

Summary of Standard Maintenance Policy

Mckinney Responsibility

Customer is responsible for making the trailer available for service at any one of our branch service locations. Maintenance performed outside Mckinney locations must be arranged in advance with the Mckinney service department at the branch the trailer was rented.

Preventive Maintenance:

Preventive maintenance will be completed every 120 days and will include brake adjustment, suspension & air system inspection, hub and wheel end inspection, tire wear and inflation pressure, electrical system inspection, greased lubrication points and inspection of cross members and landing gear. Liftgate inspections will be completed every 90 days.

Biennial Inspection of Terminals ("BIT")/ FMCSA:

The California Commercial Motor Vehicle Safety Act of 1988 requires a BIT inspection every 90 days when operating in California; and the Federal Motor Carrier Safety Administration Inspection will be completed annually.

Refrigerated Trailer Maintenance:

Reefer units are scheduled to be maintained every 1500 hours or 1 year for a "dry" PM and 3000 hours and 2 years for a "wet" PM, whichever comes first.

Liftgate Maintenance:

Liftgates are scheduled to be maintained every 90 days for a quarterly inspection and once a year for an annual inspection.

Normal wear:

Replacement of trailer components that wear out in the course of regular use is called normal wear. Mckinney will cover the cost of parts, labor and warranty support for items such as tire tread wear, brake lining wear, door seal wear, lights and gradual plywood deterioration.

Tires and brakes:

Brakes are normally replaced at 3/8ths inch and tires are replaced between 3 and 4/32nds at any Mckinney branch location or authorized location during normal business hours. If tires are replaced outside a Mckinney branch location due to normal wear, the customer is charged for the service call fee if applicable, mileage if applicable and for the difference in the cost of the labor and cost of the tire if more than what Mckinney would pay at a branch location. If the vendor charges a disposal fee, this is a pass through to the customer without markup. If the casing is not returned to Mckinney, a casing charge may be billed back to the customer unless the casing age exceeds 10 years old.

Email Notifications:

Email notifications are sent to the customer's designated service email address(es) when DOT inspections are due

Vehicle Licensing:

License plates & registration will be provided.

Service Call Fees:

If repairs covered under Mckinney's Standard Maintenance Program are required, the customer is not charged a service call fee or the costs related to the repair if the trailer cannot be moved safely and legally back to a Mckinney location or designated vendor. The one exception is if the customer has not performed PM's or FMCSA as required, some or all of the repair cost may be charged back to the customer if the preventive maintenance might have prevented the issue. If the trailer requires normal maintenance type items (FHWA, BIT, Reefer PM, Liftgate PM, Brakes worn, etc.), or the trailer can be moved safely and legally back to a Mckinney location, the customer will be charged a service call fee plus mileage, but not costs related to the repair.

24/7 Emergency Service:

Emergency repairs and maintenance needed during normal business hours are scheduled by our branch service departments. Repairs required after hours will be handled by Mckinney's Emergency Roadside Assistance. This service is available 24 hours per day, 7 days a week, nationwide at 1-877-777-6511. Customer charges may apply for trailer damage or excessive wear issues.

Customer Responsibility

Customer is responsible for daily pre-trip inspections, including proper tire inflation pressure, brake adjustments, alignment and hub oil/grease level checks, lighting and safety devices. Customer is responsible for notifying Mckinney promptly of any potential mechanical failure or problem.

Tires:

Customer is responsible for flat tires, cut or blown sidewalls, blowouts and flat spotted tires. If the tire casing is not returned to a Mckinney location, customer will be responsible for casing cost. If there is excessive wear (normal tire wear is defined as 12,000 miles per 32nd if the trailer is equipped with an automatic tire inflation system ("ATIS") or 10,000 miles per 32nd if the trailer does not have an ATIS), Customer will be charged a per 32nd charge based on Mckinney's current standard tire wear charge rate.

Brakes:

Thawing brakes/valves, damage to component parts including brake drum damage

Lights:

Customer is responsible to replace broken or missing lights and lenses.

Damages:

Refer to Mckinney's Turn In Condition and Repair Standards document for guidelines on Mckinney's repair standards.