



Warranty Instructions

Load King would like to thank you for your recent trailer purchase! Please take a few moments to review the following instructions to ensure your new trailer is properly registered with Load King.

1. Fill out the Warranty Registration sheet with your dealer and send it back to Load King.
2. Read and fully understand the Owner's Manual prior to putting your new trailer into service. This will be located in the red document holder mounted to your new trailer.
3. Please read the following warranty policy for your new trailer.
4. Any further information can provided by calling Load King at 605-356-3301 or visiting our website at www.loadkingtrailers.com.





WARRANTY & SERVICE Policy

Load King LLC

701 E Rose St.

Elk Point, SD 57025

Office: 605-356-3301

www.loadkingtrailers.com





Load King Trailers Warranty Policy

New trailers manufactured by Load King will be warranted to be free from defects in materials or workmanship for the time periods listed and subject to the limitations below. Warranted equipment will be covered, at the option of Load King, provided that said equipment is returned to Load King or a Load King approved dealer. Said warranty applies to all Load King Trailer models manufactured after 06/01/2017.

5 Year Structural Warranty

Load King's 5 year structure warranty covers the 4 main deck beams, including cross members and components, 2 main sub frame beams and its components, gooseneck beams, gooseneck lower assemblies, boot straps and deck connection pins. 5 year structure warranty is prorated and that schedule is as follows:

Year 1 - 100% Coverage

Year 2 - 100% Coverage

Year 3 - 50% Coverage

Year 4 - 25% Coverage

Year 5 - 25% Coverage

1 Year Structural Warranty

Load King belly dump trailers, end dump trailers, hydraulic tail, tag trailers and attachments will not be covered under the before stated 5 year prorated warranty and will only carry a 1 year warranty.

1 Year Parts Coverage

1. Axle and suspension assemblies.
2. Landing gear assemblies.
3. Load King manufactured trailer options (wheel covers, flip ramps and outriggers)
4. Paint and finishing.
5. Air, electrical and hydraulic systems.





7 Year Electrical Coverage

Load King Trailers (excluding custom built trailers in some cases) use a completely sealed main wiring harness which carries a 7 year warranty from Load King. This does not include drop outs for strobes, clearance lights, or any other additions to the lighting system not approved by Load King. This warranty also does not cover the male or female 7-way connections located on the trailer. This 7 year warranty applies to the main 7-way harness **ONLY**. Any alterations made to this system will void the electrical coverage warranty.

Load King Warranty Policy Conditions

THE WARRANTY EXPRESSED IN THIS DOCUMENT IS THE ONLY WARRANTY FROM LOAD KING TRAILERS. NO OTHER WARRANTY OF ANY KIND IS EXPRESSED OR IMPLIED BY LOAD KING. ALL OTHER WARRANTIES IMPLIED FOR ANY PARTICULAR PURPOSE ARE EXCLUDED.

- The warranty policy from Load King outlined here goes into effect if one of the following criteria have been met:
 1. The date the trailer has been sold by the dealer to the end user.
 2. 6 months after Load King has invoiced the trailer to its dealer.
- Once the warranty period has begun it cannot be stopped or interrupted for any reason.
- All decisions weather to replace or repair a trailer or any part thereof will be made at the sole discretion of Load King.
- Load King assumes NO liability under this warranty for damages resulting from a collision, accident or products that were subject to abuse, alteration or misuse of any kind which include the following:
 1. Operating or exceeding the capabilities of the trailer in question.
 2. Failure to follow guidelines located in the owner's manual or warning decals located on the trailer.
 3. Failure to follow load ratings located on the VIN plate of the trailer, which include concentrated load ratings also found on the VIN plate.
 4. Natural calamity, theft, vandalism and improper site conditions.
 5. Improper maintenance, storage, repair or use of the trailer.
 6. Rework that is not approved by Load King due to any of the above.





