



***CHINA . XINGYUAN***

***OTR TYRE LIMITED  
WARRANTY***

***HILO***



# **CHINA . XINGYUAN**

## **BRIEF INTRODUCTION:**

**The following limited warranty contains certain rights and obligations that pertain to XINGYUAN TIRE GROUP and other offer-take branded off-the-road tyres. Please review these rights and obligations carefully.**

**This limited warranty only covers “HILO&AMBERSTONE” brand OTR tyres that the rim diameter doesn’t exceed 35” and provided by XINGYUAN TIRE GROUP on the global market.**

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## WHAT IS NOT COVERED IN THIS WARRANTY

*The following are not covered by this policy:*

- 1. Tires purchased more than 5 years prior to presentation. The tires manufactured more than 3 years prior to presentation are not covered.*
- 2. Tires that serial No. were worn are not covered. Pls register the serial No. to reserve the right of claim when tire is sold or mounted on the vehicle.*
- 3. Tires sold as a blemish (B grade tires: the first letter of Brand is moved) . Tires for which an alternate warranty/guarantee has been negotiated.*

### **4. NOT DIRECT BUY FROM FACTORY.**

*The tread wear and damage will not covered by the limited warranty influenced by the following conditions:*

- 1. Damage resulting from misuse, improper mounting, misapplication, use of non-approved rims, improper inflation, overloading, running flat, misalignment or imbalance of wheels /rims, defective brakes or shock absorbers, abuse, willful damage, oil, chemical action, fire or other externally generated heat, use of studs, water or other material entrapped inside the tire, vehicle damage or road hazards (such as rock cuts, punctures, cut separations, impacts, flex breaks).*
- 2. Claims for irregular wear or rapid tread wearout are not covered by this limited warranty.*
- 3. Tires mounted with tubes not approved by XINGYUAN.*
- 4. Used, Repaired, or Retread tires.*
- 5. Any modifications to the tire (added butress shoulders, regrooving, relugging, etc.) void all warranties.*
- 6. Any material added to the tire (tire fill, sealer, balancer, etc.) is not covered by this limited warranty and will not be compensated for in case of credit being issued for the tire.*
- 7. Use of a solid type fill (such as urethane) voids all warranties*
- 8. Any costs associated with the repair of tires are not covered unless previously approved by XINGYUAN.*
- 9. Costs of mounting and balancing following pro-rated replacement or repair of tires or tubes, and applicable federal, state, provincial, and local taxes, are not covered under this warranty.*
- 10. Cost of disposal of warranted tires. Disposal of tires is the sole responsibility of the customer.*
- 11. Some jurisdictions do not allow limitations in how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.*

*XINGYUAN EXPRESSLY DISCLAIMS this warranty does not bear any indirect loss, time loss, vehicle loss and inconvenient loss within allowable scope of the law.*

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## WARRANTY VISSION:

