



Standard Warrantee Terms and Conditions SMM Manufacturer Warranty For SMM Steel Canopies

Within this warranty:

- a) *SMM* means Sammitr Motors Manufacturing Public Company Limited, 39 Moo 12 Petchkasem Rd., Om-
Noi, Kratumban, Samuthsakorn 74130, Thailand;
- b) *Authorized reseller* means a retail outlet which has been authorized by *SMM* to sell and install the *product*;
- c) *Authorized installer* is:
 - where the *product* has been sold by *authorized reseller*, then "*authorized installer*" means an installer appointed by *authorized reseller*;
 - where the *product* has been sold by *SMM*, then "*authorized installer*" means an installer appointed by *SMM*;
- d) *Instruction for care and maintenance* means the instructions for care and maintenance of *SMM* steel canopy products set out in the attachment (I) to this *warranty document*;
- e) *Customer* means end user who purchased the product from *authorized reseller* or *directly from SMM*;
- f) *Modification* means any modification to the *product* which was carried out without *SMM*'s prior written approval;
- g) *Product* means an *SMM* steel canopy product which is manufactured by *SMM*;
- h) *Warranty* is the *product warranty* as set out in item 1 of this document, and to be read and understood in conjunction with all the other information contained in this document (including the attachments);
- i) *Product information* means information about the *SMM* product which may be contained in any documentation provided with the *SMM* product, installation manual of the *product*, installation manual of wiring etc.
- j) *Warranty period* means, the period that this *warranty* is valid against defects of the product as set out in item 1c;
- k) *Warranty claim* means a claim submitted by *customer* against this *warranty*.

1) Warranty coverage:

- a) This *warranty* only applies where a defect has arisen, wholly or substantially, as a result of faulty manufacture, parts or workmanship during the *warranty period*.
- b) This *warranty* needs to be read and understood together in conjunction with all the other information contained in this document.
- c) The *warranty period* for *SMM* product is as below.
 - The warranty period is from the date of purchase of the product

The warranty details are as follows:

List Warranty	Warranty period					
	1 Year	1Year and 6Month	2Years	2Years and 6Months	4Years	5Years
1. Structure (Metal)						●
2. Rust (EDP)				●		
3. Rust (Not EDP)		●				
4. Color primer		●				
5. Color top coat				●		
6. Seal protect water leak				●		
7. Plastic		●				
8. Electric wiring		●				
9. Rubber	●					
10. Gas spring		●				
11. Metal for install part		●				
12. Glass		●				
13. Cover lamp and lamp		●				

d) This *warranty* only applies to a product which:

- has been purchased new from an *authorized reseller* or *SMM*; and
- Has not yet been installed, or if the *product* has been installed, it was installed by an *authorized reseller* or *direct by SMM*.

2) To be entitled to claim with the warranty, the customer must:

- a) Have the *SMM* product fitted in accordance with the official *SMM product information*;
- b) Submit the *warranty claim* within the *warranty period*;
- c) Care and maintenance the product, including any required by *product information*, complying with the *instruction for care and maintenance* of *SMM* steel canopy products described in the attachment to this *warranty*, including any care and maintenance instructions specified in any documentation provided (including electronically) to *customer* at any time;
- d) The *customer* must provide the proof of purchase which demonstrates compliance with the above conditions to receive any services under this *warranty*.

3) The warranty does not apply where damage is caused by:

- a) Improper maintenance or care, accident, physical, mechanical, chemical or electrical abuse, improper installation, alteration of *modification* from original condition;
- b) Loading the *SMM* product with weight in excess of the *product information*;
- c) Use of non-genuine *SMM* components in the product;
- d) Racing or competition use , hill climbing, speed trials or similar activities
- e) Any damage incurred during transportation or handling of the *product* (as a precaution a *customer* may purchase insurance, at their own cost);
- f) Use of the *product* on vehicles with *modification* that has not been approved in writing by *SMM*;

- g) Fire, flood, lightning or other acts of God;
- h) Driving the vehicle with canopy windows or doors open;
- i) Paint damage due to bird droppings or chemical agents;
- j) Surface rust or minor surface cracking (as this does not constitute a structural defect);
- k) Use of the *SMM* product outside of the requirements of *product information*.
- l) using the *SMM* Product other than for the purpose for which it was originally designed or other than in accordance with the Product Information and all relevant vehicle safety and compliance laws, including unusual, improper or negligent use or misuse or overloading;
- m) ECU, electric lock electric switch, wiring harness had damage from improper installation, alteration of modification from original condition.

