

norstar

TRUCK BEDS



Truck Bed Owner's Manual

Norstar Truck Beds
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Information

Manufacturer: **Norstar Truck Beds**

Model: _____

Serial Number _____

Length: _____

Width: _____

Date Purchased: ____/____/____

Dealer's Name: _____

Salesman's Name: _____

Dealer's Phone: ____-____-____



Notes

Store this manual in your vehicle glove box or map pocket for future reference!

Appreciation



“Thank You and Congratulations” on the purchase of a quality Norstar truck bed. Design & manufacturing experience is the cornerstone of our family run operation, and our goal is to provide you with a product that will give you years of trouble-free hauling, towing and transporting.

Norstar Truck Beds is the result of hard work and determination of blood brothers. Having been raised on a family farm, the brothers know what it means to work hard. When they left the farm and entered the work force, teamwork enabled them to get ahead, becoming more independent. And now they bring years of experience in the manufacturing sector to the table, which prepared the dedicated brothers to design, plan, create, and then start this business from the ground up.

As this manual expresses the need for the safe operation of your new Norstar truck bed, it is important that you and all operators of this truck bed become familiar with the operation, maintenance and safety instructions found in this manual.

Norstar Truck Beds offers many types of truck beds and accessories to help you accomplish your heavy work load. Please visit our website: www.norstarcompany.com

Again, thank you,
Norstar Truck Beds
Management, Employees & Families

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Importance of Safety

Accidents can be very costly to human life and property. As the operator is the #1 safety device on all types of vehicles or equipment, it is important that the operator read, learn and know all safety recommendations of this product. The user is responsible to his family and friends to operate in a safe manner. Ensure that everyone who operates or assists in the operation or maintenance of this product read and understand all the elements required to safely operate this piece of equipment.

Throughout this manual you will find safety notes which are very important to read and understand before operating this piece of equipment. These classifications alert you to situations that could be harmful to you or bystanders. When you see these alerts in the manual, carefully read and follow all instructions and also protect other workers from the same danger.

⚠ DANGER Will result in Death or Serious Injury.

⚠ WARNING Could result in Death or Serious Injury.

⚠ CAUTION Could result in Minor or Serious Injury.

NOTICE Not related to Personal Injury.

Federal, State & Local Laws

Local municipalities and states may require special licenses or permits to operate this vehicle on public roads. These laws have been established to protect you and others. Contact your local motor vehicle administration for information. If you are transporting this vehicle across a state line, be knowledgeable of the laws of that state, and insurance regulations that are required in the state you are traveling.

Refer to the Department of Transportation (DOT) regulations for documents regarding the necessary tie-downs required to secure your cargo.

Orientation



Figure 1
Body Orientation

The Truck Body Identification Number (VIN) tag is located on the front left side of the body. Reference this number when inquiring about your truck bed.

Operator Safety Training Tips

It is the responsibility of the operator driving this vehicle to be acquainted with the safe operating procedures for the vehicle they are driving. In addition to reading this manual, it is important that the driver must read the vehicle's operation manual and trailer manual, (if applicable) and follow their recommendations!

⚠ DANGER Avoid anybody going under the vehicle or trailer's tires. Being crushed by the vehicle will result in Death or Serious Injury.

⚠ WARNING Choose a safe driving speed, keeping in mind the total weight of your vehicle with truck bed (and trailer) must be stopped in emergency situations. Weather and road conditions must also be considered. Losing control of your vehicle could result in Death or Serious Injury.

⚠ WARNING Avoid sharp, sudden steering actions that could cause the load to shift. Sudden loss of vehicle control could result in Death or Serious Injury.

⚠ WARNING Be aware of all pinch points on this truck body that could result in Death or Serious Injury.

⚠ WARNING Never allow riders to be in or on the truck body when it is being moved. A loss of balance could result in Death or Serious Injury.

⚠ WARNING If you are borrowing your vehicle to someone else, it is your responsibility to properly train them, including a complete review of this manual. Lack of proper training could result in Death or Serious Injury.

⚠ WARNING California Proposition 65 Warning! Battery posts, terminals, and related accessories contain lead and lead components, chemicals known to the State of California to cause cancer and reproductive harm. Wash hands after handling.

⚠ CAUTION Inspect the condition of the tires before every use. Verify clearance between the truck bed and tires and clean out any accumulation of mud, ice or snow. Tire failure while driving could result in Minor or Serious Injury.

⚠ CAUTION Never transport any quantities of dangerous, explosive, flammable or poisonous materials in or on your vehicle unless stored in a proper container. Minor or Serious Injury could occur.

