

Remotive Logistics - Warranty Service Network Guide

Location: Haverstraw, NY 10527
Focus: Light Duty Enclosed Cargo Trailers

1. Manufacturer Warranty Requirements

Diamond Cargo (Douglas, GA)

Website: [diamondcargomfg.com \(https://www.diamondcargomfg.com/warranty\)](https://www.diamondcargomfg.com/warranty)

Warranty Coverage:

- **5-Year Limited Warranty** - Defects in materials and workmanship
- **1-Year Limited** - Electrical, plumbing, windows, doors, sealant, paint, undercoating, roof, exterior metal, fiberglass

Key Requirements:

- No unauthorized modifications (voids warranty)
- Shipping/freight costs are dealer/customer responsibility
- Must be factory authorized dealer to offer warranty

Warranty Registration: [diamondcargomfg.com/warranty-registration-1 \(https://www.diamondcargomfg.com/warranty-registration-1\)](https://www.diamondcargomfg.com/warranty-registration-1)

To Become Authorized Dealer/Service Center:

- Contact Diamond Cargo directly in Douglas, GA
- No public dealer application form found
- Likely requires: facility inspection, insurance, inventory commitment

Quality Cargo (Nashville, GA)

Website: [qualitycargotrailers.com \(http://qualitycargotrailers.com/warranty/\)](http://qualitycargotrailers.com/warranty/)

Warranty Coverage:

- **1-Year Limited Warranty**

Key Requirements:

- **Warranty Registration MUST be mailed** (no fax/email) within 15 days
- Mail to: 7977 Hwy 129, Nashville GA 31639
- Must include: signed warranty form + copy of Certificate of Origin
- Failure to mail = **WARRANTY VOID**

Authorized Repair Process:

1. Dealer must verify: VIN, purchase date, original ownership
2. Obtain **authorization number** from Quality Cargo BEFORE any repair
3. Prior written authorization required for repairs at non-factory locations
4. Parts repaired elsewhere lose warranty for that specific part

Service Center Requirements:

- Quality Cargo does NOT cover transportation/freight costs
- Dealers cannot make additional warranties on Quality Cargo's behalf
- All trailers sold only through authorized dealers

Panther Cargo (Dump Trailers)

Website: [panthercargo.llc \(https://panthercargo.llc/\)](https://panthercargo.llc/)

Business Model:

- **Dealer-exclusive sales** (no direct-to-consumer)
- Partners exclusively with dealers
- No competition from factory direct sales

Dealer Benefits:

- Exclusive territory protection
- Top-notch customer service/support
- Precision-engineered dump trailers

To Become Dealer:

- Contact directly through website
- Specifics not publicly available

2. Service Center Contact List

Recommended Warranty Service Partners (NY/NJ Area)

Company	Location	Phone	Services	Best For
NY-NJ Trailer Supply	Butler, NJ	Contact via website	Full service, parts, installation	Primary warranty partner
Atlantic Utility	North Brunswick, NJ	Contact via website	Repairs, mobile service, parts	Mobile warranty service
NJ TTS	NJ Metro	Contact via website	Full-service dealer, on-site maintenance	Fleet warranty work
Hitch King	NY Metro	Contact via website	Repairs, electrical, wiring, 50+ yrs	Electrical warranty claims
Trailer City	Hempstead, NY	Contact via website	Family-owned, accessories	Parts/accessories

Contact Information & Links

NY-NJ Trailer Supply

- Website: [nynjtrailer.com/service \(https://www.nynjtrailer.com/service\)](https://www.nynjtrailer.com/service)
- Location: Butler, NJ
- Services: Sales, service, parts, equipment installation

Atlantic Utility

- Website: [atlanticutility.com/service-and-parts \(https://www.atlanticutility.com/service-and-parts/\)](https://www.atlanticutility.com/service-and-parts)
- Location: North Brunswick, NJ

- Services: Expert repairs, mobile services, full parts inventory

NJTTS - North Jersey Trailer & Truck Service

- Website: [njttts.com](https://www.njttts.com/) (<https://www.njttts.com/>)
- Location: NJ Metro Area
- Services: Full-service dealer, on-site maintenance, rentals

Hitch King

- Website: [hitchking.com/trailers](https://www.hitchking.com/trailers) (<https://www.hitchking.com/trailers>)
- Location: NY Metro
- Services: Utility/cargo trailers, repairs, electrical, 50+ years experience

Trailer City

- Website: [trailercity.com](https://www.trailercity.com/) (<https://www.trailercity.com/>)
- Location: Hempstead, NY
- Services: Trailers, caps, hitches, accessories

Local Haverstraw Resources

Company	Location	Type
The Guy Mobile Repair	West Haverstraw	Mobile repair
Big Tows Inc	Spring Valley	Towing, recovery
Haverstraw Auto Repair	Haverstraw	General auto

3. Certification & Agreement Requirements

Typical Dealer Requirements

Based on industry standards, to become an authorized trailer dealer/service center:

Business Requirements

- Valid business license/registration
- EIN (Employer Identification Number)
- Established business location (not home-based for most)
- Adequate facility for service/storage
- Proper zoning for trailer sales/service

Insurance Requirements

- General Liability - \$1M minimum typical
- Garage Keepers Liability - Covers customer trailers in your care
- Inventory/Lot Coverage - Physical damage to inventory
- Commercial Auto - For test drives, deliveries
- Workers Compensation - If you have employees

Financial Requirements

- Minimum inventory commitment (varies by manufacturer)
- Floor plan financing or cash purchase ability
- Credit application/financial statement
- Possibly a bond or security deposit

