

## ADJUSTMENT PROCEDURE

Please contact the original retailer from whom the tire was purchased to inspect the tire and review the warranty claim. If the retailer is not accessible, you may call 1-800-238-6469 and speak to TBC Corporation's Consumer Relations department. A product Warranty Specialist will confirm the Sailun Tire, and discuss your tire issue with you based on the Sailun Limited Warranty. They will find a Sailun Medium Radial Truck Tire dealer nearest you to whom you may take your Sailun Medium Radial Truck Tire for inspection and any applicable warranty adjustment.

Because TBC Corporation values customer service, TBC Corporation will work with the tire dealer to supply a replacement Sailun Medium Radial Truck Tire or comparable tire in an efficient manner.

## IMPORTANT SAFETY INFORMATION

Although any tire, no matter how well constructed, may fail due to many reasons, including but not limited to, road hazards like nails, pot holes or road debris and improper installation, maintenance or service, which could create the risk of property damage and/or serious or fatal injury, in an effort to help to keep you safe, here is a non-exhaustive list of practices with which you should comply:

- ONLY HAVE PROFESSIONALLY TRAINED PERSONNEL MOUNT AND BALANCE TIRES.
- Property damage and serious or fatal injury can also result from improper tire mounting and inflation procedures which can cause the tire beads to break with explosive force during installation of the tire on the wheel rim. This can also occur when tire size is not properly matched to the wheel's rim. Serious injury or damage can also occur if wheel rim and tire bead are not properly lubricated prior to installation or maximum tire pressure is exceeded when seating the tire bead on the rim.
- Never drive on tires that have less than 2/32nds of an inch of tread remaining; replace tires as soon as the tread reaches the tread wear indicators molded into the tread grooves of the tire which reveal when the tread depth remaining is 2/32nds of an inch.
- Proper tire inflation is essential. Under-inflation produces flexing of sidewalls and builds up heat to the point that premature tire failure may occur. Over-inflation can cause the tire to be more susceptible to impact damage, but do not reduce pressure when tires are hot.
- Check air pressure at least monthly when tires are "cold" – a "cold" tire is one that has been stationary typically for a minimum of 2 hours or driven less than 2 miles. Use an accurate tire air pressure gauge.
- Never overload the tires. The maximum load capacity and maximum inflation pressure are molded into the sidewall of your tire. Overloading a tire will result in the build up of excessive heat, which can lead to early tire failure. Overloading a tire will render a tire ineligible for warranty.
- Avoid damaging objects (potholes, glass, rocks, curbs, etc.), which may cause internal tire damage. Continued use of a tire that has suffered internal damage (which may not be visible externally) can lead to serious/dangerous tire failure.
- Inspection and the determination of the internal damage to a tire requires dismounting of the tire from the wheel and examination – all of which should be done only by a tire professional.
- Excessive speeds create heat buildup in a tire, leading to possible tire failure. "Excessive speed" is a speed that does not take into consideration the weight of the load/and or the condition of the road you are traveling on. Never travel above the legal posted limit and slow down to a proper speed accordingly.
- Properly load and distribute the weight of the load in your vehicle. Improper weight distribution can have adverse affects on the safety of the vehicle and the performance of the tires.

# SAILUN



## MEDIUM RADIAL TRUCK TIRE LIMITED WARRANTY

APPLIES TO TIRES PURCHASED ON OR AFTER MARCH 1, 2020

Distributed and Marketed Exclusively in the US by TBC Brands

[gosailun.com/MRT](http://gosailun.com/MRT)

SAMRTW-0320

This limited warranty provides two separate coverage benefits: (1) a limited warranty with respect to defects in material, workmanship or design; and (2) a limited radial casing retread warranty. The limited warranty with respect to defects in material, workmanship or design has a full replacement period (minus taxes and some associated costs) and a prorated period. You are eligible for the Sailun Medium Radial Truck Tire ("Tire") limited warranty benefits if you purchased the Tire on or after March 1, 2020. And, in addition, you are the original owner of this Tire, it bears the prescribed Department of Transportation (DOT) identification number, it has been continuously installed on the vehicle on which it was originally installed, and no warranty exclusion or exception applies.