NOTICE Consult your vehicle's recommendation for selecting the transmission gear that should be used while driving this vehicle.

NOTICE Avoid sudden stops and jack-rabbit starts than can cause the loss of traction or stability.

NOTICE *Make sure all service body drawers, doors and latches are closed before driving this vehicle.*

NOTICE *Inspect the vehicle's lights for proper operation during your daily walk-around inspection. Federal law requires all vehicles to have taillights, brake lights, side marker lights, turn signals, and side reflectors. Ensure all are present and in working condition.*

Gooseneck Ball Installation

Since the accessibility to install or tighten the gooseneck ball is difficult when the truck bed is mounted on certain truck chassis, it is recommended that the ball be installed before putting the truck bed on the chassis.

Open the gooseneck ball well cover and locate the hole where the ball is to be mounted.

NOTICE *Verify that the mounting surfaces are free of dirt and debris before installing ball.*

Apply blue Loctite® to the shank threads and insert ball shank in hole in truck bed (See Figure 2).



Figure 2

Install washer(s) and nut from underneath the truck bed and torque to 450 lb. ft. (610 Nm). Make sure the nut does not bottom out on ball shank threads before reaching final torque. If nut bottoms out on threads before tightening the ball, install an additional flat washer. Make sure at least two (2) threads are sticking out past end of nut after torque is applied.

NOTICE *Check and torque the ball to the above mentioned specification every 500 miles.*

WARNING *Towing capacity when utilizing the gooseneck ball should not exceed 25,000 lbs.(11340 kg) or the recommended towing capacity of the truck (if less), to avoid an accident that could result in Death or Serious Injury.*

Leveling Frame

Channels must be installed to level the mounting surfaces on some truck frames. See Figure 3 for instructions.

Install six (6) to eight (8) hardware sets, three (3) or four (4) on each side, sourced from your local truck manufacturer's dealer or truck bed dealer. Reference Figure 7 for proper torque values.

Measuring and Adjusting the Runner Channels

The truck bed has adjustable runner channels that need to match the

frame of the vehicle the bed is being installed on.

⚠ DANGER *Do not enter area underneath a truck bed that is suspended only by a hoist or other lifting device as Death or Serious Injury could occur if any device fails. Use adequate cribbing for support.*

1. Measure the distance between the center lines of the two truck chassis frame rails and write that measurement down.
2. Measure the distance between the runner channels under the

Install three (3) or four (4) channels to make flat level mounting surface.

Level frame bridge w: 3" Structural Channel
1.5" sq. 3/16" wall tube
2" sq. 3/16" wall tube

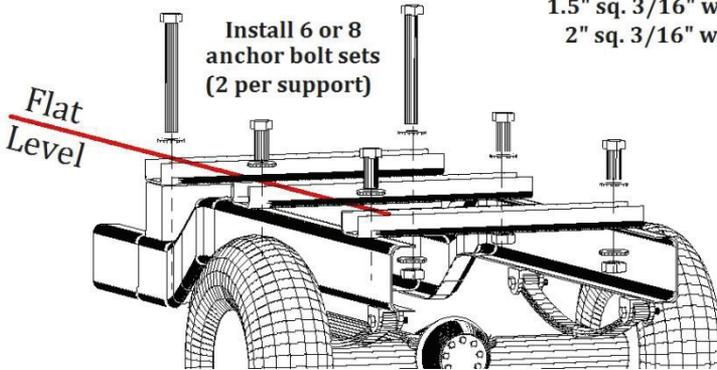


Figure 3

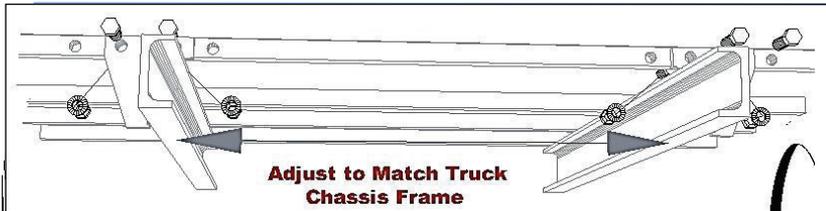


Figure 4

5. Insert bolts, washers and nuts through holes and tighten to value stated in Figure 7.

truck bed and write that number down.

3. Compare the two distances and if not close to each other, reset the runner channels to match the truck frame. (See Figure 3).
4. Note: The runner channels can be adjusted from 38" (965mm) to 42" (1066mm) on select models and sizes with $\pm 0.25"$ (6.35mm) tolerance. Runners on the cab and chassis trucks are welded at 34.25" (870mm). (See Figure 4).

