



Delivery Checklist

Walk Around Checklist

- ☒ Proper Coupling and Uncoupling of Trailer
- ☒ Use of Jack
- ☒ Rigging the Safety Chains Properly
- ☒ Connecting the electrical / Light Check
- ☒ Proper Connection of Break Away System
- ☒ Tightening of Lug Nuts
- ☒ Proper Loading of Cargo
- ☒ Load Distribution Throughout the Trailer
- ☒ Proper Securing of Cargo
- ☒ Door Operation
- ☒ The warranty certificate has been filled out and submitted
- ☒ The dealer has explained all of the above operations

Inspection and Maintenance

- ☒ Explain the importance of cleaning and greasing the trailer after every use

Before Every Use

- ☒ Check Brake Operation
- ☒ Brake Away Battery is Fully Charged
- ☒ Coupler Operating Properly
- ☒ Safety Chains and Hook Wear/Damage
- ☒ Tires – Pressure
- ☒ Light - Replace if cracked or broken
- ☒ Lug Nuts – Tightness
- ☒ Safety Pins in Place
- ☒ Ensure Proper Blocking - when ramps are in use (i.e., stabilizer jacks)

Every 6 Months (10,000 kilometres)

- ☒ Tires (Rotate every 8,000 kilometres)
- ☒ Tires (Check tread pattern for wear)
- ☒ Brakes (Inspect Magnets for Wear)
- ☒ Roof and flow through vents (Clean dirt buildup, lubricate hinges and slides)

Every 12 Months (20,000 kilometres)

- ☒ Brakes (Inspect Shoes and Drums for wear)
- ☒ Jack Operation
- ☒ Trailer Structure (Inspect welds, bolts and rivets)
- ☒ Wheels (Inspect bearings and rims)
- ☒ The dealer has explained all of the above maintenance and inspection checks



**SCAN QR CODE
FOR ONLINE
CHECKLIST**

The Warranties set forth herein are exclusive, and no other warranties, expressed or implied, including, without limitation, any warranty or merchantability or fitness for a particular purpose or use, are made by Southland Trailer Corp. or authorized to be made concerning the product.

Southland Trailer Corp's sole obligation in the event of a defective part or product shall be to repair or replace, in Southland Trailer's sole discretion, the defective product or part. In no event shall Southland Trailers be liable for any direct, special, incidental, or consequential losses or damage (including but not limited to interruption of business or loss of business or profit) resulting from the use of or inability to use the product, any breach of warranty or any defect in the product even if Southland Trailers shall have been advised to the possibility of such potential losses or damage.





Southland Trailers Warranty Handbook – How to

Welcome, Southland Trailers dealer. We appreciate your partnership and commitment to delivering quality trailers to our customers. To ensure a smooth experience for you and your clients, we have provided access to our comprehensive Warranty Handbook.

Accessing the Warranty Handbook

To access the Southland Trailers Warranty, please follow these simple steps:

1. Visit the Southland Trailers Website:

- Open your web browser and navigate to www.southlandtrailers.com.

2. Click on the Warranty Section:

- Once on the homepage, locate and click on the "Support Manuals" section. The manual is at the bottom of the main navigation menu.

3. Access the Warranty Handbook:

- Within the Support Manuals section, you will find a dedicated link or tab for Warranty Handbook. Click on this link to proceed.

4. Download or View Online:

- Once you have accessed the Warranty Handbook page, you can download the handbook in PDF format or view it directly on the website.

Important Information

- **Regular Updates:** The Warranty Handbook is updated to provide you with the latest information on warranty terms, procedures, and any changes that may impact your dealership.
- **Contact Support:** If you encounter any issues or have questions regarding the warranty policies, contact our dedicated dealer support team at tara.blair@southlandtrailers.com.
- **Training Resources:** Additionally, explore our training resources available on the website to enhance your knowledge of Southland Trailers' products and services.

Thank you for being a valued partner with Southland Trailers. If you require further assistance, please do not hesitate to contact our support team.





