

DURATEK WARRANTY LABOR FLAT-RATE SCHEDULE

Per Axle (Unless Noted): Add Diagnostic and Prep Time

DIAGNOSTIC/PREP TIME

(Includes bringing into shop, diagnostic time, and removing and reinstalling tires and wheels)

Capacity	Hours
2K-8K	0.5 hr
10K-12K	0.6 hr
12K-14K	0.75 hr

AXLE LABOR (WARRANTY)

R&R Axle — Spring Suspension (Complete Axle)

Capacity	Hours
2K-8K	0.8 hr
10K-12K	1.0 hr
12K-14K	2.0 hr

R&R Axle — Torsion Suspension (Complete Axle)

Capacity	Hours
2-3.5K	0.8 hr
5-6K	0.8 hr
7-8K	1.0 hr
10-14K	2.0 hr



R&R Axle — Spring Suspension (Beam Only – Includes transfer of Springs, Brakes, Hubs)

Capacity	Hours
2-8K	1.6 hr
10-12K	2.0 hr
12-14K	4.0 hr

R&R Axle — Torsion Suspension (Beam Only – Includes transfer of Brakes, Hubs)

Capacity	Hours
2-3.5K	1.5 hr
5-6K	1.5 hr
7-8K	1.8 hr
10-14K	3.6 hr

R&R Inner Brake Wire — All Capacities: 0.2 hr

BRAKE LABOR (WARRANTY)**Drum Brakes — R&R Assembly (per brake)**

Capacity	Hours
2K-8K	0.75 hr
10K-12K	1.0 hr
12K-14K	1.25 hr

Disc Brakes — R&R Components (per brake)

Operation	Hours
Pads	0.25 hr
Caliper	0.75 hr
Bleed Hydraulic System (with repair)	0.5 hr
Troubleshoot Electrical System	0.5 hr
R&R Electric/Hyd Actuator	0.4 hr



HUB/DRUM/ROTOR LABOR (WARRANTY)

Operation	Hours
R&R Hub/Drum/Idler w/ Seal + Repack	0.75 hr
R&R Rotor (each)	1.0 hr
R&R Bearings & Races (see table below)	1.25 hr
Capacity	Hours
3.5K-8K	0.6 hr
10K-12K	0.6 hr
12K-14K	1.0 hr

SUSPENSION LABOR (WARRANTY)

Leaf Spring Components

Capacity	Hours
R&R Spring (per spring)	0.6 hr
Operation	Hours
R&R Equalizer	0.4-0.5 hrs
R&R Shock Absorber	0.2 hrs

Hanger (per hanger)

Capacity	Hours
3.5K-8K	0.5 hr
10K-14K	0.7 hr

Notes: Flat-rate warranty hours — add prep/rack time to listed hours. All times are per axle or per component as indicated.



DURATEK WARRANTY CLAIM INSTRUCTIONS

Required for Warranty Claim

The following information is required for all Duratek warranty labor claims:

- Axle Serial Number (Mandatory)
- Mandatory Photos (see below)
- Operation(s) Performed (from Warranty Labor Sheet)
- Labor Hours (from Warranty Labor Sheet)
- Dealer/Shop Name
- Contact Phone or Email
- Trailer VIN (Optional but Recommended)

Mandatory Photo Requirements

Include clear photos of:

1. Axle serial label
2. Installed location or removed assembly
3. Defect or failure area
4. Related brake/hub/suspension component (if applicable)

Return Material Policy

Defective product returns are required only if requested by Duratek. Duratek may request return of the axle or components for engineering review.

Claim Submission

Submit claims at [www.duratekaxle.com/Resources/Warranty Claims](http://www.duratekaxle.com/Resources/Warranty%20Claims)

Warranty Claim Process

Typical warranty claim process:

1. Dealer/Shop diagnoses issue.
2. Collect all required documentation and photos.
3. Submit claim and photos via email to Duratek.
4. Duratek reviews claim and may request return of parts if needed.
5. Claim is approved or denied based on findings and documentation.
6. Warranty payment is processed according to current Duratek policies.

Additional Notes

Flat-rate warranty labor hours apply as listed on the Duratek Warranty Labor Flat-Rate Schedule. Labor reimbursement rates are not specified on this document and are governed by separate agreements. Claims with incomplete documentation or non-warranty failures may be denied.

