



*Strength Through Innovation*

## **SERVICE MANUAL**

### **INTRODUCTION:**

**Congratulations on purchasing your new Titan Trailer. With proper care and maintenance it will provide you with many years of economical, safe and efficient service.**

**Your manual has been prepared to provide you with the recommended guidelines for operation, maintenance and service of your new Titan Trailer. It was assembled to include information directly from the manufacturer of the components installed on your trailer.**

**It is very important that you read and follow all operation and service recommendations in order to maintain trouble free operation and to qualify for warranty compensation if needed.**

**We recommend that the person in charge of preventative maintenance and operation of your trailer is provided with a copy of this manual in order to understand and perform proper set up, operation and service.**

**This manual is meant to be as concise and inclusive as possible but may not cover every component installed on your trailer. If there is any additional information you require please contact us at:**

**Titan Trailers Inc.  
1129 Highway #3  
Delhi, ON  
N4B 2W6**

**Email: [info@titantrailers.com](mailto:info@titantrailers.com)  
Phone: (519) 688-4826  
Fax: (519) 688-6453**

## **PRODUCT WARRANTY**

Titan Trailers Inc. warrants only products of its own manufacture against operational failure caused by defective material or workmanship which occurs during normal use within one year from the date of shipment from our factory.

Titan Trailers Inc. will replace all parts of our manufacture free of charge that our inspection and our factory show us to be defective in accordance with the above paragraph. Written permission must be obtained from authorized Titan Trailers Inc. personnel for any repairs performed other than in our factory or by our dealer representatives.

All products purchased by Titan Trailers Inc. from an outside vendor shall be covered by the warranty of that respective vendor only and Titan Trailers Inc. does not participate or obligate itself to any such warranty.

No freight, travel cost, meals, lodging, or loss of hydraulic oil shall be covered by this warranty: All labour costs allowed shall be in accordance with the Titan Trailers Inc. established rate: In the case of alleged defect, product shall be returned to Titan Trailers Inc. with transportation charges prepaid.

This limited warranty is expressly in lieu of all other warranties, expressed or implied and of all other obligations or liabilities on the part of Titan Trailers Inc. and it neither assures nor authorizes any other person to assure for it any other liability in connection with the sale herein contemplated.

Titan Trailers Inc. does not assume liability for loss of product, time or any other consequential damages.

All claims shall be processed through your Titan Trailers Inc. authorized dealer.

