

# IMPORTANT REMINDERS

## ON THE LIMITED WARRANTY OF NOKIAN TYRES

### ROAD HAZARDS WARRANTY

- This Road Hazard Warranty is extended only to the original purchaser.
- The original purchase invoice and the purchase invoice for replacement will be required to apply the guarantee.
- This warranty coverage is only for new Nokian Tyres :
  - Nokian Tyres ONE and ONE HT (P-Metric only)
  - Nokian Tyres Surpass AS01
  - Nokian Tyres Remedy WRG5
  - Nokian Tyres WR G4 and WR G4 SUV
  - Nokian Tyres Outpost APT and Outpost nAT (P-Metric only)
  - Nokian Tyres Hakkapeliitta® R5, Hakkapeliitta® R5 SUV and Hakkapeliitta® R5 EV
  - Nokian Tyres Hakkapeliitta® 10, Hakkapeliitta® 10 SUV and Hakkapeliitta® 10 EV
  - Nokian Tyres Hakkapeliitta 9® and Hakkapeliitta® 9 SUV
  - Nokian Tyres Nordman North 9 and Nordman North 9 SUV
  - Nokian Tyres Nordman Solstice 4
- Against any not repairable perforing arisen during the wear **of the first 40 %** of the eligible total wear or during five (5) years as from the date of purchase of the tire retail, according to the first eventuality (required proof of purchase).
- **The not repairable perforing of tires used for commercial purposes or fleet account (emergency vehicles, construction, others commercial vehicules) is not covered by the Road Hazards Warranty.**

### EXCLUSIONS

#### (EXCEPTIONS TO WARRANTY COVERAGE)

- This Limited Warranty shall not apply if an eligible tire is permitted to wear unevenly across the tread down to the treadwear indicators (2/32" of tread remaining), or the tire damage or wear condition is due to any one or more of the following:
  - Use of tire chains or other additional device(s).
  - Cutting or wheel spinning.
  - Apparent overload or improper inflation pressure.
  - Wheel misalignment or tire/wheel assembly imbalance.
  - Use of improper equipment.
  - Vehicle conditions, defects, or characteristics.
  - Improper mounting or demounting.
  - Improper repair, insertion of sealant, improper balancing, or use of filler materials other than air, nitrogen or carbon dioxide.
  - Intentional alteration of either the appearance or physical characteristics of the tire.
  - Conditions caused by aging or improper storage.
  - Racing, exceptional use, wreck, collision or fire.
  - Use on an emergency vehicle.
  - Exposure or contact with solvents, oils, greases, excessive heat or ozone generating devices.
  - Faulty or incomplete product advice or instruction not confirmed or approved by Nokian Tyres.
  - Failure to observe the maintenance and tire care obligations described under "Owner Obligations" or elsewhere herein.
  - **LOSS OF STUDS**

# NOKIAN TYRES LIMITED WARRANTY

## WARRANTY ELIGIBILITY

Any new tire manufactured by Nokian Tyres that: i) is owned by the original purchaser; and ii) has remained mounted on the vehicle identified on the receipt of installation is eligible for warranty coverage, subject to the conditions and limitations set forth below. Products sold through online auctions or by unauthorized dealers are not eligible for warranty coverage from Nokian Tyres. Consumers are encouraged to visit our Dealer Locator, found on our website [www.nokiantires.com](http://www.nokiantires.com), to verify whether particular sellers are authorized dealers of Nokian Tyres products.

## WARRANTY PERIOD

The period of warranty coverage for eligible tires extends until: i) the original usable and remaining tread reaches a depth of 2/32" or less, as evidenced by the built-in wear indicators in the tread grooves, or a tire tread depth tool; or ii) five (5) years from the date of retail purchase (proof of tire purchase required); or iii) six (6) years from the date of manufacture, whichever occurs first.

## ROAD HAZARDS WARRANTY

This Road Hazard Warranty is extended only to the original purchaser. The tires have to be remained mounted on the vehicle identified in the Mileage and Rotation Record. The original purchase invoice and the purchase invoice for replacement will be required to apply the guarantee.

