

Product Warranty - Six Years with Unlimited Mileage

The Knapheide Manufacturing Company (hereinafter referred to as “Knapheide”) guarantees the Service Body, KUV Body, Crane Body, Line Body, Combo Body, KnapKap, KnapPack and Toolbox sheet metal components will not “rust-through” as defined below. Knapheide branded NXG door latches (black nylon pan and chrome handle), lock cylinders, and standard door hinges are guaranteed not to fail to operate due to a mechanical failure, and standard compartment shelving is guaranteed not to bend under the rated load of 250 pounds for a period of six years with unlimited mileage.

Product Warranty - Three Years or 36,000 Miles, Whichever Occurs First

Knapheide guarantees the Platform Body, Gooseneck Body, Dump Body, and Forestry Body will not “rust-through” as defined below. Knapheide guarantees the Service Body, KUV Body, Crane Body, Line Body, KnapKap, KnapPack, Toolbox, Platform Body, Gooseneck Body, Dump Body, Forestry Body and the Knapheide power locking (E-lock) system and hydraulic hoist (Knaphoist) to be free from defects in material and and/or workmanship for a period of three years or 36,000 miles, whichever occurs first.

Warranty Coverage Duration and Limitation

The warranty period begins on the date of purchase by the end-user, or one year from the date the product is shipped from Knapheide, whichever occurs first. This warranty is valid for product shipped from Knapheide after January 1, 2020 and remains mounted upon the chassis it was originally installed, as solely determined by Knapheide. Knapheide will pay the cost of material and labor to repair or replace the defective product and reserves the sole right to inspect product claimed for warranty and determine the best course of action to remedy the warranty claim.

Exclusions from Warranty

1. Product not installed by an authorized Knapheide distributor or agent.
2. All accessions (additions, add-on attachments, etc.) to the product not manufactured by Knapheide.
3. Stainless steel latches or riveted-on latches, all non-NXG Knapheide branded latches.
4. All product repairs, modifications and alterations performed without written authorization of Knapheide.
5. Products exhibiting damages or fatigue fractures due to accident, misuse, abuse, neglect, overloading, improper installation, severe off-road applications or twisting loads induced by cranes or aerial devices.
6. Products not maintained per Operation & Maintenance Manual.
7. Products sold by Knapheide but not manufactured by Knapheide (i.e. cranes, aerial lifts, lift gates, generators, compressors, pumps, hydraulic or pneumatic reservoirs etc.) Note: These products are covered exclusively by the product manufacturer’s warranty in effect at the time of delivery, if any.
8. Paint, decals, or any finish (collectively “finish”) not applied by Knapheide. Finish deterioration caused by chemical reactions including, but not limited to, acid rain, industrial fallout or improper cleaning materials. Provided, however, that as limited above, Knapheide warrants the product finish applied by Knapheide for one year from the beginning of the warranty period.
9. “Rust-through” of products for which the finish was not applied by Knapheide or an authorized agent, or where the product was used to transport corrosive materials. Note: “rust-through” is defined as corrosion that has created a hole through the metal.
10. Products purchased or used outside the U.S.A. and Canada.

KNAPHEIDE HEREBY DISCLAIMS AND EXCLUDES ANY OTHER EXPRESS, IMPLIED, OR STATUTORY WARRANTIES, ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

UNDER NO CIRCUMSTANCES, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL KMC OR ITS AFFILIATE OR SUBSIDIARY COMPANIES, OR THEIR RESPECTIVE DIRECTORS', OFFICERS', SHAREHOLDERS', EMPLOYEES' OR AGENTS' (HEREINAFTER COLLECTIVELY "KNAPHEIDE") TOTAL LIABILITY ARISING IN CONNECTION WITH THE PRODUCT EXCEED THE AMOUNT OF THE PROCEEDS RECEIVED BY KNAPHEIDE PURSUANT TO ANY CONTRACT OF SALE OR PURCHASE ORDER.

UNDER NO CIRCUMSTANCES, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL KNAPHEIDE BE LIABLE FOR LIQUIDATED, SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, EXPENSES, OR COSTS, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, HOWSOEVER CAUSED AND EVEN IF THE POTENTIAL OF SUCH DAMAGES WAS DISCLOSED AND/OR KNOWN.

How to Apply for Warranty Coverage

All claims are handled by contacting your nearest Knapheide Distributor or by contacting Knapheide Product Support. Visit www.knapheide.com for Knapheide Distributor and Product Support contact information.