WARRANTY OUTLINE

A. IMPORTANT – PRE-REPAIR NOTICE

Dealers or customers must submit a Technical Service Request (TSR) prior to performing repairs involving the water tank structure, including welding, fabrication, line boring, or other structural repair. General repairs involving diagnosis and part replacement do not require preapproval and will be reimbursed in accordance with Premier's warranty claim policy.

Dealers must complete the most cost-effective warrantable repair method after performing a complete failure analysis. If the estimated cost of parts and labor to tear down, inspect, and repair a component exceeds 70% of the dealer net price of the complete replacement component, including the labor required to replace it, the complete component must be replaced instead of repaired.

Claims may be adjusted or denied when a dealer proceeds with a higher-cost repair method without documented justification.

B. WARRANTY CLAIM FORM – REQUIRED INFORMATION

1. **Submit one claim per repair event**, including all related parts, labor, diagnostics, and claimable freight, unless multiple parts are being claimed due to progressive damage from the original failure
2. **Claimant Information** - Dealer / Company Name, Contact Name, Phone Number, Email Address.
3. **Equipment Identification** - Tank model and serial number, chassis hour meter or tank hour meter if equipped.
4. **Failure Information** - Date of failure, description of failure, component affected, jobsite address.
5. **Part Information** - Premier Water Tank parts claimed as faulty or affected as progressive damage from the primary fail point, both the failed and replacement part serial numbers if applicable.
6. **Labor Description** - Labor hours necessary to correct the failure. The agreed upon labor rate with Premier Water Tanks. A description providing a clear complaint, cause, and correction of the complaint. Corrections should describe the repair steps taken to diagnose and repair the problem; diagnosis should be provided in a test and result format to clarify how the cause was identified. For example: Function tested switch, confirmed 12.4v output at positive terminal.
7. **Documentation** - Clear photo documentation of all four corners of the tank with the full tank in view, the tank serial number, the chassis hours meter or tank hour meter if equipped, the failed part (still installed, additional photos as necessary to clearly show cause of failure), the failed part serial number (if applicable), and the replacement part (installed) with serial number if applicable.

C. GUIDE TO FILING A WARRANTY CLAIM

1. Warranty forms can be found at www.premotanks.com/warranty and should be emailed in full to warranty@premotanks.com within 60 days of the date of failure with all required documentation.
2. Parts are sold at the time of repair and credited after claim approval. Dealers are encouraged to retain all removed warranty parts for a minimum of three (3) months or until claims are approved.
3. If a Return Merchandise Authorization (RMA) is issued, credit for parts and/or labor will be contingent upon the return of the defective part(s) and confirmation through inspection and testing that a warrantable failure occurred. Defective parts must be shipped ten (10) business days of receiving an RMA number and received by Premier Water Tanks within thirty (30) days. Failure to do so will result in denial or reversal of warranty credit.
4. In the event You wish to appeal the Administrator's settlement of Your initial claim, the warranty claim must be resubmitted, along with Your supporting argument for the Administrator's reconsideration of Your initial claim within fifteen (15) calendar days from the date the initial claim was settled. After that time period, settlement claims or reconsideration requests will no longer be accepted.

Contact Information
Premier Water Tanks LLC
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Email: warranty@premotanks.com
Website: www.premotanks.com

PREMIER WATER TANKS