

LNB Towbars

Witter Lifetime Warranty

1. Quality Standards

All Witter towbars are designed and manufactured to meet and exceed the requirements of either ISO 3853 or 94/20/EC, as appropriate, and are produced within a quality system conforming to ISO 9001-2000.

2. The Guarantee – first 6 months from Delivery

During the first 6 months from delivery of your towbar you have certain rights under the Sale and Supply of Goods to Consumers Regulations 2002. These rights will apply if any faults in the materials or workmanship of your towbar mean that during that time your towbar is not of satisfactory quality, or does not conform to specification. In such a case we will repair or replace your towbar or the relevant part free of charge and we will also pay your reasonable postage costs within the UK. If the costs to Witter Towbars of doing so are disproportionately high then we will refund the price of your towbar, or part of the price reflecting the cost to you of the fault.

3. The Guarantee – after the first 6 months from Delivery

After the first 6 months from delivery, your towbar is covered by this guarantee for the lifetime of the towbar. Subject to the towbar being used and cared for as set out in this guarantee, Witter Towbars will replace or repair free of charge any parts of your towbar which are faulty because of materials or workmanship during the lifetime of your towbar. We will also pay your reasonable postage charges within the UK.

4. Use and Care of Towbar

While Witter Towbars willingly takes responsibility for its materials and workmanship, you could damage your towbar by failing to use or care for your towbar correctly. Therefore your towbar will only be covered by this guarantee if you have used and cared for your towbar correctly. The use and care requirements are set out in the rest of clause 4 below.

4A. Installation

The vehicle application is stated on the installation instructions provided with the towbar. However, due to the constantly changing model and vehicle specifications Witter Towbars cannot guarantee that the towbar is suitable for every model variant, especially those not originally intended for the UK market. If you are in any doubt about installation of your towbar, please call the Witter technical department for advice before proceeding. The following points must be observed during installation:

- a. Your towbar must be installed in accordance with our installation instructions, unless you have been advised otherwise by the Witter technical department. You are responsible for ensuring the installation instructions are suitable for your vehicle.
- b. Your towbar must be installed by a competent person.
- c. At the time of installation the mounting points and adjacent areas of your vehicle must be free of corrosion or pre-existing damage.
- d. Unless stated otherwise in the installation instructions all fasteners are tightened to the following torque settings: M8 – 27Nm, M10 – 53Nm, M12 – 95Nm, M14 – 150Nm, M16 – 214Nm.
- e. Any towball or coupling device fitted to your towbar must have a 'D' and 'S' value either greater than or equal to that of the towbar, or have a part number as specified in the installation instructions.

4B. Paint Finish

The paint finish on your towbar is either a polyester resin powder coat finish (red EC type approval labels), which benefits little from additional coating, or coating water based corrosion resistant primer (black EC type approval labels), for which it is possible to enhance the performance by applying a topcoat to the towbar prior to installation, especially to visible or exposed surfaces. Where any further paint coatings are to be applied we recommend that you test any coating on a small unexposed area of the towbar before painting the entire towbar.

4C. Maintenance

After 500 miles of towing and thereafter every year you should inspect your towbar and:

- a. Re-torque all fixings to the values specified on the installation instructions.
- b. Repair any damage to the paint finish. See web site for details of recommended procedures and materials.
- c. Replace any damaged components. Only genuine Witter parts may be used.

4D. Inappropriate Use/Care

The following circumstances are likely to cause harm to your towbar through inappropriate use or care and will mean that your towbar is not covered by this guarantee, unless during the first six months from delivery you can demonstrate that at time of delivery the towbar was flawed through faulty materials or workmanship:

- a. If the vehicle on which the towbar is installed is involved in an accident, incident or collision with another vehicle or object, which either directly or indirectly resulted in abnormal loads being applied to the towbar.
- b. If the towbar has been damaged, misused or neglected.
- c. If any changes, modifications or repairs have been carried out to the towbar or any of its components without the prior written consent of Witter Towbars.
- d. If the towbar is transferred to another vehicle.

5. Statutory Rights

This guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This guarantee is offered as an extra benefit and does not affect your statutory rights.