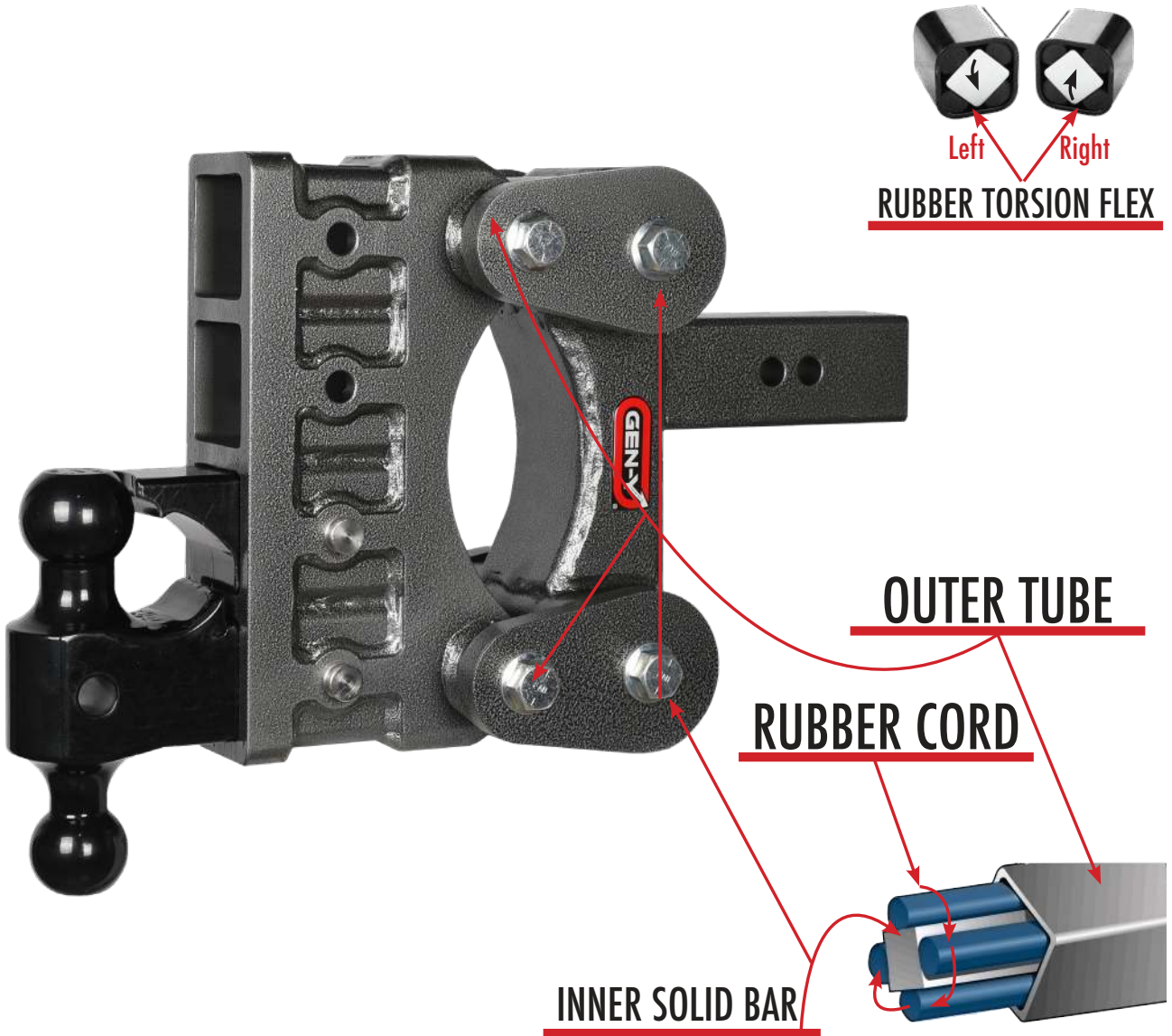




USER GUIDE

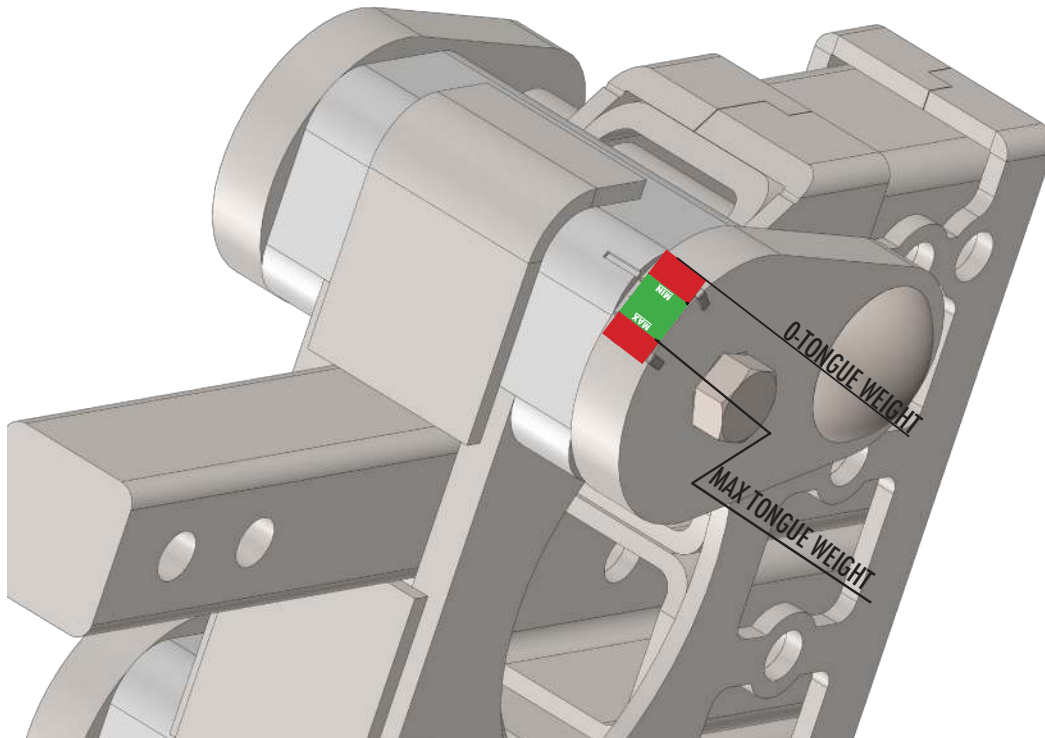
# Towing Made Easy

Torsion-Flex Suspension Technology  
HOW IT WORKS



# Torsion Hitch USERS MANUAL

This product is protected by Patent #US9505281B1, USD773345S1, USD9868327B1



Scale is not 100% accurate, can be plus or minus as much as 200 lbs.

**MAX TONGUE WEIGHT ON 10K MODELS 1,100 LBS.**  
(Ideal working tongue weight 400 - 1,100 lbs)

**MAX TONGUE WEIGHT ON 16K MODELS 1,700 LBS**  
(Ideal working tongue weight 1,000 - 1,700 lbs)

**MAX TONGUE WEIGHT ON 21K MODELS 2,400 LBS**  
(Ideal working tongue weight 1,500 - 2,400 lbs)

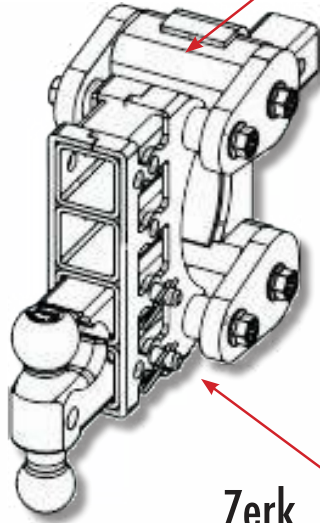
**MAX TONGUE WEIGHT ON 32K MODELS 3,500 LBS**  
(Ideal working tongue weight 2,000 - 3,500 lbs)

