

## Warranty & Service

Your pet grooming van has been manufactured in accordance with (and in many cases exceeding) industry standards, using only the highest quality materials and workmanship. Every effort is made at the factory to ensure that your mobile salon works properly from the moment you first take delivery. Despite these efforts, problems may arise from time to time. For your protection, your mobile salon is warranted under the terms of the American Sport Trailer Company one-year limited warranty. The exact terms and conditions of the warranty, and how to obtain service during the warranty period, are explained below.

Please complete the “**Owner’s I.D.**” once you take delivery of your grooming van. The information will help you provide important information if you ever need warranty service. If you ever change your address or sell the grooming van, please complete and mail the **Change of Address** form to American Sport Trailer Company (AST). AST wants you to be a satisfied customer. We may choose to assist you in resolving product problems with any component or appliance manufacturer.

If you require AST’s assistance, contact AST at:

**American Sport Trailer Company, L.L.C.**

**135 North Aspan Avenue #5**

**Azusa, CA 91702**

**Phone: (626) 969-4740**

**Fax: (626) 969-4904**

**Email: [Info@AmericanSportTrailer.com](mailto:Info@AmericanSportTrailer.com)**

### Owner’s Responsibilities

There is a difference between “defects” that are covered under the American Sport Trailer warranty, and “damage”. “Defects” are covered because American Sport Trailer Company is responsible for defects in materials, manufacturing and workmanship. On the other hand, American Sport Trailer Company has no control over “damage” caused by such things as collisions, misuse, and lack of maintenance which occurs after the mobile salon is delivered to you. Therefore, **“damage” for any reason which occurs after the grooming trailer is delivered to you is not covered under the warranty.** Maintenance services are also excluded from the warranty because as a mobile grooming salon owner, *you* are responsible for insuring that it is inspected and maintained in good and safe operating condition. You are responsible for taking whatever measures necessary to maintain the van, including the exterior sealants of the unit as described in the **Care and Maintenance** section of this Owner’s Manual. You are also responsible for operating the grooming van in a manner that insures its safe use and the safety of other vehicles, **and having necessary repairs made as soon as possible to prevent further damage to any of its components.**

By following the care and maintenance recommendations in the Owner’s Manual and other operating and maintenance manuals included in your Owner’s Information



Package, you will not only insure that the mobile grooming salon is in good operating condition, but also maintain the value of it. It is vitally important that you inspect your van and components regularly for irregularities, especially sealants around windows, doors and exterior accessories. Prevention of a problem is far less expensive and unpleasant than fixing it later. You spent your money to have an enjoyable and properly operating mobile grooming van. Protect your investment by frequent and thorough inspections.

Most states have consumer protection laws that outline specific steps that both you and the manufacturer of the vehicle must follow to remedy situations where you believe the vehicle has a problem that substantially reduces the value, use, or safety of the vehicle. If you have any kind of problem with your grooming van during the warranty period, American Sport Trailer Company wants to know about it. Send correspondence to:

**American Sport Trailer Company, L.L.C.**  
**135 North Aspan Avenue #5**  
**Azusa, CA 91702**  
**Phone: (626) 969-4740**  
**Fax: (626) 969-4904**  
**Email: [Info@AmericanSportTrailer.com](mailto:Info@AmericanSportTrailer.com)**

## OBTAINING SERVICE

Whenever you require service on your mobile grooming van or any of its components, make arrangements to have the service performed as soon as possible.

**Please have the following  
Available when you call:**

*Date of Purchase*  
*Description of the problem*

**Call ahead** - Think about an appointment time and call ahead. Mondays and Fridays and just before holidays are the busiest times at dealer service centers.

**Be prepared** - If warranty work is to be done, please have a copy of your warranty paperwork available and provide the service center with any helpful information on past repairs that may pertain and help technicians in diagnosing the problems.

**Make a list** - Have a list ready and be reasonable with repair expectations. Some repairs may require special order parts or parts shipped from a manufacturer.

Explain what you would like to have done in your "call ahead" call or stop by the dealership ahead of time so that you and the service manager can discuss your needs and the time required for the service.