Lifting the Truck Bed for Installation

⚠ DANGER *The truck bed is very heavy and must be*

safely elevated for installation. Never stand or lay underneath the truck bed while it is suspended in the air during installation. An accident involving the unexpected failure of lifting devices or lifting method will result in Death or Serious Injury.

Truck Bed Weight
Refer to section titled, "Dimensions and Weights" near back of manual.

Select lifting apparatus rated above the weight of the truck bed model being installed. Use a minimum of a three point lift when elevating the truck bed.

Insert a cast eyebolt through the hole of a standard 2" ball mount (See Figure 5) and insert it in the rear hitch receiver secured with a lock pin and keeper.

Place the rear lift sling or chain hook through the lift eye in the rear receiver (see Figure 5).

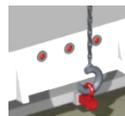


Figure 5

Lift the front of the truck bed by placing a suitably rated lift chain, strap or cable and connect it to the two front stake pockets (one on each side of the bed as shown in Figure 6).

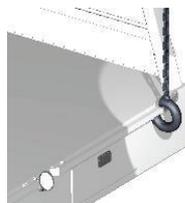


Figure 6

Torque Specifications		
Size	lb.ft	Nm
½"	74	100
9/16"	110	150
5/8"	148	200
¾"	266	360

Figure 7

Truck Bed Installation

⚠️ WARNING *Installing a truck bed includes hoisting very heavy parts. Neglect for safety could result in Death or Serious Injury. Know the capacity of all lifting devices and follow the safety recommendations of each device used in this installation.*

Securing Bed to Frame

1. Cut a 2" x 2" x 96" (50mm x 50mm x 2.4m) board and place it across the frame at the rear

of the cab at bed height. This spacer will act as a spacer while installing the bed.

2. Using an overhead hoist capable of lifting the weight of the truck bed, lift the bed over the height of the truck frame and place into position over the truck frame. (Reference weight for your truck bed model noted in tables at the rear of this manual)
3. Lower the bed to within ½" (12mm) of the frame rails.

Check for rail alignment and clearance between the truck bed and any chassis component other than the bridge channels. Center the truck bed front left to right and check your clearance to the rear of the cab before lowering the bed completely onto the truck frame.



Figure 8

⚠ DANGER *Observe all safety considerations prior to and during the welding process. Plug the fuel tank inlet and protect all electrical components from any welding sparks that could result in Death or Serious Injury.*

- When bed is properly positioned on the bridge channels, have a certified welder secure the bed to the channels on all sides of the intersecting joints. Weld cross-members to the runners on bed located directly in front and rear of the gooseneck well.
- An additional support bracket must be securely fastened between the rear hitch upright and rear truck chassis as a lower hitch support.
- Clean the welded areas and protect with primer and matching finish paint

Fuel Tank Connection

The fuel fill neck & billet (See Figure 8), hose and fuel fill tube clamps are not included with your truck bed. Purchase the style of your choice from your local vendor or internet source.

⚠ WARNING *Do not smoke when installing the fuel connection components. Ignition to the fuel vapors could ignite and result in Death or Serious Injury.*

- Clean and install a fuel filler tube and vent hose between the truck's fuel tank neck and the fuel door on the bed frame. Clamp the filler tube tightly on both ends (See Figure 9).

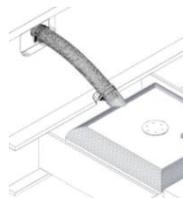


Figure 9

Electrical Assembly

⚠ DANGER *Fumes given off by batteries are combustible. Keep flame and sparks away, do not store tools or metal objects near batteries. There is a risk of explosion if metal objects cause a short circuit. Sulfuric acid contained in batteries is poisonous, do not allow acid to contact skin, clothing or your eyes.*

If you spill acid on yourself, immediately:

- Flush your skin with water.*
- Apply a neutralizing agent such as lime.*
- Flush eyes with water for 10-15 minutes.*

- d. **Immediately seek medical attention.**

⚠ CAUTION *Always refer to the polarity symbols printed on the top of the battery. Refer to the markings on the battery to determine the location of the negative (-) cable.*