This warranty coverage is only for new Nokian tires P-Metric : Nokian Tyres ONE and ONE HT (P-Metric only), Nokian Tyres Surpass AS01, Nokian Tyres Remedy WRG5, Nokian Tyres WR G4 and WR G4 SUV, Nokian Tyres Outpost APT and Outpost nAT (P-Metric only), Nokian Tyres Hakkapeliitta® R5, Hakkapeliitta® R5 SUV and Hakkapeliitta® R5 EV, Nokian Tyres Hakkapeliitta® 10, Hakkapeliitta® 10 SUV and Hakkapeliitta® 10 EV, Nokian Tyres Hakkapeliitta 9® and Hakkapeliitta® 9 SUV, Nokian Tyres Nordman North 9 and Nordman North 9 SUV, Nokian Tyres Nordman Solstice 4. This Road Hazard Program covers your tires from damage that occurs when a tire fails as a result of a puncture, bruise, or impact break incurred against any not repairable perforing arisen during the wear of the first 40 % of the eligible total wear or during five (5) years as from the date of purchase of the tire retail, according to the first eventuality (required proof of purchase).

If road hazards occurs during the period of warranty, Nokian will be replaced the damage tires with a new and equivalent Nokian tires, for 20\$ and replacement fees (see tire replacement and related costs for details). The installation fees and the balancing as well as the applicable taxes are also chargeable to the owner. If road hazards occurs during the wear of the first 25% of the eligible total wear or during one (1) year as from the date of purchase of tire retail, according to the first eventuality (required proof of purchase), Nokian will be replaced the damage tires with a new and equivalent Nokian tires, for 20\$ fees only. The installation fees and the balancing as well as the applicable taxes are also chargeable to the owner.

**THE NOT REPAIRABLE PERFORMING OF TIRES USED FOR COMMERCIAL PURPOSES OR FLEET ACCOUNT (EMERGENCY VEHICLES, CONSTRUCTION, OTHERS COMMERCIAL VEHICLES) IS NOT COVERED BY THE ROAD HAZARDS WARRANTY.**

## WARRANTY COVERAGE FOR WORKMANSHIP AND MATERIAL

If, upon examination by an authorized Nokian retailer, it is discovered that an eligible tire is unserviceable as a result of workmanship or material related conditions, that the warranty period for the tire has not expired (five (5) years from date of purchase or six (6) years from date of manufacture), and that no Exceptions to Warranty Coverage apply, the tire will be replaced at no charge (conditions apply) or at prorated cost (determined by reason of claim using mileage and/ or tread depth) with an equivalent new Nokian Tyres tire by an authorized Nokian Tyres retailer. Eligibility for no charge replacement and details of prorated calculation can be found under section TIRE REPLACEMENT AND RELATED COSTS.

## TREADWEAR WARRANTY COVERAGE FOR SELECTED TIRES<sup>1</sup>

In addition to the Warranty Coverage for Workmanship and Material, Nokian also offers treadwear warranty coverage for selected eligible tires purchased in North America and used in non-fleet, non-commercial service when submitted as a set of 4, evenly worn tires.

### ELIGIBLE SELECTED TIRES AND THEIR RESPECTIVE LIMITED TREADWEAR WARRANTY ARE :

|                                   |                         |              |
|-----------------------------------|-------------------------|--------------|
| - Nokian Tyres WR G4              | › (Series 55 and more)  | › 105 000 km |
| - Nokian Tyres WR G4              | › (Series 50 and lower) | › 70 000 km  |
| - Nokian Tyres WR G4 SUV          |                         | › 100 000 km |
| - Nokian Tyres Outpost APT        |                         | › 105 000 km |
| - Nokian Tyres Outpost nAT        |                         | › 100 000 km |
| - Nokian Tyres Surpass AS01       |                         | › 90 000 km  |
| - Nokian Tyres ONE                |                         | › 130 000 km |
| - Nokian Tyres ONE HT             | › (P-Metric)            | › 115 000 km |
| - Nokian Tyres ONE HT             | › (LT-Metric)           | › 90 000 km  |
| - Nokian Tyres Remedy WRG5        |                         | › 100 000 km |
| - Nokian Tyres Nordman Solstice 4 |                         | › 80 000 km  |