Items Not Covered by Warranty

Normal wear items will not be covered under warranty by Load King. Those items can be found in the listing below:

- Tires, lights, brake linings, brake drums, exposed electrical lines, air lines or hoses.
- Normal preventative maintenance including, checking lug nuts, mounting bolts for attachments or normal lubrication of the trailer.
- Any and all equipment that has been repaired or altered by someone other than a Load King Representative or without written consent from a Load King Representative.

The liability of Load King with respect to any claim or loss from the sale, use or manufacture of any of its products, whether resulting from an act or omission by Load King, whether negligent or not, is limited to the purchase price paid for the product at issue, or at Load King's discretion, the cost to repair the product. In no way shape or form shall Load King be liable for property damage, bodily injury or death in any way related to the sale, use, or manufacture of its products. Load King is not responsible for financial losses or expenses incurred due to inability to use the trailer which include, but not limited to, lodging expenses, fuel costs, towing charges, loss or damage to cargo, storage fees, lost revenues or profits or any other resulting expenses or damages. **IN NO WAY IS LOAD KING LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOSSES OR EXPENSES.**





Load King Service Call Order Procedure

Load King warranty applies only if the customer/dealer seeking coverage follows and complies with the following Service Call Order (SCO) procedures. The following will outline the proper procedure for filling a SCO with Load King Warranty Department. Failure to follow these procedures may result in voiding the warranty outlined by Load King.

When a dealer sells a trailer:

- Dealer must submit the Warranty Registration Form to Load King within 10 days of selling the trailer to ensure the trailer will be covered.
- If the dealer does not sell the trailer within 6 months of the original invoice date, the dealer must then fill out the Warranty Registration Form. Once sold the dealer must submit a proof of sale in order for the trailer to be covered under warranty.
- Warranty Registration Forms can be found online at www.loadkingtrailers.com. Once the form is completed it can be sent to the following:
 - Load King Trailers
P.O. Box 427
Elk Point, SD 57025

When a warranty issue occurs:

1. The dealer/customer must contact the Load King Service & Warranty Manager to let him/her know of the potential issue. Failure to do so within 10 days of the issue will result in a voided claim.
2. Trailer must be taken to an approved Load King dealer for inspection and documentation of the repair in question before an SCO can be opened.
3. Once an SCO has been opened, Load King will work with said dealer to provide the proper parts and/or prints needed to fix the trailer to Load King Standards.
4. Once work has been completed, the dealer must submit an invoice for repairs to Load King Service & Warranty Manager for approval. Once approved, invoice goes to accounting for payment. Warranty claims usually paid within 10 business days.





Parts Reimbursement

To receive a warranty reimbursement the dealer must obtain an SCO number from Load King. Any invoices submitted to Load King without prior authorization from Load King will result in denied reimbursement.

Labor Reimbursement

Labor reimbursement will only take place if there is a pre-approved rate, from a Load King Representative and documented on the SCO with the warranty claim. Please contact Load King for allowable time to make repairs. All labor invoices must be turned into the Load King Service Department within 90 days of opening the SCO. Any invoices turned in after said date will not be refunded unless prior arrangements have been made.

Freight Reimbursement

Freight will only be reimbursed at the ground rate only. If a dealer/customer requests any method other than ground, the dealer/customer will be responsible for the added charges.

Denied Claims

Dealers/customers will receive written notification of any denied claims stating the reason for denial. Appeals must be made in writing no later than 30 days of the denial. After 30 days the claim will be considered closed.





Returned Goods Authorization

Load King may request damaged or inoperative parts and components to be shipped back for inspection. If this takes place, the dealer/customer will be issued a RGA form and shipping information for the returned parts. The RGA number must be visible on the outside of the package along with the shipping information, this will help ensure that parts are not lost or placed back into stock with no credit issued. Parts returned for warranty inspection will be held for 30 days after denial letter has been sent. After 30 days the parts will be discarded unless otherwise specified by the customer. If customer wants their parts sent back this will be done at the customer's expense. Failure to return an RGA after 30 days of the date the RGA was opened will be voided with no reimbursement and denial of warranty coverage. All returned parts that have been replaced under warranty will be discarded after 60 days of the claim being submitted.