8. Disconnect the negative cable from the truck's battery.
9. Lay out the electrical wire harness from the bulkhead towards the rear of the frame. Couple the bed connectors to the factory truck harness connectors. If the truck is equipped with factory cable clamps, use them. If no clamps are available use plenty of heavy duty plastic cable ties to secure the harness along the frame and bed. Route the harness away from any moving parts, exhaust components, or sharp corners.
10. Connect a ground strap between the truck bed and the truck chassis. Make sure the ground connection is not hindered by any painted surface.
11. When all of the connections are complete, connect the negative cable to the negative battery terminal.
12. Turn the ignition switch to the "ON" position (but do not start) and test the lighting system. Check the parking lights, brake lights, turn signals, and clearance marker lights.
13. If problems are found, first check that you have a proper ground between the bed and chassis by conducting a continuity test with a meter.
14. After the lights have checked out as working properly, remove all tools from the top of the bed and take the vehicle for a ten mile drive. After returning, re-torque the bed to frame mounting bolts per the value found in Figure 7.
15. Check the operation of all the hinged door latches and locks (if equipped). Lightly lubricate the hinges and wipe off any excess lube that would attract dust and dirt.
16. If a gooseneck ball has not been installed earlier, install it and properly torque the hardware according to the ball manufacturer's specs.

Pre-Departure Inspection

Knowing the condition of your vehicle, truck bed and cargo is an important responsibility. A quick walk-around your vehicle can avoid many situations that could delay your arrival at your destination.

Inspect the area in front of your vehicle and behind your vehicle to make sure there is no one standing, sitting or playing in those areas.

Check the operation of the lights. Replace/repair any burned out lights before proceeding.

If you are carrying any type of cargo on your truck bed, make sure it is tightly secured with chains or straps. It is always a good idea to stop during your journey and check all cargo tie-downs.

Clean off any loose dirt or debris from the truck bed deck.

Clean any dirt, dust, mud or snow from the rear brake/turn signal, running light lenses. Make sure people behind you can see your brake, turn and running lights clearly.

Inspect the tire's condition and inflation on your vehicle and trailer per the recommendations of the truck and trailer manufacturer. Never drive with a known bad tire or one that is under-inflated.

If towing a trailer, verify that safety chains, breakaway cable and light harness are connected properly.

If equipped, make sure that all truck body doors and drawers are in their closed and latched position. Locking these doors is always a recommended practice.

Towing a Trailer

Towing a trailer attached to your truck body is an added responsibility for the vehicle's driver.

Two types of trailer hitch connections are available on every Norstar Truck Beds truck bed; a gooseneck ball and a receiver hitch.

Gooseneck ball: Periodically inspect the ball for flat spots and replace if necessary. Apply a thin coating of lubricant on the ball surface.

 **WARNING** *The towing capacity when utilizing the gooseneck ball should not exceed 25,000 lbs.(11340 kg) or the recommended towing capacity of the truck (if less), to avoid an*

accident that could result in Death or Serious Injury.

Every 500 miles, the hardware fastening the gooseneck ball to the truck body should be checked for the proper torque according to the instructions that accompanied the hitch ball (450 lb.ft).

Bumper receiver: Verify that the lock pin that secures the ball mount adapter to the truck bed's receiver and keeper pin are in place. Check the torque of the hardware securing the ball to the receiver adapter per the recommendations of the ball manufacturer.

 **WARNING** *The towing capacity when using the rear lower hitch should not exceed 14,000 lbs., (6350 kg), or the recommended capacity of the truck, if less.*

The proper connection to the truck body must be inspected "before" starting to drive the vehicle.

Check the load on the trailer and make sure that any loose items are either tied down or removed from the bed.

Check that the light wire connection is plugged into the truck body light socket (See Figure 11) and that all the trailer lights are in working condition before departing.

Connecting a Gooseneck Trailer

Your Norstar truck bed is specially designed to pull trailers of most types. To connect your gooseneck trailer to your truck bed:

1. Raise the trailer coupler above the height of the truck bed.
2. Verify that the coupler is in the unlatched position (reference your trailer manual).
3. Clear light harness cable and safety chains from around the coupler so they do not get snagged or pinched during the coupling process.



Keep everyone clear from the trailer tongue area when backing to connect the trailer to the truck bed. Getting crushed or pinched between the trailer tongue and truck bed will result in Death or Serious Injury.

4. Make sure the area between the tow vehicle and trailer is clear of other people & objects.
5. With the assistance of another person, back the tow vehicle under the trailer's gooseneck coupler until aligned directly under the coupler (See Figure 10).



Figure 10

6. Lower the trailer coupler down onto the truck bed's ball until the coupler latches completely around the ball and the coupler latch pin/rod can be placed into the full locked position.
7. Place the trailer jack in the full raised and stowed position per

the instructions that accompanied the trailer.

8. Connect the trailer's safety chains to the designated anchors located near the gooseneck ball access well.
9. Connect the break-away cable to the tow vehicle.
10. Connect the trailer wiring cable to the truck bed's plug socket located at the rear of the truck bed (See Figure 11).