Introduction to Warranty Procedure

Details

For all Warranty:

1. Please fill out the Warranty Work Request Form and email it to the Warranty Coordinator and any pictures.
 2. Southland Trailers will create an 'INC' once received.
 3. The Warranty Coordinator will contact you to find the most efficient and quickest solution to address the problems noted.
 4. Hours and replacement parts will be based on the Warranty Shop Manual. Southland Trailer team members will send a sales order for replacement part verification and the hours approved for labour.
 5. Only under certain circumstances will the terms be negotiable.
 6. An invoice must be submitted to Southland Trailers within ten (10) days of completion of the repair to apply a credit to the dealer's account.
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- Southland Trailer warranties are limited and only cover portions of the trailer manufactured by Southland Trailers, such as frames, wall sheets, etc.
 - Purchased manufactured parts are covered by the manufacturer and have separate warranties. Southland Trailers cannot approve or deny warranty on claims involving those components.
 - Southland Trailers has a standard labour rate of \$120.00/hr., which is non-negotiable.
 - Freight and lost time are not covered under Southland Trailers warranty unless authorized by Southland Trailers warranty staff.
 - Southland Trailers will send replacement parts out with the next available load of trailers.
 - Please note, if the steps above are not taken, Southland Trailers will void the warranty.

Thank you,

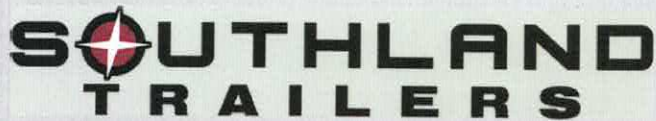
Warranty Department

Phone: (587) 813-0832

Email: Warranty Coordinator - tara.blair@southlandtrailers.com



Prices are subject to change without notice. Please contact Southland Trailer Corp Product Specialist for price confirmation on all Products. Revised January 2024



Southland Trailers Warranty Shop Manual

The following content is to help speed up the warranty process and give the dealer a guideline to follow for warranty claims.

This booklet contains claim types that have been studied and given standard labour times, materials & procedures to follow in the case of a warranty situation.

Purpose of Warranty

Southland Trailers warranty policies aim to provide sales support for the products and guarantee quality to the end consumer. If a fault does occur, the warranty policies are in place to address faults and rectify the issue in a manner that is as expeditious and as fair as possible.

Warranty Coverage

It is important to note that Southland Trailers has a limited warranty and, as such, only covers portions of the trailer that Southland Trailers manufactures, such as frames, wall sheets, etc. The manufacturer of said parts covers purchased parts and has separate warranties. Southland Trailers cannot approve or deny warranty on claims involving those components. Southland Trailers has a standard labour rate of \$120.00/hr., which is non-negotiable. Freight and lost time are not covered under Southland Trailers' warranty unless authorized by Southland Trailers' warranty staff.

Dealer Responsibilities

Southland Trailers expects dealers to follow warranty procedures as detailed below and submit the required documentation according to the procedures by 14 days of discovery. Dealers will likely understand and respect the difference between customer service work and warranty claims. An example of service work would be braking adjustments/light replacement/axle alignment vs. warranty work such as defective welds, brake failures, bearing failures, aluminum skin-pops, etc.

Upon receipt of product dealer PDI (pre-delivery inspection), it is also expected to catch any damage in transit or any direct-from-factory defects that may have happened. In most cases, failure to conduct an immediate PDI will automatically void warranty claims submitted at later dates (greater than two weeks from receipt of the product) by dealerships for claims directly from factory defects.

Brand	Warranty Duration
Southland Flat Decks/Dump Boxes	One Year
Royal Cargo CHT Products	Two Years
XR Series	One Year
LT Series	One Year



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Royal Cargo

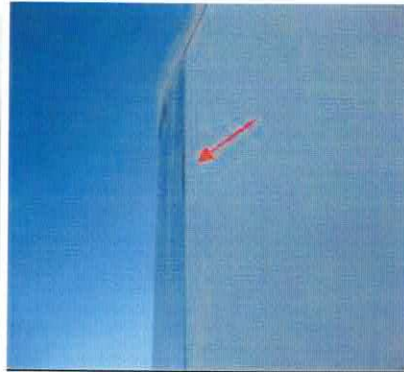
Skin Separation:

Side Wall Sheet



Severe Separation

V Nose Cap



Minor Separation

Time: 15 minutes for a minor and for a severe case where it's to 2' or more, an hour will be approved per piece of skin

