



LIMITED HEAVY TRUCK WARRANTY REGISTRATION & POLICY
30 MONTHS

IMPORTANT

**Please Read & Fill Out The Attached Warranty Registration Card
to Activate Your Warranty Coverage**

www.gearcentre.com

LIMITED HEAVY TRUCK UNIT WARRANTY

30 MONTHS • VEHICLE APPLICATIONS GREATER THAN GVWR 19,500 LBS.

WARRANTY

The EDMONTON GEAR CENTRE LTD. (“Gear Centre”) warrants to the PURCHASER (“Purchaser”) as follows (“Warranty”):

Units rebuilt by The Gear Centre shall be free from defects in materials and workmanship at the time of delivery by The Gear Centre to the Purchaser, excluding, as applicable, any new parts supplied by the Purchaser to The Gear Centre.

“Units”, as they shall be referred, is limited solely to the following:

- standard transmissions; differentials; and transfer cases
- auxiliary transmissions; auxiliary sections are excluded from the 30 months warranty and are only eligible for the 12 month limited warranty

For industrial transfer cases in auxiliary driving or Power Take-Off applications refer to The Gear Centre’s [Industrial Warranty Policy](#).

“Purchaser” shall be the party whose name is on the final Gear Centre invoice for purchase and sale of a Unit.

Full Warranty

Under normal operating conditions and maintenance, and further upon registration of the Purchaser’s Warranty Card in accordance with this Warranty Policy, Units are warranted for thirty (30) months from the date of the final Gear Centre invoice for purchase and sale of a Unit (the “Full Warranty”).

Full Warranty does not include damage to or sub-optimal performance of a Unit from:

- contamination, overheating, shock loading, over loading or abnormal operating conditions; or
- any other exclusion stated within this Warranty Policy.

Full Warranty does not include any payment for a claim of consequential or special damages of any kind.

Please note the **Limited Warranty**, on the following page.

WARRANTY CARD PROCEDURE

Subject to the terms of this Warranty Policy, on and from the date of the final Gear Centre invoice for purchase and sale of a Unit, Purchaser must register its Warranty Card by fully completing The Gear Centre’s Warranty Card and delivering same to The Gear Centre by one of the following methods and in accordance with this Warranty.

Purchaser shall fully complete and deliver the Warranty Card to The Gear Centre within fourteen (14) calendar days from the date of the final Gear Centre invoice for purchase and sale of a Unit to enjoy the **Full Warranty**.

LIMITED HEAVY TRUCK UNIT WARRANTY

30 MONTHS • VEHICLE APPLICATIONS GREATER THAN GVWR 19,500 LBS.

Delivery Methods:

ONLINE:

Complete the Warranty Card form found at www.gearcentre.com and follow the instructions to submit the Warranty Card electronically.

FACSIMILE:

Complete the Warranty Card attached to this brochure and submit to The Gear Centre by facsimile by sending to the following facsimile number: (780) 488-6740

MAIL DELIVERY OR HAND-DELIVERY

Complete the Warranty Card attached to this brochure and submit to The Gear Centre by mail or in person at any of the following addresses:

Gear Centre - Edmonton North 14811-116 Avenue Edmonton, AB T5M 3E8	Gear Centre - Red Deer #8, 7431 Edgar Industrial Drive Red Deer, AB T4P 3R2	Gear Centre - Lethbridge 3912-14 Avenue N Lethbridge, AB T1H 5T5	Gear Centre - Fort McMurray 215 MacDonald Crescent Fort McMurray, AB T9H 4B5	Gear Centre - Mississauga #3, 7337 Pacific Circle Mississauga, ON L5T 1V1
Gear Centre - Edmonton South 6811-50 Street Edmonton, AB T6M 3B7	Gear Centre - Calgary 7170 Blackfoot Trail SE Calgary, AB T2H 2M1	Gear Centre - Medicine Hat 111 Southwest Drive SW Medicine Hat, AB T1A 8E8	Gear Centre - Grande Prairie 11406-96 Avenue Grande Prairie, AB T8V 5M4	Gear Centre - Moncton #5, 191 Henri Dunant Street Moncton, NB E1E 1E4

The Gear Centre shall determine, within its sole discretion, whether a Warranty Card (and return core unit as applicable) has been fully completed and properly delivered to The Gear Centre.

Limited Warranty

In the event that the Warranty Card is not fully completed and delivered to The Gear Centre within fourteen (14) calendar days from the date of final Gear Centre invoice for purchase and sale of a Unit, the following **Limited Warranty** shall apply:

One (1) year unlimited KMS from the date of final Gear Centre invoice for purchase and sale of a Unit.

Limited Warranty does not include damage to or sub-optimal performance of a Unit from:

- contamination, overheating, shock loading, over loading or abnormal operating conditions or
- any other exclusion stated within this Warranty Policy.

Limited Warranty does not include any payment for a claim of consequential or special damages of any kind.