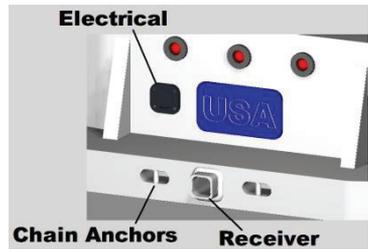


Figure 11

11. Remove tire chocks.
12. Perform a walk-around inspection of the trailer and trailer connection before moving the trailer.

Disconnecting the Trailer from Truck Bed

1. Install tire chocks to avoid unwanted trailer movement.
2. Disconnect the light harness cable from the electrical socket.
3. Disconnect the break-away cable and safety chains from the truck bed's deck.
4. Unlock and unlatch the trailer coupler.
5. Raise the front of the trailer using the trailer's jack to a height that will adequately clear the truck bed.

6. Drive the tow vehicle forward to clear the trailer's coupler.
7. Close the cover over the gooseneck ball when not in use to avoid accumulation of dirt and debris.

Optional Stake Pockets

If your truck body model is equipped with stake pockets, use hardwood 3" wide x 1.5" deep stakes that fit securely in the stake pockets (see Figure 12).

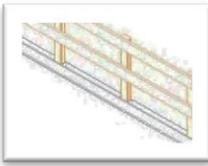


Figure 12

CAUTION *Secure the stakes into position so they don't fall out and become a hazard along the roadway. Stakes or side boards that fall off the truck bed could result in Minor or Serious Injury to other motorists.*

Optional Spare Tire Mount

WARNING *Never leave a spare tire lay loose on the truck bed while moving the vehicle. A spare tire that falls on the roadway during travel could result in Death or Serious Injury.*

Periodically, check that your spare tire is securely attached to the mount with the correct necessary hardware.

Secure a loose spare tire to the truck bed deck with a strap or chain binder.

Truck Bed Storage Boxes

Some Norstar models include storage boxes that are secured with a hinged door. To prevent loss of storage box contents or damage to the door, close and lock the access doors before moving the vehicle (See Figure 13).

When closing the storage box doors, guide the door chain to the inside of the box.

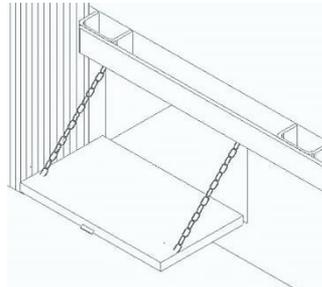


Figure 13

Every three months add a light coat of lubricating oil to the hinge. Wipe off any excess lube.

Inspect the latch lock periodically. Lubricate the lock periodically to keep it from becoming tight. Wipe off any excess lubricant.

Keep a spare key in the glove box of the vehicle. Lost keys can be replaced by contacting Norstar Parts.

Parts

Contact your local Norstar dealer with any parts inquiries. If he does not stock the part you need, he can contact our factory for immediate shipment of your part.

When inquiring about parts for your Norstar truck bed, have the following information available:

- ✓ Bed Model
- ✓ Bed Vehicle Identification Number (from VIN plate)
- ✓ Color of Part (if required)
- ✓ Quantity Required
- ✓ Shipping Information

Maintenance

Maintenance Interval Chart

NOTICE

Refer to this chart for Norstar Truck Bed maintenance items only. Refer to the vehicle maintenance schedule and the trailer schedule to maintain their necessary service items.

Interval	Component	Service Action
Every Use	Bed deck	Clean deck of any loose objects before traveling.
Every month	Lights	Do a complete verification of light operation. Correct any issues found in your inspection.
	Gooseneck ball	Inspect ball for damage or flat spots and replace if necessary. Apply a thin coat of grease.
Every 3 months	Spare tire storage (if equipped)	Check hardware tightness.
	Storage box locks (if equipped)	Apply lock-lube in storage compartment locks
	Storage box doors (if equipped)	Lightly lubricate the hinges and wipe off any access
Every 5000 miles	Gooseneck ball	Inspect the gooseneck ball and mounting parts. Replace, if necessary. Check torque of hardware securing ball to truck bed. Torque is 450 lb.ft (610 Nm).

