

# the LOOK<sup>®</sup>

## Limited One Year Warranty

Effective November 2015

the LOOK<sup>®</sup> engineered sliding system comes automatically with a **One Year Limited Warranty** against all manufacturer defects and a **Life Time Warranty** on v-groove metal wheels. LCS Load Covering Solutions reserves the right in determining the nature of the warranty issue. Upon the manufacture's authorization, the following warranties shall apply. All Warranty Inquires **MUST** be identified by stating the Systems Serial I.D. # to our Customer Service Tech.

- Any parts or materials used in the assembly of the LOOK<sup>®</sup> which are found to be defective in the first year will be replaced at no charge.
- Any labour required to install defective parts will be covered by LCS for a period of one year from the In-Service Date of the system. Labour will be performed at LCS or at an authorized service and repair facility. No labour will commence until written authorization is provided by LCS and scheduled in accordance with current service schedules. Designated customer repair or service facilities can be Authorized to carry out the repair work under the approved guidelines as set forth by the manufacturer at the pre-determined cost allowance.
- All authorized warranty will be issued by an LCS Purchase Order. No customer invoice will be paid if our P.O. is not referenced.
- If the LOOK<sup>®</sup> was originally purchased through a trailer dealer; any warranty claim must first be reported by the end user to the O.E.M., Load Covering Solutions prior to any work being performed.
- Any unauthorized repairs or alterations performed will automatically null and void any and all LCS warranties.
- Any freight charges associated with shipping of specified parts in accordance to the warranty policy shall be prepaid at the manufacturer's expense.
- Any freight charges associated with having the system returned for authorized warranty work will be at the sole expense of the End User or Dealer Agency.

The Installation Contractor assumes 100% responsibility for any warranty resulting from improper installation or workmanship. For all component warranties beyond one year **labour is not included**. Damaged components must be fully replaced to honor extended warranty. Failing to follow operating and maintenance instructions could void any and all warranties.

**the LOOK<sup>®</sup> Bulkhead:** Any cracking of materials deemed defective is covered against manufacturer defects for One (1) year. Cracking of welds related to stress, negligence or other is not covered under any warranty.

**the LOOK<sup>®</sup> Lock & Tensioning Mechanisms:** Front Automatic Locks & our rear lock & tensioning mechanism "Loc'N-Load<sup>®</sup>" are covered under warranty for One (1) Year against manufacturer defects. **Must be maintained regularly. (See lubricant instructions)**

**the LOOK<sup>®</sup> Frame System & Up-lifts:** All modular car frame components and up-lifting assemblies are covered under a two (2) year Warranty includes labour. Wear and tear, damage, or negligence is NOT COVERED.

**the LOOK<sup>®</sup> Track System:** The aluminum extruded track and stainless steel insert are covered under a two (2) year Warranty including labour. Wear and tear, damage, or negligence is NOT COVERED. Light Bar and Weather Seals are covered by a One Year Limited Warranty.

**the LOOK<sup>®</sup> Metal Wheel System:** Utilizing the minimal number of wheels (28 wheels on a 48 ft. and 53 ft. system) all are covered under a Life Time Warranty excluding bearings. An All Bearing Service or Replacement is recommended after 2-1/2 years and we will provide a FREE set of replacement bearings once within the first 5 years. All wheel bolts, snap rings, spacers and nuts are not covered.

**the LOOK<sup>®</sup> 20 oz. Tarpaulin & Rear Flap Hardware:** All vinyl material is covered under warranty for One (1) Year against manufacturer defects. All separation of Velcro pockets (or other securement designs) from the main body of the tarpaulin is covered by warranty for one year if determined to be part of manufacturer welding or installation defect. Loose tension of the tarpaulin will result in pockets coming unsecured. Pockets are commonly damaged by tow motors during loading and unloading. Check often for peeling of pockets from main body of the tarp. All hardware associated with the rear flap is covered under warranty for one year, with the exception of the pull-up rope.

Tarp Adjustment: Adjust accordingly in order that damage does not occur to the main body of the tarpaulin covering and its construction. The tarpaulin needs to be inspected when the trailer is loaded and empty. Wind whipping of the vinyl is identified as long narrow spider cracks and is caused by the tarpaulin not being tensioned correctly. **Alternate reinforcing available upon request to protect in high wear areas.**

To ensure the maximum life expectancy of all the LOOK<sup>®</sup> Sliding Tarp Systems, the following criteria is set forth as a guideline:

1. Maintaining Quarterly Maintenance programs in accordance LCS Maintenance Guide.
2. Avoiding operational hazards and conditions.
3. Driver orientation for proper operation of the LOOK<sup>®</sup>.

**Disclaimer:** the LOOK<sup>®</sup> engineered sliding system is designed as a Load Covering System protecting against most general weather contaminants. It is not considered to be a Structurally Load Bearing System and it will not stand up to weather conditions referenced as an Act of God. All warranties DO NOT apply under these conditions.

**Warranty is non-transferable**