Facility Requirements

- Display area for inventory
- Secure storage (fenced lot preferred)
- Service bay/workshop area
- Office space for paperwork/customer service
- Proper signage

Training/Certification

- Product training from manufacturer
- Service/repair certification
- Sales training
- Warranty processing procedures

4. Warranty Service Agreement Template

Key Elements to Include in Service Center Agreements:

- 1. PARTIES
 - Manufacturer name and address
 - Service center name and address (Remotive Logistics)

- 2. AUTHORIZATION SCOPE
 - Types of repairs authorized
 - Parts covered vs excluded
 - Labor rate agreement
 - Geographic service area

- 3. WARRANTY CLAIM PROCESS
 - Required documentation (photos, VIN, purchase proof)
 - Authorization requirements (phone, email, portal)
 - Turnaround time expectations
 - Parts ordering procedure

- 4. COMPENSATION
 - Labor rate per hour
 - Parts markup allowance
 - Diagnostic time allowance
 - Travel/mobile service fees

- 5. PARTS HANDLING
 - Defective parts return policy
 - Core charges
 - Parts inventory requirements
 - Emergency parts availability

- 6. REPORTING REQUIREMENTS
 - Claim submission deadlines
 - Documentation standards
 - Monthly/quarterly reports

- 7. QUALITY STANDARDS
 - Repair quality expectations
 - Customer satisfaction requirements
 - Callback/redo policies

- 8. TERM AND TERMINATION
 - Agreement duration
 - Renewal terms
 - Termination notice requirements
 - Outstanding claim handling

5. Action Plan for Remotive Logistics

Immediate Steps (Week 1-2)

1. Contact Manufacturers
 - Email/call Diamond Cargo - Request dealer/service center info
 - Email/call Quality Cargo - Request authorized repair application
 - Email/call Panther Cargo - Discuss dealer partnership

2. Gather Documentation
 - Business registration/license
 - Insurance certificates (get quotes if needed)
 - Financial statements
 - Facility photos

3. Contact Local Service Shops
 - NY-NJ Trailer Supply - Discuss partnership
 - Atlantic Utility - Discuss mobile service agreement
 - Get quotes for outsourced warranty work

Short-Term (Month 1-2)

4. Establish Service Network
 - Sign agreements with 2-3 local service centers
 - Set up warranty processing workflow
 - Train on each manufacturer's claim process

5. Insurance Setup
 - Get garage keepers policy
 - Get inventory coverage
 - Ensure adequate liability coverage

Long-Term (Month 3+)

6. Build Capabilities
 - Consider in-house service bay
 - Hire/train service technician
 - Stock common warranty parts

6. Sample Outreach Templates

Email to Manufacturer (Dealer Application)

Subject: Authorized Dealer/Service Center Application - Haverstraw, NY

Dear [Manufacturer] Team,

I am writing to inquire about becoming an authorized dealer **and/or** warranty service center for [Manufacturer] trailers in the Haverstraw, NY (10927) area.

About Remotive Logistics:

- Location: Haverstraw, NY 10927
- Focus: Light duty enclosed cargo trailers
- Capabilities: Sales, service, customer support

We are interested in:

- [] Becoming a stocking dealer
- [] Becoming an authorized service/warranty center
- [] Both

Please send any application materials, requirements, **and** next steps.

Thank you,
[Your Name]
Remotive Logistics
Haverstraw, NY 10927
[Phone]
[Email]

Email to Service Shop (Partnership)

Subject: Warranty Service Partnership Inquiry

Hello,

I **am** reaching out from Remotive Logistics, **a** trailer sales company based in Haverstraw, NY.

We are looking **to** establish relationships with qualified service centers **to** handle warranty repairs **for** our customers in the NY/NJ area.

Would you **be** interested in discussing:

- Warranty repair authorization process
- Labor rates **for** warranty work
- Parts availability **and** ordering
- Mobile service capabilities

We represent Diamond Cargo, Quality Cargo, **and** Panther Cargo trailers.

Please **let me** know your availability **for** a call **to** discuss further.

Best regards,
[Your Name]
Remotive Logistics

Sources

- [Diamond Cargo Warranty \(<https://www.diamondcargomfg.com/warranty>\)](https://www.diamondcargomfg.com/warranty)
- [Quality Cargo Warranty \(<http://qualitycargotrailers.com/warranty/>\)](http://qualitycargotrailers.com/warranty/)
- [Panther Cargo \(<https://panthercargo.llc>\)](https://panthercargo.llc)
- [NY-NJ Trailer Supply Service \(<https://www.nynjtrailer.com/service>\)](https://www.nynjtrailer.com/service)
- [Atlantic Utility Service \(<https://www.atlanticutility.com/service-and-parts>\)](https://www.atlanticutility.com/service-and-parts)
- [NJTS \(<https://www.njts.com/>\)](https://www.njts.com/)
- [Hitch King \(<https://www.hitchking.com/trailers/>\)](https://www.hitchking.com/trailers/)
- [Trailer City \(<https://www.trailercity.com/>\)](https://www.trailercity.com/)
- [FMCSA Insurance Requirements \(<https://www.fmcsa.dot.gov/registration/insurance-filing-requirements>\)](https://www.fmcsa.dot.gov/registration/insurance-filing-requirements)
- [Trailer Superstore Warranties \(<https://www.trailersuperstore.com/trailer-warranties>\)](https://www.trailersuperstore.com/trailer-warranties)

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