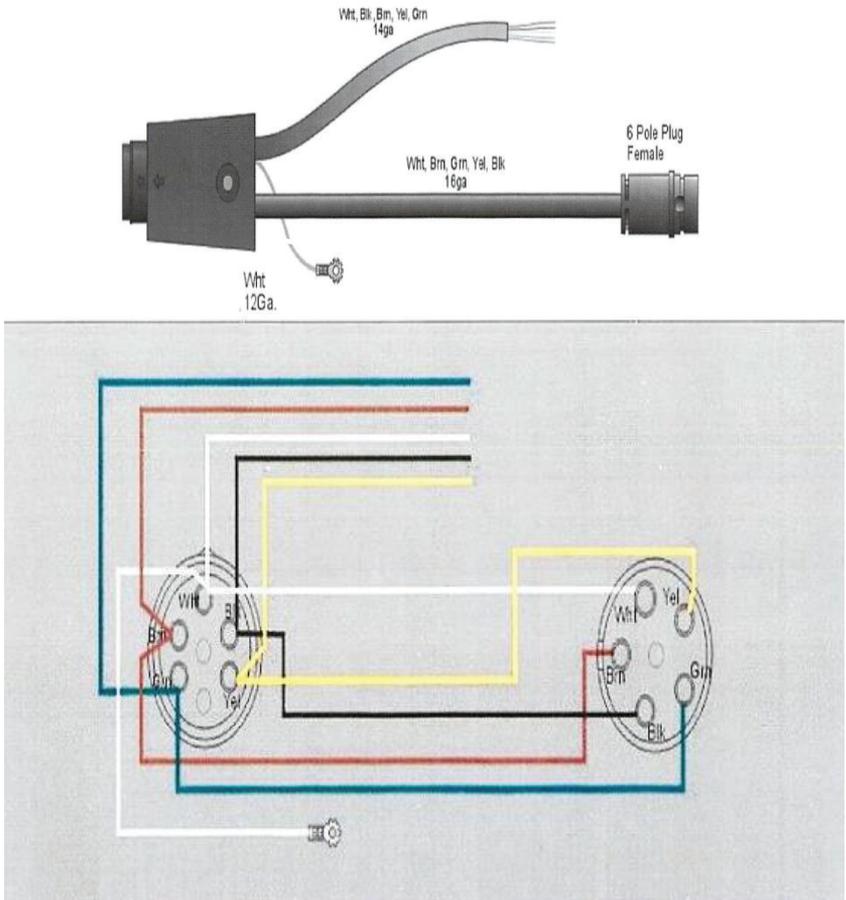
Truck Bed Cleaning

Your Norstar Truck Beds truck bed has been finished with powder coat paint. Periodic cleaning will renew the appearance of your new truck bed.

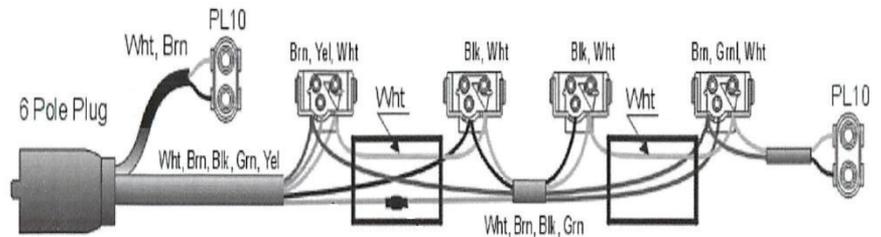
1. Spray the truck bed with a garden hose to rinse off any loose dirt, mud or debris.
2. Fill a bucket with 1 gallon warm water and mild detergent, according to the detergent manufacturer's instructions.
3. Dip a sponge or cloth into the soapy water, and wring it out. Wipe the powder coated surface with the sponge or cloth, starting at the top and working your way down. Rinse the cloth or sponge in the bucket as needed.
4. Spray the powder coated surface with a garden hose to rinse off any detergent residue.
5. Dry the powder coated surface with a clean towel.