# Torsion Hitch USERS MANUAL

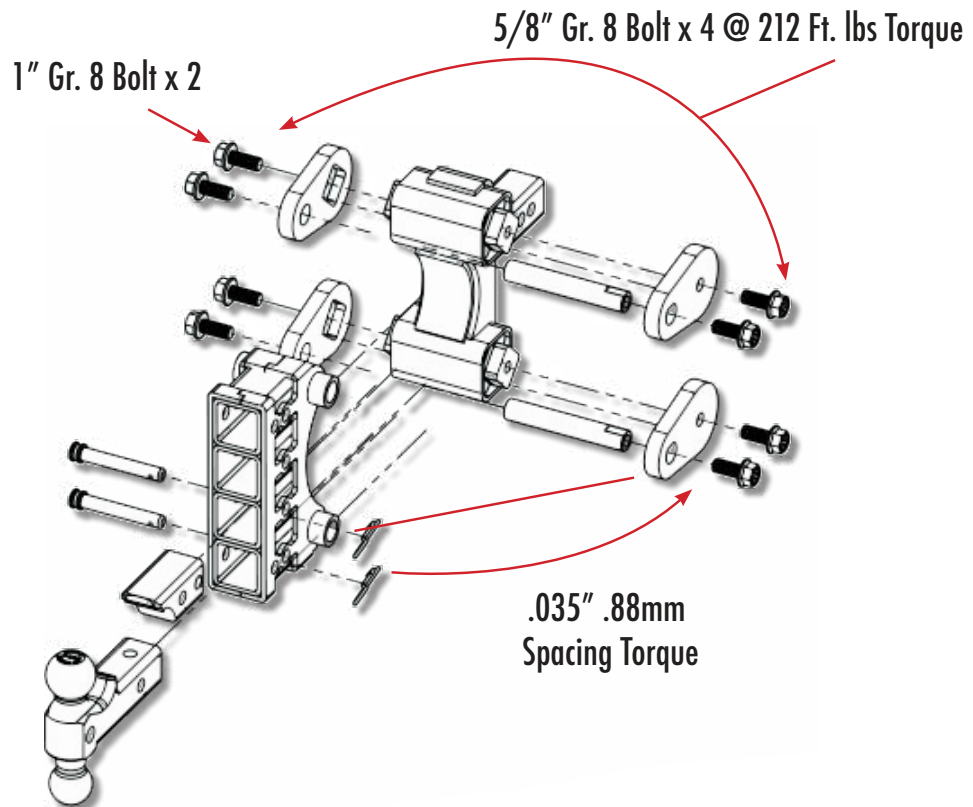
This product is protected by Patent #US9505281B1, USD773345S1, USD9868327B1

Recommend Grease Every 2 months with Marine Grease

Zerk, Grease Regularly



Zerk, Grease Regularly



1" Gr. 8 Bolt x 2

5/8" Gr. 8 Bolt x 4 @ 212 Ft. lbs Torque

.035" .88mm  
Spacing Torque



# CERTIFICATE OF WARRANTY

## Extended Product Warranty

**The GEN-Y HITCH Rubber Torsion Lifetime Warranty assures that the rubber components and the connecting hardware for this hitch has been approved for an extended lifetime warranty as of the date of issuance of this certificate. This certificate provides assurance that the “rubber” components will perform to the appropriate performance specifications for a lifetime.**

GEN-Y Hitch  
1952 W Market St.  
Nappanee, IN 46550

# Torsion Hitch USERS MANUAL

This product is protected by Patent #US9505281B1, USD773345S1, USD9868327B1

## RUBBER TORSION SUSPENSION, EXTENDED LIFETIME WARRANTY

### Terms you need to know to understand this warranty:

"GEN-Y Hitch means GEN-Y Hitch LLC, the manufacturer of GEN-Y Hitch brand hitches

"Hitch" means the GEN-Y Hitch brand hitch manufactured by GEN-Y Hitch

"You" means the original consumer purchaser of the hitch

"Lifetime Warranty" means this Limited Lifetime Warranty as contained in this document

### What is covered by this Lifetime Warranty?

This Lifetime Warranty covers defects in the material (rubber) or workmanship of your Torsion Hitch. All obligations of GEN-Y Hitch pursuant to this Lifetime Warranty are limited to the repair or replacement of the rubber suspension by GEN-Y Hitch at its location. This decision as to whether any applicable remedy shall be by replacement or by repair of the Hitch shall be at GEN-Y Hitch's sole determination. All coverage provided by this Lifetime Warranty terminates in the event of your sale or transfer of the Hitch.

