WARRANTY

Warranty - Scope of cover

MAC Ute Accessories Ltd Hardlid warranty is to the original purchaser only, subject to the terms and conditions herein for a period of 12 months from the original date of purchase for any MAC Ute Accessories Ltd manufactured products and inclusive of powder coat application.

Hardlid Components - Hardware (Handles), gas struts, seals and any other structural components only are warranted for 12 months. Warranty does not cover any friction damage, wear and tear, obvious misuse, vehicle structure issues or failure to adhere to the service and maintenance guidelines as outlined below.

If purchase is covered under a preferred supply agreement *(refer **HERE** to see if your vehicle is covered under preferred supply)*, the vehicle Manufacturers warranty period applies up to a maximum of 36 months.

MAC Ute Accessories Ltd undertakes to repair, or at our option, replace without cost to the owner either for materials or labour, any product which is found to be defective as determined by MAC Ute Accessories Ltd within the warranty period.

Warranty cover is effective from the date of purchase from MAC Ute Accessories (date of Invoice of supply to the purchaser).

Warranty Procedure

Any defect identified, issues and the Hardlid serial number must be reported to MAC Ute Accessories directly (see bottom of this page) or through the company from where it was purchased originally. Notification should be made immediately after the discovery of any issues and must be made to MAC Ute Accessories within the warranty cover period of the Hardlid.

The product and your vehicle must be made available at MAC Ute Accessories (or other location as specified by MAC Ute Accessories) as soon as practicable.

This warranty will not extend to consequential loss or damage to either person or property or expenses such as (but not limited to) freight / delivery expenses of the accessory / vehicle, hire or loss of use, charges, tolls and travelling expenses.

Warranty cover on Installation & vehicle damage

MAC Ute Accessories will cover warranty related issues relating to the installation of a MAC Utes Hardlid as outlined below for installations which have been undertaken by MAC Ute Accessories or their nominated Installation agent. Warranty cover under this clause does not extend to Hardlids which have been installed by the customer (vehicle owner), vehicle dealer or any non approved installation agent or person. In this instance, warranty cover will be limited to the Hardlid components only and any other installation related issues are the responsibility of the installer.

Any wiring of sports bars done during installation of MAC230FR Hardlids is to be done with Genuine looms only supplied by customer/manufacturer or Dealer at time of installation. No other wiring will be covered under the MAC Ute Accessories warranty.

COVER

- Installation has been undertaken by MAC Utes or a MAC Utes approved Installation agent (if install has been done by 3rd party installer, liability and any costs relating to correct the issues will be covered by that installer)
- Items covered under Installation are all components which make up the structure of a MAC Utes Hardlid (ie: sub frame / hinges / star knobs / clamp brackets / Chequer plate / slam latch system / Handle / Struts)
- Any damage to a vehicle during storage and / or installation, costs to repair any such damage is the sole responsibility of MAC Ute Accessories Ltd OR the approved fitting agent (whoever is undertaking the installation and has the vehicle in their care). Thorough inspections of vehicles are to be done upon vehicle arrival and collection.

This warranty will not extend to consequential loss or damage to either person or property or expenses such as (but not limited to) freight / delivery expenses of the accessory / vehicle, hire or loss of use of vehicle, charges, tolls and travelling expenses.

Note: Installers are required to complete the fitting Instruction & installation checklist provided with every hardlid (attached to fitting instructions) and email it back to sales@macutes.co.nz to activate warranty cover. (Effective from 04/11/19)

Service and Maintenance Guidelines

The following items need to be attended to on a regular basis. More frequent service is required in severe off-road conditions. Refer to your recommended maintenance sticker on the underside of your hard lid for further instructions.

1. Check all internal and external bolts, tighten if required - we recommend pre-checks before vehicle being driven on gravel roads.
2. Check, clean and replace damaged seals as required.
3. Wash external surface with pH neutral wash detergent.

Recommended maintenance period is after the first 1000kms, then at least every 3 months, (more frequently in harsh driving conditions)

WARNING

- Do not transport humans under MAC LID
- Do not transport animals under MAC LID (Or only in conjunction with MAC GAP)
- Do not drive with MAC LID open or unattached
- Do not spill chemicals, petrol, oil or solvents on MAC LID (If spillage occurs wash immediately with lukewarm soapy water)

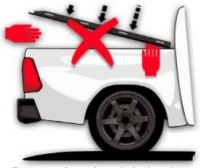
Care & Maintenance

- Check all internal and external bolts, tighten if required
- Check, clean and replace damaged seals as required
- Wash external surface with pH neutral wash detergent
- Use graphite powder on lock barrel, slam latches and hinges as required
- Do not use WD40 or similar oil based products as this may result in coating damage

IMPORTANT

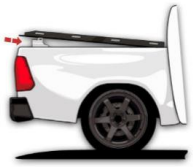
Max closed weight 300kg
Do not drive with MAC LID in open position as permanent damage may occur
Do not open with load on top of MAC LID
Do not side load or centre point load MAC LID
Do not over tighten loads on tie down points, use appropriate straps
Do not load MAC LID without ensuring quick release bolts are tight.
Avoid internal loads interfeering with hinges & locks inside the MAC LID.
Only use hooks through tie down points
Loads must be evenly spread

Max load 300kg evenly distributed over MAC LID
Securely tied down to tie down points on MAC LID
Keep load under cab height & avoid top heavy loads
Read vehicle owner's manual for load instructions.



Beware of crush and pinch points

Secure Load
Only use hooks through tie down points
Use appropriate straps for load



Do not load on top of MAC LID while MAC GAP is in use

For more information visit www.macutes.co.nz

Warranty does not apply to any Hardlid / Hardlid component failure or defect caused by:

- Abnormal or extreme off-road usage
- Abuse, Accidental or Malicious damage
- Removal or defacing of the product serial number
- Lack of regular servicing as stated on the maintenance list
- Driving with the hard lid in an open position (unless MACGAP being used).
- Misuse or Negligence
- Repossession under financing agreement
- Non Factory modifications to the product or its components.
- Water ingress after vehicle has been through high pressure car wash
- Incorrect Installation / Use of non factory fitting components
- Damage / Friction damage to wellside as a result of dirt or other residue being present between the Hardlid seal and the wellside of the vehicle. *(We recommend also purchasing our wellside paint protection kit to alleviate this risk).*

Hardlid handle warranty does not apply to any component failure or defect caused by:

Any hardlid handle showing physical damage (not faulty) ie: snapped or broken caused by handle being left in an open position and unsecured loads on top of and underneath the lid (or any other reason causing similar damage). Faulty handles (seized locks or failing to close correctly) will be replaced under warranty only.

Images below show examples of damaged handles which are **not** covered under warranty.

Time allowances for Warranty work

Before any work is to be completed under warranty, cover must first be approved by MAC Ute Accessories and the warranty claim procedure followed. Any and all remedies as instructed by MAC Ute Accessories must be undertaken with products suggested or provided in some cases to resolve the issue. MAC Utes will provide a guideline for the expected time any remedial work should take to rectify the issue.

NOTE: Warranty cover for labour for the removal and replacement of a Hardlid handle is limited to 30 minutes only.

For all warranty enquiries please call 0508 MAC UTES