#### LIMITED WARRANTY AGAINST DEFECTS-NON-PRORATED

Sailun Tire Americas (STA) shall replace an eligible Sailun Medium Radial Truck Tire covered by this limited warranty that becomes unserviceable due to a defect in design, workmanship, or material **during** the first 50% of the original usable tread life (defined as the original tread depth minus 2/32") with a comparable new Sailun tire without charge for the Tire. If a new comparable Sailun Medium Radial Truck Tire is not available, STA shall replace it with a comparable tire marketed by TBC Corporation, a distributor of Sailun tires, without charge for the Tire. Fees and/or taxes associated with the mounting and balancing of the replacement tire may apply. Please see the service provider for cost details.

#### LIMITED WARRANTY AGAINST DEFECTS-PRORATED

STA shall replace an eligible Sailun Medium Radial Truck Tire covered by this limited warranty that becomes unserviceable due to a defect in design, workmanship, or material **after** the first 50% of the original tread life on a prorated basis. The amount of the allowance is determined based on the percentage of the original "Useable Tread" remaining when the tire is presented for adjustment. The percentage allowance is applied to the purchase price of a comparable new Sailun Medium Radial Truck Tire or other comparable tire brand marketed by TBC Corporation. You are responsible for paying for the price of the warranty replacement tire after the appropriate warranty allowance is deducted plus the charges for mounting and balancing the replacement tire as well as any applicable fees and/or taxes. The benefits of this limited warranty for defects in design, material and workmanship terminate once the Useable Tread of a Sailun Medium Radial Truck Tire has been exhausted or eight (8) years from date of manufacture indicated on the tire, whichever is earlier.

#### COMPUTING REMAINING USEFUL TREAD

The remaining "Useful Tread" of your Sailun Medium Radial Truck Tire is computed as a percentage of the original tire's usable tread depth. These depths vary by tire size. The original usable tread does not include the last 2/32nd inch (1.6 millimeters) of tread depth because tires become unsafe for use and must be replaced to avoid accident or injury when the tread depth remaining is 2/32" or less. Because tires do not always wear evenly, tread depth may vary depending where on the tire's tread depth is measured. The lowest depth on the tire is used to determine the remaining tread life for purposes of warranty replacement.

#### LIMITED RADIAL CASING RETREAD WARRANTY

The Limited Radial Casing Retread Warranty terminates after an eligible Tire has been retreaded three (3) times or eight (8) years after the manufacture date on the Tire, whichever occurs first. TBC Corporation will apply a radial casing warranty allowance to the purchase price of a new Sailun Medium Radial Truck Tire or a comparable new tire if your Sailun Medium Radial Truck Tire cannot be retreaded due defects in design, workmanship or materials prior to termination of this Limited Radial Casing Retread Warranty. The number

of times the Tire has been retreaded must be clearly identified on the casing sidewall. The limited retread warranty coverage of the radial casing of your new Sailun Medium Radial Truck Tire may continue beyond the end of the tire's original useful tread life. **Exclusion:** Sailun Medium Radial Truck used in off-highway service (such as mining & logging) **are excluded** and the tires are not covered under this Limited Radial Casing Retread Warranty. TBC Corporation will provide the following predetermined radial casing allowances for the first retread if this limited warranty applies:

TIRE SIZE	CASING ALLOWANCE
235/85R16, 215, 235/75R17.5	\$15.00
225, 245, 265/70R19.5	\$30.00
255, 275/70R22.5	\$65.00
10R22.5	\$45.00
11R22.5, 295/75R22.5	\$65.00
12R22.5	\$70.00
11R24.5	\$70.00
285/75R24.5	\$75.00
315/80R22.5	\$70.00
385/65R22.5	\$75.00
425, 445/65R22.5	\$80.00
445/50R22.5 *	\$80.00

Casing value is reduced by 50% of the above values after the second retread.

\*445/50R22.5 casing warranty up to the point of buff for second retread.

#### DEFINITION OF A COMPARABLE TIRE

For the purposes of your limited warranty against defects in design, workmanship, and materials and the limited radial casing warranty, a "comparable" tire will be supplied if a matching new Sailun Medium Radial Truck Tire is out of production or is unavailable when the Tire is presented for warranty replacement. In which case, the warranty replacement tire may be substituted and will be a tire of equal price, quality and construction. A comparable tire may also have a different sidewall or tread configuration. If the purchaser requests a higher-priced replacement tire instead, the purchaser must pay the price difference for the "upgrade" after the appropriate prorated allowance has been deducted.