Electrical Drawings

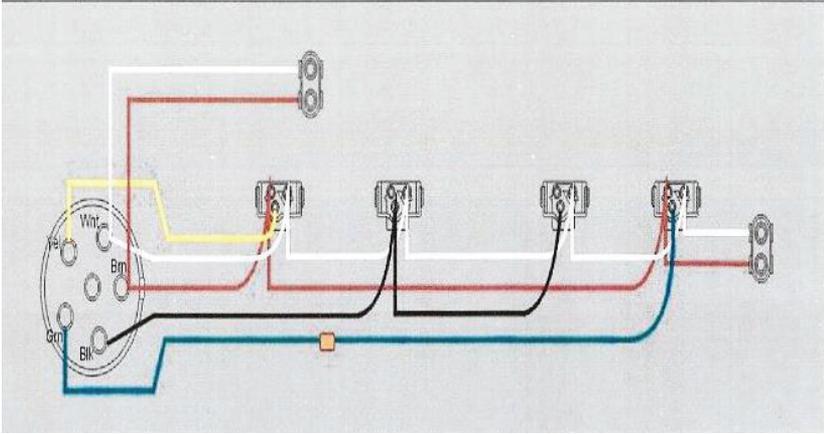
Main Harness



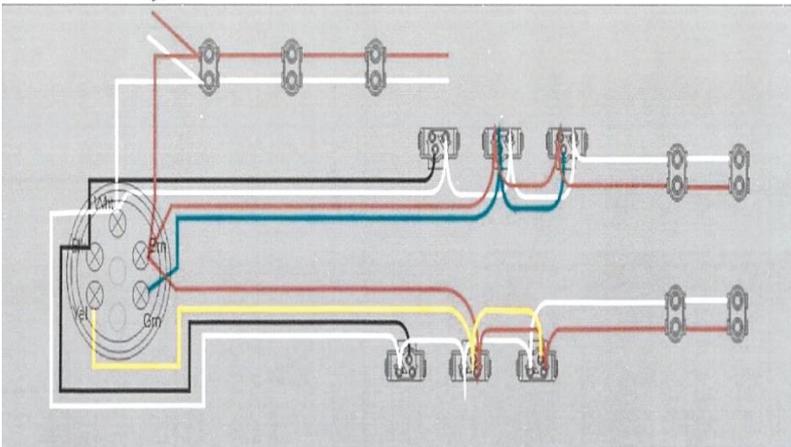
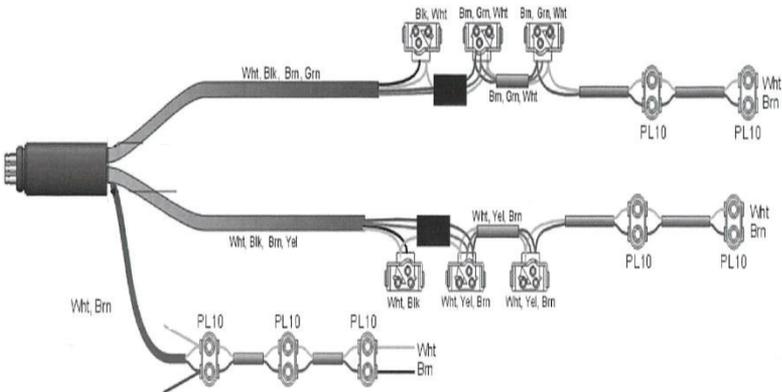
Front Harness



Front harness, continued



Rear Harness



Dimensions & Max. Installation Weights

(Weights include all options for all models, sizes. Refer to shipping documents for specific weights.)

SINGLE WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SF	84"	84"	38", 40", 42"	940
SF	8'-6"	84"	56", 58"	975

SINGLE WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SF	9'-4"	84"	60"	

DUAL WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SF	84"	97"	38", 40"	995
SF	8'-6"	94"	56", 58"	1005
SF	8'-6"	97"	56", 58"	1015

DUAL WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SF	9'-4"	94"	60"	1080
SF	9'-4"	97"	60"	1095
SF	11'-4"	94"	84"	1130
SF	11'-4"	97"	84"	1145

SINGLE WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	84"	84"	38", 40", 42"	985
SR	8'-6"	84"	56", 58"	1070

SINGLE WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	9'-4"	84"	60"	1160

DUAL WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	8'-6"	94"	56", 58"	1005
SR	8'-6"	97"	56", 58"	1035

DUAL WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SR	9'-4"	94"	60"	1180
SR	9'-4"	97"	60"	1190
SR	11'-4"	94"	84"	1250
SR	11'-4"	97"	84"	1275

SINGLE WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	84"	84"	38", 40", 42"	1045
ST	8'-6"	84"	56", 58"	1275

SINGLE WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	9'-4"	84"	60"	1320

DUAL WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	84"	97"	38"	1155
ST	8'6"	94"	56", 58"	1265
ST	8'6"	97"	56", 58"	1295

DUAL WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
ST	9'-4"	94"	60"	1465
ST	9'-4"	97"	60"	1485
ST	11'-4"	94"	84"	1585
ST	11'-4"	97"	84"	1605

SINGLE WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	84"	84"	38", 40", 42"	1450
SD	8'-6"	84"	56", 58"	1705

SINGLE WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	9'-4"	84"	60"	1790

DUAL WHEEL BOX REMOVAL				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	8'6"	90"	56", 58"	1735

DUAL WHEEL CHASSIS				
MODEL	LENGTH	WIDTH	CAB TO AXLE	WEIGHT*
SD	9'-4"	90"	60"	1820
SD	11'-4"	90"	84"	2180



Truck Bed Warranty

All Norstar Warranty claims must be processed by an Authorized Norstar Dealer. Claims cannot be initiated without first contacting an Authorized Norstar Dealer. To start a warranty claim, contact an Authorized Norstar Dealer.

