# Replacement Market Tires Warranty Manual

## Warranty Eligibility

This limited warranty applies to all the qualified replacement market Truck and Bus Tires produced by Shandong Linglong Tyre Co., Ltd. and all its subsidiaries. This Limited Warranty only applies to the original purchaser, and the tire has a complete brand identification, DOT or barcode . and it is valid if all of the following apply:

- The tires are manufactured after January 1, 2025, and are shipped to North America for sale and use.
- The tire fails due to the workmanship or materials.
- The tire shall not exceed the warranty period, and the remaining pattern shall not be less than TWI.

## What Is Warranted and for How Long

- The warranty period is 6 years from the date of tire production， and the remaining pattern depth is not less than TWI .
- If the tire fails due to manufacturing reasons and meets the warranty scope and conditions, the remaining pattern exceeds TWI, the new tire of the same specification will be covered free of charge.

## Warranty Eligibility

1. Road hazard injuries or damages caused by obstacles or debris, such as cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
2. Improper repairs or repairs that have failed.
3. Improper inflation or other maintenance abuses.
4. Improper mounting/dismounting.
5. Mechanical irregularities such as bent wheel assemblies, misalignment worn or faulty components.
6. Accident, corrosion, tire alteration, vandalism, fire, theft or damages cause by nature.
7. Damage from overinflation or under-inflation, overloading, defective vehicle mechanical conditions.
8. Non-racing or off-road tires that are misused or abused for racing or off-road purposes.
9. Ozone or weather cracking or other abuse, misuse, tire alteration, run flat.
10. Tire which D.O.T identification number and/or brand name removed intentionally.
11. Tires that have been modified after leaving the factory , such as fillers, sealants, balancing substances and external tire treatments or materials of any kind. If the added material is the cause of a failure, a tire will not be accepted for warranty claim.
12. Abnormal tread wear resulting from improper installation, wheel misalignment, tire/wheel assembly imbalance, etc.
13. Vehicles or tires operated in excess of the rated Work Capacity Factor.
14. Additional monetary loss, such as damage of the vehicle or time, etc.

## CASING WARRANTY

We offers retreading guarantees for Truck and Bus Tires. if the tires cannot be retreaded due to the manufacturer's own reasons, a subsidy will be provided. This renovation rule applies only to the United States and Canada.
The GREENMAX brand offers a 6-year warranty with 2 retreads; Some specified patterns offer a 7-year warranty with 3 retreads; The specific details of the specified patterns are as follows.

### Mileage Warranty Product List

| Brand | Warranty | Specified Tire Patterns |
|---|---|---|
| GREENMAX | Warranty period for retreading is 6 years ,and can be retreaded 2 times. For the specified tire patterns, retreading warranty period is 7 years,and can be retreaded 3 times. | GDH701 |
| | | GAR701 |
| | | GSH100 |
| | | GDH100 |
| | | GTH100 |
| | | GAR200 |
| | | GAR204 |
| | | GDR200 |
| | | GTR200 |

## To Make a Claim Under This Limited Warranty

- At the time of purchase, tires must be properly installed with recommended inflation and balanced. Observe rotation and alignment regularly according to recommendations.
- Refer to any authorized the Company's dealer or point of purchase for adjustment claim.
- Owner is responsible for service charges and applicable taxes.
- Submit a copy of the original purchase receipt to support the adjustment claim.

## Dealer's Obligation and Claim Process

- The company's authorized dealer or customer (buyer) submit adjustment claim along with a cut-out slice of full DOT serial from the disabled tire, measurements of tread remaining, photos showing tread area as well as damage area, etc. to LINGLONG TIRE to validate and process the adjustment claim.
- Any other information such as VIN(Vehicle Identification Number) or relevant information / material must be submitted if required.

## Tire Safety and Maintenance

Tire failure can result in serious damage and/or personal injury. To reduce these risks we recommend the following :

1. Maintain proper inflation, do not under or over inflate. Always maintain inflation according to the vehicle manufacturer's or the Company's recommendations.
2. Wheel alignment and balancing should be checked at regular intervals.
3. Do not overload, refer to load carrying capacity information molded on tire sidewall.
4. Avoid spinning, driving over curbs, potholes, obstacles and edges of pavement.
5. Never drive with smooth(bald) tires. By law, tires must be replaced when worn to TWI (tread wear indicator).
6. Check your tires frequently for any damage such as scrapes, cuts, foreign objects, separations or bulges. If damaged replace it with spare and refer to an authorized dealer.
7. Do not drive in excess of permitted speed limits and beyond the maximum specified by tire.
8. To achieve proper wear and optimize tread life, rotate your tires at least every 6000 miles.

## Exclusions, Limitations, and Legal Rights

No representative or dealer is authorized to make any representation, promise, or agreement on behalf of Linglong, except as expressly stated in this document. Any tire, regardless of construction quality, may fail in service or otherwise become unserviceable due to conditions beyond the manufacturer's control. This warranty does not constitute a representation that tire failure will not occur under any circumstances.

**DISCLAIMER:** This warranty is provided in lieu of all other warranties and representations, express or implied. Linglong expressly disclaims any and all implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. No other warranty or representation of any kind shall be deemed to exist or arise by operation of law.

**LIMITATION OF DAMAGES**: Under no circumstances shall Linglong be liable for any indirect, special, incidental, consequential, or punitive damages, including but not limited to loss of profits, business interruption, loss of reputation or goodwill, or costs related to replacement transportation or other associated expenses. Certain states or provinces do not allow the exclusion or limitation of incidental or consequential damages; therefore, some portions of this limitation may not be enforceable in specific jurisdictions.

This warranty sets forth specific legal obligations, and additional rights may apply depending on the governing state or provincial law.