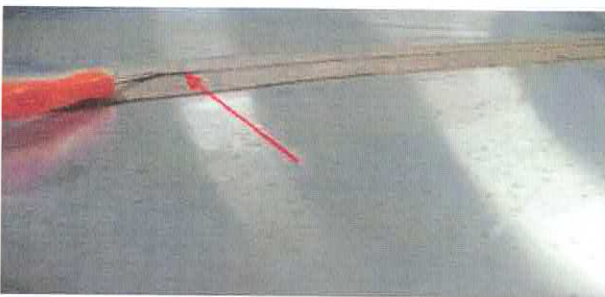
Materials:

- Glue Sticks (Provided by Southland Trailers)
- MEK Shop solvent (not supplied by Southland Trailers)

Labour Paid: \$120/Hr.

Procedure: Apply glue on the tape side; on the opposing side, clean the skin and wipe it with MEK shop solvent. When this has been done, bond both opposing sides and hold or roll for 2-5 min.

Roof Sealant Separations:



Time: 4x8 = 24 min 5x10 = 30 min 6x12 = 36 min 6x14 = 40 min 7x14 = 42min 7x16 = 46
8x16 = 48 min 8x18 = 52 min 8x20 = 56 min 8x22 = 60 min 8x24 = 64 min 8x26 = 68 min

Materials: Roof sealant; quantity varies on the size of the trailer (Provided by Southland Trailers)

Labour Paid: \$120/Hr.

Procedure: Clean the area with alcohol spray and re-apply sealant over the lifting/cracked area. If the sealant is lifting badly, scrape off and apply new. Sealant has a bonding agent to re-bond to old.



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Wall Sheet Replacement:



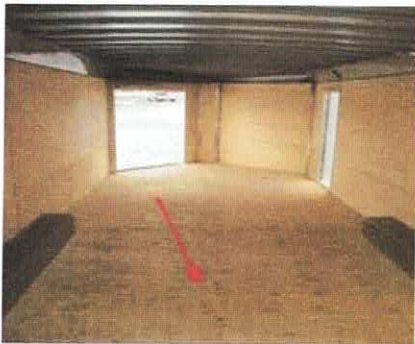
Time: 30 min

Materials: 4x8 3/8 plywood (Provided by Southland Trailers)

Labor Paid: \$120/Hr.

Procedure: Unscrew the Defective wall sheet and put new sheets on

Floor Replacement:



Time: 30 min per Ft

Materials: 4x8 3/8 plywood, Automotive Undercoat (Provided by Southland Trailers)

Labor Paid: \$120/Hr.

Procedure: Take off lower wall sheets and take up floor scrape glue off floor cross members and re-apply glue and new floor sheets once this is done apply an undercoat underneath the trailer.



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Bar lock Replacement:



Time: 1 Hour

Materials: Bar lock, lag bolts (Provided by Southland Trailers)

Labor Paid: \$120/Hr.

Procedure: Remove the old bar lock and place lag bolts where the rivets were before unless the shop has a large enough rivet gun.

Rivets let go on the checker plate:

Time: 30 min

Materials: Screws

Labor Paid: \$120/Hr.

Procedure: Place self-tapping screws in place of rivets, or VHB tape is an acceptable substitute.

Wiring Issues:

Time: Call Southland Trailers

Materials: Call Southland Trailers

Labour Paid: Call Southland Trailers

Skin Replacement on Side Sheets:



Time: 3 Hours

Materials: Skin & Decals, if needed (Provided by Southland Trailers)

Labor Paid: \$120/Hr.

Procedure: Take off top & bottom trim and fenders, if need be, then remove sheets front to back, tape new sheets and place new in order back to front.



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Skin Replacement Front Sheet (XR, Royal):



XR

Royal

Time: 3 Hours

Materials: Skin & Decal (Provided by Southland Trailers)

Labor Paid: \$120/Hr.

Procedure: Take off top & bottom trim, checker plate and re-tape new skin and re-apply skin.

Bottom Trim let go (XR):



Time: 15 min per side

Materials: Larger self-tapping screws or new trim & Screws. Trim if needed

Labor Paid: \$120/Hr.

Procedure: Remove the old trim & screw in the new trim

Top Trim Replacement (XR):



Time: 30 min per side

Materials: Trim (Provided by Southland Trailers)

Labour Paid: \$120/Hr.