#### WARRANTY EXCLUSIONS AND LIMITATIONS (NON-ELIGIBLE)

The exclusions and limitations on the applicability of this limited warranty with respect to defects in material, workmanship or design set forth in this section and other sections should be read carefully because they may determine whether you are entitled to a warranty replacement or a warranty replacement allowance. The limited warranty with respect to defects in material, workmanship or design provided for the Sailun Medium Radial Truck tire you purchased does not apply if the tire failed because of any one of the following:

- tires installed on a vehicle registered or normally used outside the United States
- the tire was transferred to another vehicle after it was originally installed
- the tire is branded as "Blemish" or "NA" or the molded DOT number has been removed or disfigured
- the tire was repaired only with a self-vulcanizing plug, improper section repairs or in a manner that does not comply with U.S. Tire Manufacturers Association standards

- tire failures caused by road hazard, potholes, or collision damage
- vandalism, theft, off-road use, long-term improper storage or other abuse
- improper mounting procedures or applications
- over and under inflation, overloading, or failure to maintain proper tire pressure
- addition of liquids, solids or gases (other than air, nitrogen, carbon dioxide) such as sealers or balancing materials
- ozone or weather cracks or checking occurring four (4) years after the date of purchase or, if that proof is not available, four (4) years after the DOT serial date
- mechanical failures of the vehicle on which the tires was originally installed, improper alignment, or brake and shock failure of said vehicle
- the rim on which the tire is mounted is defective or fails
- tires with "irregular tread wear" (which is defined as a tread groove depth differences of 2/32nds of an inch or more on the same tire)
- tires submitted for ride disturbance complaints after 2/32" of tread wear or 12 months from date of purchase, whichever occurs first

**NOTE: THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGE OR HOW LONG AN IMPLIED WARRANTY MAY LAST, SO CERTAIN LIMITATIONS OR EXCLUSIONS HEREIN MAY NOT APPLY TO YOU. HOWEVER, TO THE EXTENT PERMITTED BY THE LAWS OF YOUR STATE, SAILUN AND TBC CORPORATION DISCLAIM ALL WARRANTIES EXPRESS OR IMPLIED OTHER THAN THE WARRANTIES STATED IN THIS LIMITED WARRANTY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE IS LIMITED IN DURATION AND EXPIRES WHEN THE TIRE'S USEABLE TREAD IS EXHAUSTED AS SPECIFIED IN THIS LIMITED WARRANTY. TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY DOES NOT COVER AND EXPRESSLY EXCLUDES ANY COVERAGE OR LIABILITY FOR PUNITIVE DAMAGES, FOR LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF YOUR VEHICLE OR TIRE, LOST PROFITS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SAILUN MEDIUM TRUCK TIRES PURCHASED BY YOU AND SUPERSEDES AND REPLACES THE TERMS OF ANY PREVIOUS WARRANTY. NOTHING IN THIS LIMITED WARRANTY IS INTENDED TO BE A REPRESENTATION THAT TIRE FAILURES CANNOT OCCUR. SAILUN AND/OR TBC CORPORATION NEITHER ASSUMES NOR EXTENDS, NOR AUTHORIZES ANY OTHER PERSON OR ENTITY TO ASSUME OR EXTEND ON ITS BEHALF, ANY OTHER OR DIFFERENT WARRANTY OBLIGATION.**

This Limited Warranty is the entire warranty given by STA. – The complete obligations are set forth herein. No one has the authority to imply, suggest, agree, represent, warranty or promise anything contrary to the terms of this Limited Warranty.

#### OWNERS OBLIGATIONS

To make a claim under this Limited Warranty, you must present the warranted tire to an authorized Sailun Medium Radial Truck Tire dealer for adjustment along with the following items: proof of purchase showing that you purchased the Tire and the vehicle on which the Tire was originally installed. Your original invoice when you purchased the Tire should contain this information. You are responsible for payment for any extra products, services, or upgrades, including any fees and taxes related thereto, that you request that are not covered by the Limited Warranty.