# **AMERICAN SPORT TRAILER COMPANY, L.L.C. ONE YEAR LIMITED WARRANTY**

**FOR THE MOBILE GROOMING VAN CONVERSION MANUFACTURED BY AMERICAN SPORT TRAILER COMPANY, L.L.C. SOLD IN THE UNITED STATES. THIS WARRANTY COVERS ONLY THE CONSTRUCTION & WORKMANSHIP OF THE CONVERSION. THE VEHICLE IS SPECIFICALLY EXCLUDED, AS ARE ALL MAJOR COMPONENTS, AS THE VEHICLE AND MAJOR COMPONENTS ARE WARRANTED BY THEIR RESPECTIVE MANUFACTURERS.**

## **COVERAGE:**

Except as specifically excluded below, AMERICAN SPORT TRAILER COMPANY, L.L.C., (hereinafter "AST") warrants that, for a period of one (1) year from the date of retail delivery to the original retail purchaser, AST will remedy by repair or replacement components manufactured by AST which, when used for their intended purpose of GROOMING PETS, are found to be defective in materials and workmanship. This warranty is not intended to replace, nor does it replace, any of the valid warranties separately given on appliances and equipment manufactured by third parties that are installed by AST in your **mobile grooming van**. The AST limited 1-year Warranty is separate from the warranties provided by the vehicle, appliance, equipment, and component manufacturers. The retail owner may and should contact the vehicle, appliance, equipment, and component suppliers directly for warranty service. This Limited Warranty applies to the first consumer retail purchaser and is not transferable.

## **LIMITATIONS:**

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, SHALL BE LIMITED TO AND NOT EXTEND BEYOND THE DURATION OF THE WRITTEN LIMITED WARRANTY PERIODS SET FORTH HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

## **AST OBLIGATIONS:**

This is a limited warranty, as described in the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (15 U.S.C. 2301, et seq.). In the event the conversion portion of your mobile grooming van has a defect in material or workmanship under normal use, AST will repair the defect under the terms of this limited warranty. If necessary and if requested by the customer, AST will assist the customer during the warranty period in obtaining warranty service from third party suppliers of appliances, equipment, or components, which are manufactured and warranted separately by their respective suppliers. AST, at its sole discretion, reserves the right to substitute parts or components of equal quality, use remanufactured parts, touch up cosmetic flaws, or make design and/or manufacturing improvements as the exclusive remedy under this limited warranty. AST reserves the right to make changes, additions, or deletions in the design, material, or components of its products without incurring any obligation to incorporate such changes in any product previously manufactured. AST makes no warranty as to the future performance of the grooming van, and this Limited Warranty is not intended to extend to the future performance of the grooming van, or any of its materials, components, or parts.

## **WARRANTY PERIOD:**

The warranty period shall extend for one (1) year, beginning on the date that the mobile grooming van is placed into service, or delivered to the first consumer retail purchaser by an authorized AST dealer, whichever occurs first.



## WARRANTY EXCLUSIONS:

THIS LIMITED WARRANTY AND THE OBLIGATIONS STATED HEREIN SHALL NOT APPLY TO AND DOES NOT COVER:

- Equipment, products, components, appliances, accessories or any items not manufactured by AST whether or not separately warranted, including but not limited to tires, batteries, and other installed equipment, components or accessories; or any dealer-installed accessory;
- Mobile grooming vans not originally sold through an authorized AST dealer, including but not limited to: sold through auction, repossession, salvage or in an otherwise "distressed" or "as is" condition;
- Any mobile grooming van sold, licensed, registered, stored, or used outside the United States of America or Canada;
- Mobile grooming van used in rental fleets or private rentals, as mobile or job-site offices, or for any purpose other than pet grooming;
- Product modification, customer, or dealer installation, set up or placement;
- Equipment, products, components, appliances, accessories or any items that work properly as designed and that meet the manufacturer's specifications but may not meet the owner's specific expectations;
- Unauthorized diagnosis, troubleshooting, repair or failure to follow instructions supplied with the grooming van including, but not limited to the instructions set forth in the Owner's Manual;
- Routine maintenance including, without limitation, sealant inspection and resealing; propane system pressure adjustment; appliance systems; tightening screws, adjusting brakes, latches, locks; changing fuses or light bulbs; tightening P-traps and plumbing fittings; batteries and battery cables;
- Routine maintenance and inspection of air conditioning and heating components; water heater, carbon monoxide alarm, smoke alarm, gas leak detector, fire extinguisher; coupler, fresh water and waste systems; suspension system; - Minor adjustments to doors and drawers beyond ninety 90 days after retail delivery;
- Fading, discoloration or dulling of any and all fabrics, interior or exterior plastics or fiberglass, sheet metal, front and rear caps, graphics, striping, decals or labels; - Cosmetic imperfections that do not affect the suitability or function of the mobile grooming van for its intended purpose of pet grooming, such as visible variations in any interior or exterior surface material, including but not limited to cosmetic stress-cracking or checking in the fiberglass body which is normal and is cosmetic and not structural in nature; - Any upholstery damage including, but not limited to tears, punctures, misuse, storage, or improper preparation for travel;
- Any injury, loss, or damage due to water intrusion, condensation, mold, or fungi. It is the responsibility of the owner to take such preventive measures as are necessary to maintain the exterior sealants of the mobile grooming van. It is the responsibility of the owner to use reasonable, prudent care to prevent foreseeable secondary damage from rain, plumbing leaks, and the natural accumulation of moisture in your unit, such as a delaminated panels; stained upholstery, etc. Mold is a natural growth given certain environmental conditions and is not covered by the terms of the Limited Warranty;