Process

"Six-Quick-Step" to deal with claim done

Timely

Reply and done claim within two weeks

Compensation

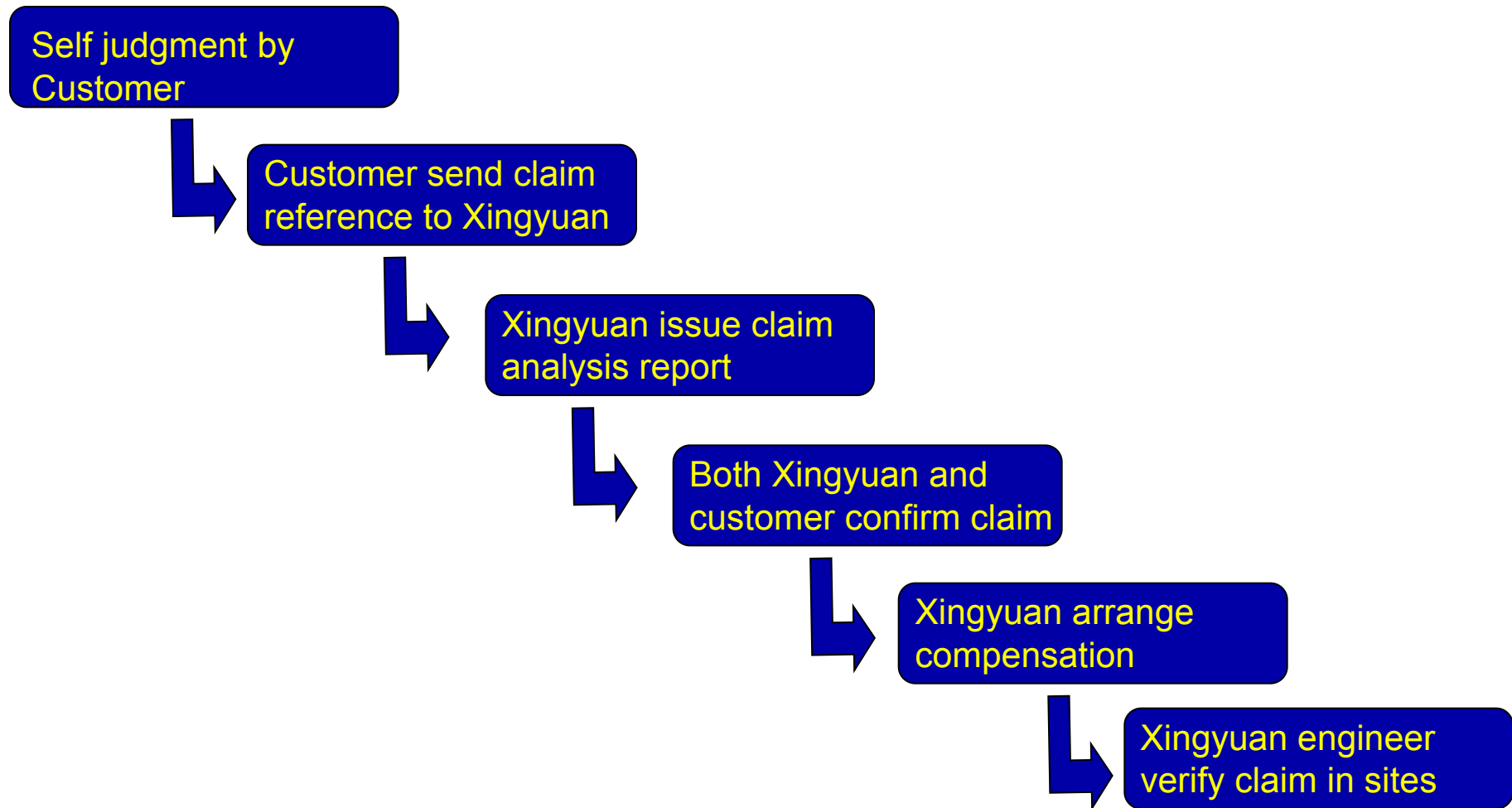
Claim compensation calculate by RTD(remains tread depth)

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## Six-Quick-Step:



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## **WHO IS ELIGIBLE**

*You are eligible for the benefits of this Limited Warranty if you are the original purchaser or authorized agent of the original purchaser of new XINGUAN OTR tires bearing complete serial numbers.*

## **WHAT IS COVERED AND FOR HOW LONG**

This Limited Warranty covers OTR tires presented & provided by XINGYUAN for adjustment on or after January 01, 2014. The Limited Warranty is in effect for 3 years commencing on the date of Manufacture. The date of manufacture indicated on the serial number will be used as the warranty commencement date.

## **COVERAGE**

If any OTR tire provided by XINGYUAN & covered by this Limited Warranty becomes unserviceable due to a covered warranty condition, such tire will, at the option of XINGYUAN, be repaired or replaced with a comparable new OTR tire (HILO&AMBERSTONE ), discounted on a prorata basis, or, at the XINGYUAN option, XINGYUAN will issue an appropriate credit. The customer charge for replacement will be calculated by multiplying XINGYUAN's current replacement tire price at the adjustment location (exclusive of taxes), by the percentage determined from the following chart. In the event XINGYUAN issues a credit, the credit will reflect the discount that would have been included in the foregoing charge.