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SOUTHLAND TRAILERS

Battery Replacement:



Time: 0

Materials: Vender Discretion

Warranty Period: 1 Year Limited parts replacement only

Note: Batteries need to be charged during all months. Mainly during cold months because the chemistry does not produce the same energy as a warm battery. A deeply discharged battery can freeze solid in subzero weather. Southland Trailers Quick Warranty Reference: Royal, XR, Lightning, Flat Decks, Dump Trailers

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Structural & Factory Warranties

Paint Warranty:

- Guarantee Workmanship for one year
- Material as per manufacture warranty
- Does not cover general wear and tear, such as mechanical damage from stone chips or wear from use

Corrosion:

- Southland Trailers provides 100% parts and labour coverage against corrosion on electrical wiring and connections for one year from the in-service date. Photos are required to be submitted before the claim.

Wheel Alignment:

- 30-day coverage from in-service date
- If the alignment is incorrect, Southland Trailers will pay for a mechanical or laser alignment up to \$100.00 labour plus parts per axle. A "before and after" spec MUST be provided to Southland Trailers.

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Tire Replacement:

Refer to the guide below to determine if the warranty applies.

Time: 0







Materials: Tires only no rims (Provided by Southland Trailers)

Tire inflation pressure is one of the most important factors in tire life. Tires should be inflated to the pressure recommended by the manufacturer for the load. Please check the side wall of your tire for the correct PSI ratings. Pressure should always be checked cold before operation. Check inflation pressure weekly during use to insure maximum tire life and monitor tread wear.

If you have any questions, about your tires, performance, appearance, etc, please contact the tire manufacturer. You can find the manufacturer's name on the sidewall of the tire.

Tire Wear Guide

The following Tire Wear Guide will help you identify the causes and solutions of most common tire wear patterns.

WEAR PATTERN	CAUSE	SOLUTION
	CENTER WEAR OVER INFLATION	Adjust pressure to particular load per tire catalog.
	EDGE WEAR UNDER INFLATION	Adjust pressure to particular load per tire catalog.
	SIDE WEAR LOSS OF CAMBER OR OVERLOADING	Make sure load doesn't exceed axle rating. Correction is 3/4 - 1 degree positive camber (top of wheel rim 3/16" further out than bottom).
	TOE WEAR INCORRECT TOE-IN	Correct toe-in is 0 - 1/2 degree.
	CUPPING OUT-OF-BALANCE	Check bearing adjustment and balance tires.
	FLAT SPOTS WHEEL LOCKUP & TIRE SKIDDING	Avoid sudden stops when possible and adjust brakes.

Tire wear should be checked frequently because once a wear pattern becomes firmly established it is difficult to stop, even if the underlying cause is corrected.

NOTE: If your trailer's tires show any unusual signs of wear, contact the tire manufacturer or a tire dealer for recommended corrective procedure.

For tire warranty issues, please contact the tire manufacturer.





Axle Replacement (Weld-on Torsion):



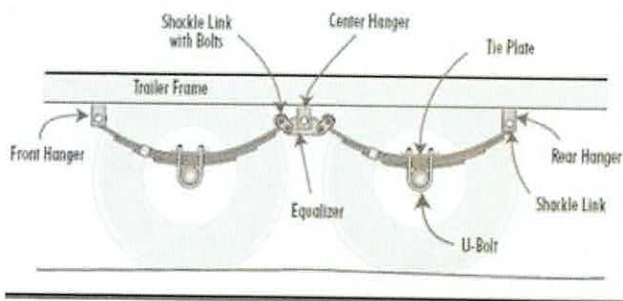
Time: 2 hours per axle

Materials: Axle (Provided by Southland Trailers)

Labour Paid: \$120/Hr.

Procedure: Cut off defective axle, re-weld new axle.

Axle Replacement (Spring):



Time: 1 hour per axle

Materials: Axle (Provided by Southland Trailers)

Labour Paid: \$120/Hr.

Procedure: Unbolt the axle from the hangers and install a new axle.

The warranty certificate must be completed online at <https://southlandtrailers.com/warranty> no later than ten (10) days after the product's purchase date. Failure to submit the certificate will automatically void the warranty. The dealer is responsible for explaining the warranty policy to the purchaser. By submitting this electronic form, the purchaser states that they have read and agree to the conditions of the warranty.

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