

GENERAL WARRANTY T&C'S **OTR WHEEL & RIM**



GENERAL WARRANTY OTR

WHEEL & RIM PROCEDURE



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HOW TO USE THIS DOCUMENT

Step 1: Read the General Warranty Policy (GWP) to determine if the claim falls within the ambit of the policy. If NO, the claim will be denied. If YES, proceed to step 2.

Step 2: Check the product schedule to see if any special conditions apply to the item that is the subject of the warranty claim. If NO, the claim may be considered (subject to compliance with paragraph 1 (a-d) GWP). If YES, it may be possible for the warranty claim to still be admitted, subject to compliance with paragraph 1 (a-d). Complete the GWP claim form and forward to OTR.

SECTION 1: GENERAL WARRANTY POLICY (GWP)

1. OTR warrants to the customer that it shall, free of charge, either repair or replace or, at its discretion, refund the purchase price of defective goods where the defect in materials or workmanship in the construction of the product appears defective within the "Warranty Period" specified in the Warranty & Inspection Schedules below.

Provided that:

- a. The customer provides OTR with satisfactory proof of purchase.
 - b. Notice of the defect is given to OTR as soon as the customer becomes aware of it.
 - c. If so requested, the goods are returned to OTR at the purchaser's expense for assessment.
 - Accepting goods for return does not automatically constitute acceptance of a claim or a liability.
 - d. The purchaser has adhered to the special conditions; required checks and maintenance procedures and the requirements of AS 4457.1:2024.
2. This warranty applies only to defects OTR has determined to be solely attributable to faulty design, workmanship or materials & EXPRESSLY EXCLUDES damage caused by all or any of the following:

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- a. Improper installation
 - b. Inadequate maintenance
 - c. Misuse
 - d. Neglect
 - e. Shipping (or other forms of transport)
 - f. Accident
 - g. Normal wear and tear
 - h. Use other than ordinary commercial or industrial applications for the product
 - i. Unauthorised alteration, processing or adaptation by the customer or a third party
 - j. Fatigue
 - k. Corrosion due to field elements and conditions
3. OTR's liability under the foregoing shall be to the exclusion of any other liability to the customer whether contractual, tortuous or otherwise AND OTR will not be liable to the purchaser for any increased costs or expenses or for any loss of profit, business, contracts, revenues or anticipated savings or for any indirect or consequential damage of any nature whatsoever.
4. OTR is not responsible for freight charges or losses in transit.
5. The Special Conditions noted on page 3 of the 'General Warranty OTR Wheel & Rim Procedure' shall apply to the respective items listed in the Product Schedules below.

SECTION 2: WARRANTY AND INSPECTION SCHEDULES

Warranty Periods & NDT Schedules

Any site-specific Warranty Period and NDT Schedule agreed between OTR and the Customer will include all of the conditions of this policy with the only variation being the NDT Intervals and the Materials and the New Wheel Warranty.

Inspection Intervals

The NDT Intervals in the tables below are recommendations based on normal use in normal conditions only. The applicable standard AS 4457.1:2024 states that:

4.3 PERIODIC TESTING

Wheel/rim assemblies and their components shall be tested at regular intervals taking into account operating conditions. To determine appropriate testing intervals for a specific work environment, accurate service life shall be recorded and test reports shall be retained.

A site-specific testing interval needs to be established by the user as per the standard. OTR can assist with this evaluation.

Rim NDT Intervals & Warranty

RIM SIZE	PRODUCT TYPE	RIM NDT INTERVALS (HOURS)	NEW RIM WARRANTY (MATERIAL & WORKMANSHIP)
25" - 49"	OTR - 3pc & 5pc Rims	10,000	10,000 / 2 Years
51" - 63"	OTR - 5pc & 7pc Rims	10,000	20,000 / 4 Years

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Wheel NDT Intervals & Warranty

WHEEL SIZE	PRODUCT TYPE	WHEEL NDT INTERVALS (HOURS)	NEW WHEEL WARRANTY (MATERIAL & WORKMANSHIP)
25" - 49"	OTR - 1pc, 3pc, 5pc & 7pc Wheels	10,000	10,000 / 2 Years
45" - 63" EU/EUS	OTR - 5pc, 6pc & 7pc Wheels	15,000	30,000 / 5 Years
57" - 63" EU/EUS Ultralife	OTR - 6pc & 7pc Wheels	30,000	30,000 / 5 Years
45" - 63" ULX	OTR - 5pc, 6pc & 7pc Wheels	40,000	40,000

Special Conditions

ITEM	SPECIAL CONDITIONS
<div><div>1.</div><div>Rims and wheels (off the road and industrial) (i.e. categories as determined by the Tyre and Rim Association of Australia).</div></div> <div><div>2.</div><div>Underground and industrial rims and wheels of 24" - 35".</div></div>	<div><div>1.</div><div>The exclusion referred to in paragraph 2 of the GWP shall include any failure to fit tyres appropriately, relative to their use, as determined by the Tyre and Rim Association of Australia or any other recognised standard.</div></div> <div><div>2.</div><div>OTR recommends an NDT interval of 5,000 hours for underground and industrial rims and wheels due to the increased risks associated with their specific environmental and application conditions.</div></div>

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