LIMITED HEAVY TRUCK UNIT WARRANTY

30 MONTHS • VEHICLE APPLICATIONS GREATER THAN GVWR 19,500 LBS.

RESERVATION IN FAVOUR OF GEAR CENTRE AND NOTICE REGARDING HEAT EXCHANGERS/OIL COOLERS

Notwithstanding the application of the *Full Warranty* or the *Limited Warranty* to a Unit, The Gear Centre shall determine, within its sole discretion, the proper course of action with respect to replacement or repair of that Unit.

TO ALL CUSTOMERS: Where The Gear Centre replaces an original Unit or performs warrantable service to a Unit (including, but not limited to standard and automatic transmissions), The Gear Centre highly recommends that heat exchangers and/or oil coolers be replaced (where applicable) at the same time that a Unit is replaced or serviced.

The Gear Centre reserves the right to exercise its sole discretion with respect to all decisions taken or permitted to be taken under this Warranty.

LIMITATION OF WARRANTY AMOUNT

Notwithstanding the application of the *Full Warranty* or the *Limited Warranty* to a Unit, The Gear Centre shall not be liable for any amount in excess of the total price stated within the final Gear Centre invoice for purchase and sale of that Unit.

LIMITATION OF WARRANTY FOR UNPAID INVOICE

Notwithstanding the application of the *Full Warranty* or the *Limited Warranty* to a Unit, The Gear Centre shall not perform warranty services if there is a balance owing by Purchaser with respect to that Unit. Warranty services shall be withheld by The Gear Centre until such invoice is paid in full.

WARRANTY EXCLUSIONS

Notwithstanding the *Full Warranty* or the *Limited Warranty* offered by The Gear Centre, The Gear Centre shall not perform any warranty services with respect to a Unit if, in the sole discretion of The Gear Centre, one or more of the following events has occurred to a vehicle that houses a Unit (without limitation, whether individually or collectively, an "Event"):

- Vehicle modifications including but not limited to:
 - Suspension Lifts or modifications
 - Performance upgrades to vehicle powertrain that cause the vehicle to operate outside the parameters of torque and horse power that were set at the time said vehicle left the Original Equipment Manufacturer's (OEM) factory
 - Increased or decreased tire sizes outside of the size authorized by the Original Equipment Manufacturer (OEM) at the time said vehicle left the factory
 - Modification that force the unit to operate in a manner other than what it was designed for
 - Using unit in a non-OEM or non approved application

LIMITED HEAVY TRUCK UNIT WARRANTY

30 MONTHS • VEHICLE APPLICATIONS GREATER THAN GVWR 19,500 LBS.

WARRANTY EXCLUSIONS (Cont'd)

- Modifications to exchange units
- Failure due to improper installation
- Failure due to oil contamination (caused by but not limited to improper cleaning/ replacement of any oil coolers used on vehicle, improper maintenance, wrong oil, or non approved oil additives being used, etc.)
- Damage or Failure to said unit due to any related, peripheral, or mating parts not supplied or installed by The Gear Centre (including but not limited to; drive shafts, power take-offs, flywheels, clutches, transmissions, transfer cases, axles, tires, rims, etc.)
- Incorrectly installed Power Take-Off (PTO) units, where applicable
- Mismatched tire sizes or unevenly worn tires
- Failure due to accidental or consequential damage
- Damage caused in shipping of said unit
- Failure for any reason due to unit operated low on lubricant (including but not limited to seal leaks and improper fluid level maintenance)
- Failure due to wrong lubricant used
- Failure due to lack of maintenance (includes but is not limited to: periodic adjustments, changing lubricant at OEM specified intervals, and maintaining proper lubricant levels at all times)
- Improper installation into vehicle (includes but not limited to, bent input shaft, loose mounting bolts, misalignment, lack of sealant, bent or distorted axle housing)
- Unit components being worn due to normal vehicle use
- Failure due to shock load, is non-warrantable
- Improperly operating air systems
- Driveline vibrations
- Any issues with shift quality that are not reported immediately, may void warranty
- Purchase of said unit from any source that is not an authorized Gear Centre dealer

OBLIGATIONS AND PROCEDURES IN THE EVENT OF UNIT OPERATIONAL FAILURE

In the event that a Unit experiences operational failure or an operational concern, Purchaser must contact The Gear Centre location closest to the location of the Purchaser's vehicle that houses the Unit (for a complete list of Gear Centre locations and for contact information, please visit www.gearcentre.com). Purchaser shall contact the closest Gear Centre location immediately following the event of Unit operational failure or operational concern. The Purchaser shall make the vehicle and the Unit available for the purpose of inspection by The Gear Centre.

LIMITED HEAVY TRUCK UNIT WARRANTY

30 MONTHS • VEHICLE APPLICATIONS GREATER THAN GVWR 19,500 LBS.

The Gear Centre will take reasonable steps to determine the cause(s) of Unit operational failure or operational concern. Upon making a determination, The Gear Centre will advise the Purchaser of the recommended course of action, such determination and recommendation to be made in accordance with this Limited Heavy Truck Unit Warranty.

In its sole discretion, acting reasonably (when time is of concern), The Gear Centre, may recommend that the Purchaser purchase a replacement Unit (plus applicable core charge) at the current market price for that replacement Unit.