# Titan Trailers Warranty Procedure

1. Warranty Registration Cards are located in the front of the trailer service manual. If a card is missing please contact your dealer for a copy. This form must be filled out completely and sent back to us within 30 days of purchase date. No warranty claim will be accepted if trailer has not been registered.
2. We strive to make your service manual as detailed as possible for preventative maintenance guidelines and by including our warranty statement as well as most parts manufacturer warranty guidelines. Please note there are a few manufactures that request the service technician to contact them directly before doing any work on the trailer. (eg. Meritor-Wabco-OnTrac). If unsure please call your dealer for more information.
3. Ideally you will be able to take your trailer to an authorized dealer/service center or there is time to call your dealer and be advised before the work is done. Understandably, that is not always the case since issues arise en-route and need to be fixed immediately. If this is the case we suggest the following:
  - i) ALWAYS KEEP THE FAULTY PART! We will ask for this part, as most warranties require the part be returned. Be sure your drivers and service technicians are fully aware of this.
  - ii) Make sure the repair invoice includes detailed information regarding what was done to the trailer, and is broken down per repair including the cost of parts and amount of labour hours. (**PLEASE NOTE** the maximum amount of labour allowed by Titan Trailers is \$60 per hour.) Most importantly, the invoice must clearly show the **VIN#** number of the trailer.
  - iii) Take a photo of the problem before and after the repair is done, (digital is great), but any photo will do provided it clearly shows the problem.
  - iv) Keep a detailed record of the problem, the symptoms, date it occurred, date of repair, name and telephone # of repair service centre and/or person who did the service so they can be contacted by us if we require more information.
  - v) Please notify your dealer of all emergency warranty claims within three (3) weeks from the date of the repair. Failing to do so will compromise the warranty claim. The more information provided, the more quickly the claim will be processed.
4. If you must do a repair without prior authorization, it is your responsibility to pay the invoice and then submit it for claim. **DO NOT** have invoice billed directly to dealer or to Titan Trailers Inc. (unless permission is granted) or it will be rejected.
5. When submitting your claim you will need to contact your Titan trailer dealer, who will gather all your information and fill out a warranty claim form to be submitted to Titan Trailers Inc. After reviewing the information and a decision is made, your dealer will be contacted and in turn they will contact you. In the event that the claim warranty is denied, a detailed explanation will be sent to your dealer. You will have 15 days to respond to the denial and if there is no response the claim will be closed.
6. Titan Trailers is responsible for warranty on parts that we manufacture directly. All other components have independent manufacturer warranties. It is important that you know that we are unable to alter warranty statements in any way and will not be held responsible for additional costs incurred that are above the warranty guidelines. For example if the manufacturer statement is “parts only”, neither Titan Trailers nor your dealer will cover any labour charges encountered.
7. Titan Trailers, as well as most manufacturers, have labour guidelines for most repairs and have the right to deny labour charges that seem to be unrealistic for the repair procedure. We will not be held responsible for the balance of these charges.
8. Some warranty claims may take some time to process so please don't be alarmed if it seems to be taking a while. You can contact your dealer anytime and they will gladly check on the claim for you. Please don't call Titan Trailers Inc. directly as you will be referred back to your dealer.

## In Summary:

The smoothest and best procedure is to take your trailer to an authorized Titan dealer/service centre whenever possible. Check your service manual for manufacturer warranty details. Always keep the faulty part and take photos if possible. Titan Trailers strives to have the warranty procedure move as quickly as possible and we will do our best to give prompt courteous service.

Thank-You  
Titan Trailers Inc.  
Warranty Department

## **WARNING**

### **Replacement Parts**

To assemble our trailers, Titan uses only industry-recognized “Original Equipment Manufactured” (O.E.M.) parts. Use only “O.E.M.” parts when replacement becomes necessary.

Many trailer parts in the aftermarket may appear to cross-reference, fit and be of the same quality, but there may be slight differences in sizes or durability not noticeable to the eye that could cause premature breakdown or safety concerns. **DO NOT MIX AND MATCH PARTS!**

When specifying replacement parts with your dealer, stay with Titan’s “O.E.M.” parts installed on your trailer.

## **WARNING**

### **A.B.S. Tractors and Non-A.B.S. Trailers**

At present all new tractors & trailers manufactured or imported to the North American market are required to have an “Anti-Lock Braking System” (A.B.S.). Under the rules that require tractors to have A.B.S. there are also requirements for these tractors to supply full-time power to the trailer A.B.S. Through general industry consensus it was decided to supply this full-time A.B.S. power to the trailer via the 7 pin connector using the auxiliary #7 center pin (blue wire). Now with these tractors any time the key is on the center pin will be hot. If you hook this tractor to a trailer that has auxiliary equipment hooked up to the blue circuit, that system will be activated when the tractor’s key is turned on. As such the A.B.S. tractor with full-time #7 pin power is not compatible with trailers that have used this circuit for other needs. Here at Titan most of our multi-axle, with lift, designs use the blue circuit for lift axle control as requested by our customers. To hook up to an A.B.S. tractor with the #7 pin hot, the trailers electrical system would need to be rewired or modified, by a qualified person, to ensure compatibility.

Before coupling a tractor and trailer together you must know whether your tractor has an A.B.S. system with full-time power supplied through the 7 pin connector’s blue wire, and whether the trailer you are connecting to is using this circuit to function auxiliary equipment. If this is the case **DO NOT** couple together “as is”. Accidental activation of equipment may cause equipment damage and/or personal injury.