- Damage or loss to any electrical or electronic component due to the use of portable generating equipment; incorrect battery cable connection or battery charging; or the improper, incorrect or inadequate voltage, current or phase of "shore power";

- Damage or loss caused in whole or in part by or from: Misuse, abuse, neglect, theft, or vandalism; Unauthorized attachments, modifications, or alterations to the frame, structure, or body, of the mobile grooming van. Tire wear or tire failure; Incorrect or improper wheel lug nut torque or incorrect tire inflation pressure as specified on the tire sidewall; Overloading or the improper balancing of the cargo load; any accident involving the mobile grooming van, the condition of any road surface over which the grooming van is driven, or the striking or driving over a curb, road hazard, uneven or broken road surface whether on or off-road, or any other object known or unknown; Roof or exterior wall contact with trees, structures, or other overhead or roadside obstacles or obstructions; Excessive ice or snow loads, extreme heat or cold; Driving at excessive speed or in inclement weather, such as excessive winds, poor visibility conditions or other hazardous driving conditions; Improper or inadequate storage, incomplete winterization, or abandonment; exposure to natural atmospheric elements, airborne pollutants, corrosive chemicals, cleaning agents; the use of high-pressure washing equipment; the use of any chemical protectant coating; ash or fumes generated or released by the tow vehicle or any other vehicles; collision, road hazards, or rock chips; Insects, spiders, birds, rodents, reptiles, wild or domesticated animals; failure to secure loose-loaded items (examples: TVs, computers, electronic components, food items, dishes, chairs, tables, lamps, portable appliances, barbecues, clothing, luggage, toiletries, bric-a-brac, tools and tool boxes; failure to properly prepare the grooming van for travel, i.e., retraction or disconnection of antennas, vents, stabilizer and/or landing jacks, awning(s), utility connections (water, sewer, electric, telephone, TV cable), entry steps, improperly secured exterior and interior doors and drawers; Improper use of equipment or components or by the use of components for other than their intended purpose; The disablement of the carbon monoxide alarm, smoke alarm, gas leak detector, and fire extinguisher; Installation or use of any aftermarket accessory, including, but not limited to extra capacity water, holding or propane tanks; modification to the factory-installed plumbing system or any plumbing component; damage caused by the use of aftermarket plumbing accessories, or connection to high pressure water sources without the use of an approved pressure reducing/regulating device, or the high-pressure/high volume filling of the fresh water tank(s); Modification to the factory-installed "shore power" cord or plug; the modification of the factory-installed electrical wiring, the use of aftermarket shore-power cord adapters or accessories, or connection to non-code compliant power sources; Acts of political violence, riots, terrorism, or acts of nature; The acts or omissions of any kind by any party other than AST;

- Representations made by any person (including any AST dealer) beyond those stated in this Limited Warranty.

#### **OWNER RESPONSIBILITY:**

It is the responsibility of the owner to maintain the mobile grooming van as described in the Care and Maintenance section of the Owner's Manual including taking whatever preventive measures necessary to maintain the exterior sealants of the unit and to prevent foreseeable secondary moisture or water damage to the unit from rain, plumbing leaks, condensation and other natural accumulation of water in the unit. Secondary damage may include, but is not limited to, stained upholstery, carpeting, linoleum or drapes; mold formation and growth; furniture, cabinetry or floor deterioration; panel delaminating or discoloration; deterioration of exterior components, etc.

#### **HOW TO OBTAIN WARRANTY SERVICE FOR YOUR CONVERSION PORTION OF THE MOBILE GROOMING VAN:**

To obtain warranty service the owner must do all of the following:



1. Notify an independent, authorized AST dealer, or AST, within ten (10) days of the discovery of the defect in material or workmanship attributable to AST, within the warranty coverage period designated above;
2. Promptly schedule an appointment with and take the mobile grooming van to an independent, authorized AST dealer for repairs; and
3. Pay any freight or transportation costs, import duties, fees and all incidental expenses associated with obtaining warranty service.

Regardless of any other arrangements for warranty service, AST at its sole discretion, reserves the right to require warranty repairs be performed at AST'S factory. Warranty service may be obtained outside the AST dealer network providing you or the service provider obtain approval from AST prior to the work being performed. AST will not be responsible for payment of warranty claims for work that has been performed without AST approval.