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## Percentage of Remaining Tread Depth(RTD%)

	91% to 100%	81% to 90%	71% to 80%	61% to 70%	51% to 60%	41% to 50%	31% to 40%	21% to 30%	11% to 20%	0% to 10%
TIRE AGE	XINGYUAN CHARGE									
1 YEAR OR LESS	Actual%	Actual%	Actual%	Actual%	Actual%	Actual%	Actual%	20%	0%	0%
2 YEAR OR LESS	90%	80%	70%	60%	50%	40%	30%	15%	0%	0%
3 YEAR OR LESS	85%	75%	65%	55%	45%	35%	25%	10%	0%	0%
4 YEAR OR LESS	80%	70%	60%	50%	40%	30%	20%	0%	0%	0%
5 YEAR OR LESS	70%	60%	50%	40%	30%	20%	10%	0%	0%	0%
MORE THAN 5 YEARS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Notes: The calculation of claim tire compensation is based on the FOB cost of tire.

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## WARRANTY LIMITATIONS:

*This Limited Warranty is applicable to the original purchaser and is not assignable to subsequent purchasers. No XINGYUAN ' s dealer, agent, or representative has the authority to make or imply any representation, promise or agreement which in any way varies or extends the terms of this warranty. Any OTR tire, no matter how well manufactured, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. This Limited Warranty is under no circumstances a representation that a tire failure cannot occur.*

*This Limited Warranty gives you specific rights and you may also have other rights which may vary from jurisdiction to jurisdiction. To the extent that the provisions of any applicable legislation expressly replace, eliminate, amend or prohibit any term or terms contained herein, such term or terms shall be accordingly replaced, eliminated, amended or extended, as the case may be, in accordance with such legislation.*

## MEASURE OF REMAINING TREAD DEPTH

- 1、 Vernier caliper(or professional caliper) is used. when measuring, avoiding the wearing mark. And the vernier caliper(or professional caliper) must be vertical to the bottom of groove.*
- 2、 The position of measure: Groove depth of middle line on the tread or depth of the leading groove nearest to the tread center.*
- 3、 Avoid the strengthening veins and position of wearing mark when measuring.*
- 4、 Calculation of tread depth: Measure the depth of four equal indexes on the tread circle, and the average value of the four data is regarded as the remaining tread depth.*





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## OWNERS OBLIGATIONS:

- 1. You must present the tire to be considered for adjustment to an authorized XINGYUAN dealer or XINGYUAN Service Representative. See back cover for addresses and telephone numbers of XINGYUAN Service representatives.*
- 2. You must pay for taxes, mounting and any additional services you order at the time of adjustment. For imported by or specifically for a Buyer (or his agent), XINGYUAN's responsibility will be based upon the Cost & Freight Port of Entry tire value prior to payment of import duties.*
- 3. No claim will be recognized unless the product is inspected and a claim is submitted electronically or on a XINGYUAN claim form into XINGYUAN's OTR Adjustment database by a XINGYUAN Representative. All adjustments are confirmed by mail.*
- 4. Onboard machine cycle, payload and productivity information must be made available to the authorized XINGYUAN Dealer or XINGYUAN Service Representative if requested.*
- 5. Replaced tires may be incapacitated. Disposal of the tire is the responsibility of the owner.*

## CONTACT US:

- 1. Contact an authorized XINGYUAN OTR dealer or representative. Please be prepared to provide proof of purchase of the product and purchase date.*
- 2. The authorized dealer or representative will contact XINGYUAN to arrange the inspection of the tire in question and processing of your claim. The dealer has no authority or responsibility to make the determination as to eligibility for coverage under this limited warranty.*
- 3. For XINGYUAN OTR dealer or representative:*

*Please contact the*

*Email: [sales@cypresstyres.com.au](mailto:sales@cypresstyres.com.au)*

*Http://[www.cypresstyres.com.au](http://www.cypresstyres.com.au)*

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