) Pty Ltd labour rate and time frame guidelines.

Higher warranty labour rates will only be covered with prior approval from Fuwa K Hitch (Australia) Pty Ltd.

The number of hours accepted on a given warranty repair job, is linked to the Fuwa K Hitch (Australia) Pty Ltd "Warranty Labour Guild Lines" (LGL's) in bulletin KPM-004-0110, or the products manufacturers LGL's.

If the claim is in excess of the LGL's, they need to have a prior approval from Fuwa K Hitch (Australia) Pty Ltd.

### **RETURNED GOODS AUTHORIZATION (R.G.A)**

No warranty parts are to be returned to any Fuwa K Hitch (Australia) Pty Ltd facility without an R.G.A!

*(Used/worn parts without an R.G.A will most likely end up in the scrap -> Claim denied)*

The R.G.A must be obtained from Fuwa K Hitch (Australia) Pty Ltd after submitting a completed Fuwa K Hitch (Australia) Pty Ltd warranty claim form.

Please fill out the "Authority to return goods to FKH" form KPS-002-0314 and attach it to the goods.

Fuwa K Hitch (Australia) Pty Ltd will not accept any return freight charges from carries not nominated by Fuwa K Hitch (Australia) Pty Ltd.

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**If you have any questions about the Fuwa K Hitch (Australia) Pty Ltd warranty cover and the administration of the policy,  
Please call Product Support at Fuwa K Hitch (Australia) Pty Ltd on (03) 9369 0000  
[www.khitch.com.au](http://www.khitch.com.au)**

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