If you need assistance, you may contact AST @:

American Sport Trailer Company, L.L.C.  
135 North Aspan Avenue #5  
Azusa, CA 91702  
Phone: (626) 969-4740  
Fax: (626) 969-4904  
Email: [Info@AmericanSportTrailer.com](mailto:Info@AmericanSportTrailer.com)

**NOTE: AST does not control the scheduling of service work at the independent, authorized dealerships. You may encounter some delay in scheduling or completion of work.**

#### **HOW TO OBTAIN WARRANTY SERVICE FOR YOUR VEHICLE, APPLIANCES AND COMPONENTS:**

Appliance and component manufacturers provide their own warranties, as does the manufacturer of your vehicle. These warranties are separate from the AST Limited Warranty and constitute the only warranty for your specific vehicle and for those specific appliances and components, including any dealer-installed items. The terms, conditions, and warranty periods of these items may vary from the AST Limited Warranty. Although AST makes no warranties with respect to these appliances and components, service under the separate manufacturer warranties may be obtained through AST dealerships during the terms of the AST Limited Warranty. If you experience difficulty in obtaining warranty service for such appliances during the duration of your AST warranty, AST will assist you. After expiration of the AST Limited Warranty, all appliance and component warranty claims must be submitted to the respective appliance and component manufacturers.

#### **DISCLAIMER OF CONSEQUENTIAL DAMAGES:**

ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: ON-SITE SERVICE CALLS OR SERVICE CHARGES, RENTAL COST OF SUBSTITUTE EQUIPMENT OR OTHER LOSS OF USE DAMAGES, TOWING CHARGES, TRANSPORTATION COSTS, WEAR AND TEAR ON THE MOBILE GROOMING VAN OR TOW VEHICLE DURING TRANSPORT FOR SERVICE; EXPENSES FOR FUEL, FOOD, LODGING, TELECOMMUNICATIONS CHARGES, TRAVEL; AIR, BUS AND TAXI FARES OR CAR RENTALS, VEHICLE OR PERSONAL PROPERTY STORAGE FEES, REIMBURSEMENTS FOR FINANCE OR INSURANCE PAYMENTS, LOANER VEHICLES, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE MOBILE GROOMING VAN SOME STATES DO NOT ALLOW THE



EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

**ADDITIONAL TERMS:**

NO PERSON SHALL HAVE THE AUTHORITY TO ENLARGE, AMEND, OR MODIFY THIS LIMITED WARRANTY. ANY LEGAL OR EQUITABLE ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY SHALL NOT BE BROUGHT MORE THAN ONE (1) YEAR AFTER THE EXPIRATION OF THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW A REDUCTION IN THE STATUTE OF LIMITATIONS SO THE ABOVE REDUCTION MAY NOT APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

American Sport Trailer Company, L.L.C.  
135 North Aspan Avenue #5  
Azusa, CA 91702  
Phone: (626) 969-4740

## INSPECTION

To assist you in avoiding problems, AST requests that each dealer review the limited warranty and inspect the unit along with you. We are confident that you followed the Product Delivery Inspection (PDI) procedures with your selling dealer, received an extensive walk-through of your purchase, and had the warranty explained to you to your satisfaction. We hope that you are confident that you have been informed of the warranty, the operation and maintenance of your grooming van and its components, and the details of the responsibilities of the manufacturer, dealer and owner relationship. Your mobile grooming van has been inspected by the factory, and received a final inspection at the dealership, and then by you during the walk-through and demonstration. But we know that sometimes things can go wrong on the road. Please allow your dealership the opportunity to assist you in taking care of any warrantable problems.

## OWNER'S INFORMATION PACKET

In addition to this Owner's Manual, an information packet is located inside your grooming van. This packet contains product manuals and information on systems and equipment. There are also individual product warranty registrations. You should complete and mail these as soon as you can. If you ever need more information about a specific appliance or component, you can contact the manufacturer directly. We have listed contact information for some of the major component manufacturers at the end of this chapter.

## GET TO KNOW YOUR Mobile Grooming Van . . .

Your grooming van has been inspected by at the factory and then again at the dealership. As the owner, however, you

will be the first to use every system. AST wants your first grooming experience to be a happy one. We suggest a "trial grooming experience" before heading out. Plan a weekend in your yard or driveway and really try it out. Groom your neighbors dogs if need be. You will have a chance to use the systems and components and see how they work. You will learn what items are needed when you go on your first real groom. Write down any questions that arise, difficulties or problems that occur. After your trial, call your dealer and ask any questions that you might have. Getting to know your groom mobile before the first adventure can save a lot of frustration and leave more time for fun!

### Warranty Contacts

Available in your package.