Norstar Company LLC warrants each new Norstar Truck Bed to be free from structural defects in materials and workmanship for a period of three (3) year from the date of purchase.

Non-structural components are covered for two (2) years by the original component manufacturer such as but not limited to: Lights, Hitch Balls, Mud Flaps, Latches & Locks, Hinges, Harnesses & Connectors, Fenders, C-tech Drawers, Hydraulic Systems and Components. All Electrical Controls and Components are warranted for two (2) years from the date of purchase per the discretion of the manufacture, when they are part of the original factory shipment.

Norstar Company LLC warrants its paint finish to be consistent with the industry standards for 6 months from the original ship date.

Norstar Company LLC shall repair or replace, without charge, any parts found to be defective due to faulty materials or workmanship. Any issues must be reported immediately and will be handled within a reasonable time after the Truck Bed is returned to an authorized Norstar Company LLC dealer for coverage under this Limited warranty policy.

Exclusions and Limitations:

Except where prohibited by law, the following are not covered by warranty: bed installation or removal, incidental or consequential damages, loss of time, inconvenience, towing charges, travel expenses, lodging, telephone charges, fuel, loss or damage to personal property, shipping damage, commercial loss, cost of meals, lodging or loss of wages, damage due to negligence, misuse, overload, corrosive materials, lack of proper maintenance, or has been repaired or altered without the prior written consent of Norstar Company LLC.

Items that are found to be altered or modified from the original condition in any way will not be covered by warranty. Any extension used in the factory receiver tube that is over 10.5 inches, measured from pin to ball center, will void the warranty. Defects and/or malfunctions caused by accident, abuse, misapplication, damage, vehicle collision, unreasonable use, or failure to provide maintenance are not covered by warranty.

Damage due to catastrophic weather conditions is not warrantable. Any Truck Bed used as a rental unit or as part of a combination rental unit are not covered. Normal wear items will not be covered due to normal wear and tear. These normal wear items include but are not limited to flooring, paint, lights, batteries, hinges, bearings and hoses.

Warranty extends only to the original purchaser. If the product is transferred or sold, it is no longer warranted.

Damages sustained during delivery are not covered by Norstar Company LLC. Delivery damages should be noted by the dealer at the time of delivery and reported. In order to file a shipping damage claim damages must be indicated on the original packing slip and photos must be taken at the time of delivery. Failure to note the packing slip and record photos of damages could result in a denied claim.

Cosmetic damages will not be covered if not reported by the dealer at the time of delivery.

All cosmetic damages reported after retail purchase will be denied.

Warrantable paint repairs are limited to spot repairs and blending consistent with industry standards. Deterioration due to use or exposure, such as chipping, scratching, fading, cracks in caulk seam, road salt, tar, other chemicals, pressure washing, or damage by animals will not be covered. Rust streaking originating from areas where it is virtually impossible to achieve total paint or powder coat coverage, i.e. behind rub rails or where two or more metals adjoin, are consistent with industry standards and are not covered.

Transportation cost to and from the Norstar Company LLC authorized dealer, factory location, or approved repair facility are not covered and will not be reimbursed.

Norstar Company LLC authorized repairs are subject to a fixed labor rate and only factory authorized replacement parts. Norstar Company LLC reserves the right to not pay unreasonable cost for replacement or repair of defects to a Norstar Truck Bed, and may at its discretion, establish reasonable reimbursement or parts for any authorized work performed under the terms of this Limited warranty.

All warranty repairs must first be authorized by Norstar Company LLC via dealer submission. Any repair outside of authorized Norstar Company LLC dealers will not be reimbursed without prior approval by Norstar Company LLC. Any repairs performed at a location other than a Norstar Company LLC authorized dealer will be allotted a fixed per hour labor costs.

Norstar Company LLC is not responsible for any damages caused by breach of any warranty both expressed and/or implied. Online registration within 15 days from retail purchase is required to obtain this Limited warranty. Norstar Company LLC makes no other express or implied warranties which extend beyond those described in the above policy.

Should you have further questions regarding our stated warranty policy, please direct inquiries to:

Norstar Company LLC.
5500 FM 38N
Brookston, Texas 75421
www.norstarcompany.com

norstar **TRUCK BEDS**



SF Model



ST Model



SL Model



SD Model



SC Model



WH Model



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www.norstarcompany.com