4) The procedure for customer to make a warranty claim:

- a) Return the *product* to *authorized reseller* where the *product* was purchased. If purchased directly from *SMM* then return the *product* to *SMM*;
- b) For a *product* fitted to a vehicle, bring the vehicle fitted with the product to *authorized reseller* where the *product* was purchased, provided that the *product* was installed by an *authorized installer*. If purchased from *SMM* and installed by an *authorized installer* then bring the vehicle fitted with the *product* to *authorized installer* or *SMM*;
- c) Provide proof of purchase of the *product* from *SMM* or from *authorized reseller*;
- d) Provide the *warranty claim* with the details, completed and signed by *customer* and *authorized reseller*;
- e) With the *authorized reseller*, complete a *warranty claim* with a full description of the defect (including *customer* and *authorized reseller* contact details, serial number of *product*, vehicle maker, model, year, vehicle color, date of purchase, date of installation, photo which specified a position of alleged defect, and any other information to describe the alleged defect.
- f) Combined, *authorized reseller* must submit the *warranty claim* during the *warranty period* to;
Sammitr Motors Manufacturing Public Company Limited. (Thailand)
Sales department: Tel. 0-2420-0027 Ext: 2101
- i) Incomplete *warranty claims* will be rejected and will not be processed. *Authorized reseller* and *customer* will be informed of this rejection of the *warranty claim*.
- j) *SMM* will review the *warranty claim* and advise whether the conditions of the *warranty* have been satisfied.

Recommendations for warranty.

INSPECT IMMEDIATELY

IT IS YOUR RESPONSIBILITY TO INSPECT AND NOTE ANY DAMAGE.
AFTER RECEIVED PRODUCT FROM US.

DAMAGE COMPLAINT

1. KEEP CARTON & PACKING MATERIAL OR PICTURE & VIDEO.
2. KEEP PICTURE & VIDEO DURING UNLOAD FROM CONTAINER.
3. CLEAR COMPLAINT DETAIL DESCRIPTION OF PRODUCT RECEIVED.
4. RECORDING THE PROBLEM DESCRIPTION WITH VDO & PICTURE.
5. RETAIN COPY OF INSPECTION REPORT
6. NOTIFY DAMAGE WITHIN 5 BUSINESS DAY AFTER RECEIVING THE PRODUCT.



5) Costs and expense of making warranty claim:

- a) Where SMM accepts a customer's warranty claim, SMM accepts for replace canopy or replace material and labour cost for repair and ground freight.
- b) Where SMM accepts a customer's warranty claim, SMM will rectify any defective materials or workmanship at its own expense.
- c) Expenses incurred by customer in making a claim under this warranty are to be borne by customer.

6) Other loss:

This warranty covers only the remedies set out in clauses 1). No claim for any other remedy or relief of whatever nature (including, without limitation, a claim for lost time, inconvenience or other direct or indirect or consequential loss and whether based in contract, negligence or other legal cause of action), will be recognized under this warranty.

7) Your rights under consumer law:

Our goods come with guarantees that cannot be excluded under the Relevant Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Standard Warranty Terms and Conditions approved by General Manager of Quality Assurance Department.

ATTACHMENT

INSTRUCTIONS FOR CARE AND MAINTENANCE OF SMM STEEL CANOPY PRODUCTS

(IF THESE CARE AND MAINTENANCE GUIDELINES ARE NOT ADHERED TO,
THEN THE SMM MANUFACTURER'S WARRANTY WILL NOT APPLY)

1) Clamps and Bolt/Nut Assembly

Inspect the mounting clamps or bolts that hold the canopy to the vehicle one month after installation date - check that they are still fastened correctly. If travelling on sealed roads only, inspect the mounting clamps or bolts that hold the canopy to the vehicle every three months, to ensure that the connections are still sound and not loose.