Where the Full Warranty or Limited Warranty applies to the original Unit, and the Purchaser purchased a replacement Unit on The Gear Centre's recommendation, The Gear Centre may subsequently issue a credit for a portion or all of the cost of the replacement Unit. The core charge related to the replacement Unit will be refunded to the Purchaser using The Gear Centre's standard core evaluation criteria.

REPAIR SERVICES IN REMOTE LOCATIONS

In some circumstances when a warrantable failure of a Unit occurs outside of The Gear Centre's reasonable trading area, or at such a time where contacting The Gear Centre is not possible, and at The Gear Centre's sole discretion, The Gear Centre may authorize a third party repair facility to repair the Unit (to a maximum of the cost of the original unit), providing The Gear Centre, has been informed in a reasonable time frame of the failure. The Gear Centre reserves the right to refuse any charges, in part or in whole, from any repair station not authorized by The Gear Centre to perform warranty repairs.

For the purposes of clarity, The Gear Centre shall not be liable for payment of any repair performed by a third party until such time as The Gear Centre has had a reasonable opportunity to review any and all third party invoices marked "PAID", so that The Gear Centre may solely decide the amount (if any) of reimbursement to be approved with respect to the third party repair. In no event shall The Gear Centre approve any invoice amount(s) that are, individually or collectively, more than the original Gear Centre invoice for purchase and sale of the Unit in question.

Further to the above, The Gear Centre may offer to pay up to the following amounts for warrantable failures that happen outside of a 250 kilometer radius of the nearest Gear Centre service location. The Gear Centre must be consulted prior to the removal or repair of any units under possible warranty consideration. Failure to do so will result in a denial of any warranty labour claims, and may result in the voided warranty liability on the unit in question:

Unit Type	Maximum Hours	Payment per Hour
Transmission	8	\$75
Front Differential	4	\$75
Rear Differential	3	\$75



LIMITED HEAVY TRUCK UNIT WARRANTY

30 MONTHS • VEHICLE APPLICATIONS GREATER THAN GVWR 19,500 LBS.

*This card must be filled out in its entirety and returned to your nearest Gear Centre branch within **fourteen (14) days** after date of purchase. Failure to register your unit will result in a change in your warranty conditions to a 1 year unlimited kilometer warranty. Buyer also acknowledges that regular scheduled maintenance must be performed on the purchased unit. The Gear Centre reserves the right to request maintenance records on the purchased unit to validate warranty.*

Please include your original bill of sale with this warranty card. We also recommend that you fax a copy of this card to us just in case the paperwork gets lost while shipping your core back to us.

Installation By: _____

City / Town: _____

Contact Name: _____

Phone: () _____ Email: _____

Vehicle Model: _____

Make: _____ Year: _____

Gear Centre Invoice #: _____

Date of Purchase: _____

Unit Type: _____

Unit Serial #: _____

Sachs Part # (if applicable): _____

Oil Purchased From The Gear Center? Yes No

Unit Model #: _____

Amount of Oil Installed: _____

Oil Type Installed in Unit: _____

Odometer of Vehicle at Install: _____

Install Date: _____

License Plate: _____ Province/State: _____

Vehicle VIN#: _____

I HAVE READ & UNDERSTAND THE ATTACHED WARRANTY POLICY:
(If yes, please leave a check mark in the box)

SIGNATURE: _____

MONCTON

#5, 191 Henri Dunant St.
Phone: (506) 855-4327
Fax: (506) 859-4327
Toll-Free: 1-844-701-4327

MISSISSAUGA

#3, 7337 Pacific Circle
Phone: (905) 564-8998
Fax: (905) 564-6284
Toll-Free: 1-844-564-8998



SCAN HERE

For Online Registration Form

10 Convenient Locations to Serve You!

EDMONTON NORTH

14811-116 Ave.
Phone: (780) 452-6933
Fax: (780) 455-8612
Toll-Free: 1-800-661-8825

EDMONTON SOUTH

6811-50 St.
Phone: (780) 466-4646
Fax: (780) 465-7204
Toll-Free: 1-800-661-8807

RED DEER

#8, 7431 Edgar Industrial Dr.
Phone: (403) 340-3330
Fax: (403) 340-1233
Toll-Free: 1-800-661-1629

CALGARY

7170 Blackfoot Tr. SE
Phone: (403) 252-3880
Fax: (403) 252-6308
Toll-Free: 1-800-661-1378

LETHBRIDGE

3912-14 Ave. N
Phone: (403) 380-6364
Fax: (403) 380-6524
Toll-Free: 1-800-483-8952

MEDICINE HAT

111 Southwest Dr. SW
Phone: (403) 504-0605
Fax: (403) 580-2584
Toll-Free: 1-866-504-0635

GRANDE PRAIRIE

11406-96 Ave.
Phone: (780) 539-9606
Fax: (780) 532-7943
Toll-Free: 1-800-661-8806

FORT McMURRAY

215 MacDonald Cres.
Phone: (780) 714-3570
Fax: (780) 714-3571
Toll-Free: 1-866-714-3570

www.gearcentre.com