Replacement with an equivalent new Nokian Tyres tire for treadwear warranty coverage will occur when an evenly worn eligible tire reaches a tread depth of 2/32" at a mileage level less than specified per series above, and no Exceptions to Warranty Coverage apply. Tires which wear out evenly before delivering the guaranteed treadwear will be replaced on a pro rata basis only if the tires have been rotated and inspected by a participating Nokian Tyres retailer on a regular basis (see "Owner Obligations"). Vehicles that come OE with split fitments (different sizes) on the front and rear axles are eligible for Nokian Tyres' limited treadwear warranty. However, because tire rotation is not possible with vehicles with split fitments, the mileage warranty on each rear tire will cover half of the miles/kms as the standard mileage warranty for that particular tire model.

<sup>1</sup>Although Nokian Tyres offers treadwear warranty coverage for the stated mileage on the terms and conditions described herein, treadwear may vary based on a variety of factors, including maintenance, driving habits, and road conditions.

## EXCEPTIONS TO WARRANTY COVERAGE

This Limited Warranty shall not apply if an eligible tire is permitted to wear unevenly across the tread down to the treadwear indicators (2/32" of tread remaining), or the tire damage or wear condition is due to any one or more of the following:

- Use of tire chains or other additional device(s).
  - Cutting or wheel spinning.
  - Apparent overload or improper inflation pressure.
  - Wheel misalignment or tire/wheel assembly imbalance.
  - Use of improper equipment.
  - Vehicle conditions, defects, or characteristics.
  - Improper mounting or demounting.
  - Improper repair, insertion of sealant, improper balancing, or use of filler materials other than air, nitrogen or carbon dioxide.
  - Intentional alteration of either the appearance or physical characteristics of the tire.
  - Conditions caused by aging or improper storage.
  - Racing, exceptional use, wreck, collision or fire.
  - Use on an emergency vehicle.
  - Exposure or contact with solvents, oils, greases, excessive heat or ozone generating devices.
  - Faulty or incomplete product advice or instruction not confirmed or approved by Nokian Tyres plc.
  - Failure to observe the maintenance and tire care obligations described under "Owner Obligations" or elsewhere herein.
- **LOSS OF STEAD**

## TIRE REPLACEMENT AND RELATED COSTS

An equivalent new Nokian tire shall be either: i) the same line of tire; or ii) a tire of the same general construction and quality.

If warranty coverage is applicable a result of workmanship or material related conditions, the eligible tire will be replaced at no charge to the customer if: i) the warranty claim is submitted within twelve (12) months from the date of purchase; and ii) the amount of tread worn from the tire is twenty-five percent (25%) or less of the original usable tread.

Mounting and balancing costs, and applicable taxes, will be the responsibility of the customer. If a warranty claim as a result of workmanship or material related conditions does not qualify for free replacement, the customer will be responsible for the replacement cost, mounting and balancing costs, and applicable taxes. Replacement cost shall be calculated by multiplying the Nokian retailer's then current selling price for the replacement tire by the percentage of original usable tread that has been worn from the replaced tire.

If treadwear warranty coverage is provided, the customer will be responsible for the replacement cost, mounting and balancing costs and applicable taxes. Replacement cost shall be determined as follows:

$$\begin{array}{ccc} \text{Replacement Cost} & \begin{array}{c} \text{KM of the tire} \\ \text{at the time of the complaint} \\ \hline \text{Covered KM} \\ \text{by the limited guarantee} \end{array} & \times \text{Current price of Nokian's retailer} \\ & & \text{for the replacement of the tire} \end{array}$$

## WARRANTY FOR REPLACEMENT TIRES

Any replacement tires provided pursuant to this Limited Warranty shall be covered by the Nokian warranty in effect at time of replacement.

## OBTAINING REPLACEMENT TIRES

Any authorized Nokian Tyres retailer in North America can provide replacement tires. To obtain a replacement tire, you must present to the authorized Nokian Tyres retailer the original invoice for the tire being replaced and the tire.