NOTE: When travelling off-road or on unsealed and rough roads on a regular basis, re-check mounting clamps or bolts at a minimum of every month or as required, to ensure the connections are still sound and not loose.

The four securing clamps or bolt/nut assembly (dependent upon installation method) are located under the rubber grommets, two on each side of the canopy. Remove the grommets and check the clamps or bolt/nut assembly. If the clamps or bolt/nut assembly can be shifted or twisted upon application of gentle sideways or twisting finger pressure, they require tightening. See your *Authorized Reseller* immediately to tighten the clamps or bolt/nut assembly. In an emergency situation and only if safe to do so, you may tighten the clamp or bolt/nut assembly sufficiently to secure the canopy in order to safely drive it to your *authorized reseller*.

Before tightening, ensure the canopy is still in the correct position of the vehicle. The tension setting for the clamps is 7 Nm. torque, this is a 'light tension'. If clamps or bolt/nut assembly are damaged or deformed during installation or use in any way they, they must be replaced with *SMM Spares* from the *authorized reseller*. Damage to the canopy or the vehicle may result if this condition is not rectified quickly. Any ensuing damage due to poor installation or negligence will not be covered under this *warranty*.

2) Roof Rails

The roof and roof rails provided can support up to 100kg of vertical and side load if properly secured. The load weight should be distributed evenly along both rails. Do not place full load on a single rail or a single point along the rail as damage may result and will not be covered by this *warranty*.

NOTE: USE ORIGINAL SPARE PARTS, DO NOT OVER-TIGHTEN CLAMPS, BOLT/NUT and ROOF RAILS

Please note that any damage to the parts, the vehicle or canopy caused by use of non-genuine *SMM* parts and over-tightening of clamps, bolt/nut assemblies is not covered under this *warranty*.

Any damage to canopy or accessories caused by use of non-genuine *SMM* parts and over-tightening of bolts securing the roof rails to the canopy or use of non *SMM* approved bolts is not covered under this *warranty*.

3) Drainage Holes

Check drainage holes regularly on the bottom section of the window to ensure they remain clear of any debris, so that water can escape from the window channels. Do not allow drainage holes to remain blocked.

4) Cleaning Exterior

Keep the exterior of the canopy clean and free from bird droppings, dirt and dust build up, and foreign contaminants or harsh chemicals. Do not use any abrasive materials when cleaning the canopy or glass, use approved and mild motor vehicle cleaning or polishing products recommended by the vehicle manufacturer for cleaning your vehicle. High-pressure washers are not to be used too close to the canopy as damage to the paint and seals may occur and will not be covered under this *warranty*.

Seals - Clean rubber seals in and around the window and door seals regularly using a warm damp cloth and a small amount of mild automotive car wash. Do not allow dust or dirt build up in and around rubber window and door seals or on canopy surfaces as they will act as abrasives and damage the seals and the paint on the vehicle or canopy. These are not covered by this *warranty*.

5) Moving Parts (Locks and Hinges)

Regularly lubricate lock and key recess on rear tailgate and side window locks using a suitable lubricant (suggest TRI-FLOWTM "Superior Lubricant"). Regularly lubricate door hinges (suggest TRI-FLOWTM "Red Grease"). Frequency of lubrication is dependent upon use. Under normal use (<10 times per day), lubrication every 3 months is sufficient. For frequent and heavy use, monthly lubrication is recommended.

6) Rear Canopy Door Side Stoppers

The two rear tailgate stoppers are adjusted at installation to secure the rear tailgate door from sideways movement, especially during vehicle operation. Check the position of the stoppers at installation. If the stoppers have loosened or if the rear tailgate door is able to move sideways when closed or vibrates under vehicle operation, return the vehicle to the *authorized reseller* immediately for adjustment - this is part of the *authorized reseller's* and installer's responsibility. Six monthly inspections are recommended under normal domestic use and for commercial use, inspection every month is recommended.

Damage to the canopy or the vehicle may result if this condition is not rectified quickly. Any ensuing damage due to poor installation or negligence will not be covered under this *warranty*.