No tire replacement will be recognized unless submitted on a Nokian Tyres, Inc. - Claim Form, which must be filled out and signed by the vehicle owner or authorized representative. Nokian Tyres encourages registration of its tires as soon as possible after purchase by visiting <https://www.nokiantires.com/forms/tire-registration/>.

## OWNER OBLIGATIONS

Proper tire care is necessary to obtain the maximum mileage and wear from a tire. For this Limited Warranty to be valid, Nokian requires that vehicle owners have their tires rotated and inspected by a qualified technician after the first 8 000 km of use. Thereafter, tires should be rotated and inspected at least every 12 000 km of use by a qualified technician. Evidence of tire rotation and inspection shall be furnished at time of making a warranty claim. Such proof must show the date, mileage and approval of the servicing location. A properly completed Mileage and Rotation Record form will constitute sufficient documentation.

Vehicle owners must insure that tire and wheel assemblies are in balance and that tires are operated at proper inflation pressures. Tire pressures, including for spares, should be checked monthly. Pressure testing should be done when tires are cool and adjustments should be done in accordance with specifications set forth in owner's manual.

## TREADWEAR

When the remaining tread anywhere on a tire reaches a depth of 2/32" or less, the tire is fully worn out and should be removed from service.

## CONDITIONS AND EXCLUSIONS

In accordance with Federal Law, this warranty has been designated a "Limited Warranty." Nothing in this Limited Warranty is intended as a representation by Nokian that tire failures cannot occur or a representation that you will receive the level of mileage warranted. Any tire, no matter how well manufactured, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer.

This Limited Warranty is intended to be in lieu of any and all other warranties and representations, whether express or implied, including, but not limited to, any warranty of merchantability or fitness for a particular purpose. No other warranties or representations of any kind are made by Nokian, and none are to be implied by law.

Unless preempted by applicable law or otherwise prohibited by mandatory rights, Nokian disclaims liability for all indirect, consequential, special and incidental damages that are or may be associated with manufacturing and design defects in workmanship or material, including, but not limited to, loss of use, lost profits and loss of business.

Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The obligations under this warranty may not be extended upon or altered.

## LEGAL RIGHTS

This Limited Warranty gives you specific legal rights. You may have additional rights that vary from state to state, or province to province. This Limited Warranty is applicable in Canada and the United States only. This Limited Warranty is not transferable.

## WARNINGS

To avoid property damage, personal injury or death:

**Always** have your tires mounted and demounted by specially trained technicians; **Always** mount your tires on approved rims; **Always** have your tires rotated and inspected regularly; **Always** follow rules and recommendations in your vehicle's owner's manual; **Always** mount studded tires in sets of four (4); **Never** simultaneously mount studded and non-studded on a vehicle; **Never** mount mixed tire brands on a vehicle.

Warning: It is specifically recommended that studded tires be sold and mounted in sets of four (4). Never mount two (2) studded tires on a vehicle with two (2) nonstudded tires. This could lead to severe handling problems due to differences in tire rubber compounds. It is not recommended to mix brands, product lines, or tires with differing speed ratings. This may lead to handling problems for your vehicle.

## TIRE AGING

All tires experience age degradation, a condition where the physical and chemical properties of tires change over time. Age degradation can lead to a sudden tire failure. To avoid tire failures caused by age degradation, Nokian Tyres recommends tires (including spares) be removed from service and replaced 10 years after their date of the manufacture, regardless of tread depth or usable condition. The age of a tire can be determined by examining the DOT code on the tire sidewall, or by consulting a tire service professional.

For the most up-to-date warranty information visit: [www.nokiantires/warranty](http://www.nokiantires/warranty)

\* In the case of a ceased product or in the eventuality of a too big distance from wear, Nokian will replace only tires on the same axle, which is a maximum of two (2) tires by vehicle.

\* The defective tire will be replaced by a new and comparable Nokian tire. The owner of tires will have to pay a calculated amount following the percentage of the guaranteed mileage, besides expenses for the installation and the balancing and the applicable taxes of sale.