**This Lifetime Warranty is expressly IN LIEU of any other express warranty and is further IN LIEU of any implied warranty, including, but not limited to, any implied WARRANTY OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE except as may otherwise be required by applicable Federal or State law at the time the Hitch was manufactured.**

### What is NOT covered by this Lifetime Warranty:

This Lifetime Warranty does not cover the following:

- Replacement of the Hitch by any person or entity other than GEN-Y
- Any consequential or incidental damages, including, but not limited to, commercial loss, loss of time, loss or damage to personal property, lodging, meals, or other related travel costs, or any other incidental or consequential damages arising out of the use of the Hitch, or the inability to use the Hitch or for any reasonable delay in performance under this Limited Warranty
- Removing the Hitch
- Returning the Hitch to GEN-Y
- Replacing the Hitch by anyone other than GEN-Y
- Damage caused by: abuse, neglect, misuse or by accident
- Misapplication, overloading, or improper installation
- Improper maintenance or repair, negligence or Acts of God
- Alteration of the Hitch in any way other than by GEN-Y Hitch
- Failure to utilize the Hitch in compliance with its Users Manual
- Failure of any product to which the Hitch was attached

### How to Initiate a Warranty Claim:

To make a claim under this Lifetime Warranty, you must contact us at our principal office at 1952 W. Market St., Nappanee, IN 46550. Telephone number: (574)218-6363. Identify the product by model number and follow the claim instructions that will be provided. Any Hitch that is replaced by GEN-Y Hitch becomes GEN-Y Hitch's property. To the extent you are directed to return the Hitch to GEN-Y Hitch, you must return the Hitch, freight prepaid to: GEN-Y Hitch. Please retain your purchase receipt to verify the date of your purchase of the Hitch and that you are the original consumer purchaser. You may be asked to provide a copy of such information to GEN-Y Hitch in order to process your warranty claim. You agree that you will maintain all evidence of an alleged defect or damage through the ultimate resolution of any claim and make such evidence available to GEN-Y Hitch and/or its representatives and further agree that the failure to preserve such evidence will result in the loss of the claim.

### Governing Law and Jurisdiction

This Lifetime Warranty gives you specific legal right, and you may also have other rights which vary from state to state. The laws applicable to any litigation, dispute, mediation, arbitration, or any claim whatsoever arising from the sale, purchase, or use of the Hitch shall be the laws of the State of Indiana, without regard to rules pertaining to conflicts of law. The exclusive jurisdiction for deciding any claims, demands, or causes of action relating in any way, from the sale, purchase or use of the Hitch shall be with the courts of the Circuit or Superior Courts of Elkhart County, Indiana.

### Changes in the design of and/or improvements to GEN-Y Hitch products and substitution of parts or components

GEN-Y Hitch reserves the unrestricted right at any time and from time to time to make changes in the design of and/or improvements upon its products without thereby imposing any obligation upon itself to make corresponding changes or improvements in or upon its products already manufactured. GEN-Y Hitch further reserves the right to substitute parts or components of substantially equal quality in any warranty service required by operation of this Lifetime Warranty.

\*Note: This Lifetime Warranty is not valid unless purchased through [www.genyhitch.com](http://www.genyhitch.com) or a certified GEN-Y dealer. See <https://genyhitch.com/gen-y-hitch-dealers/> for current dealers



# What is covered in this Limited Lifetime Warranty?

This Lifetime Warranty covers defects in the material (rubber) or workmanship of your Torsion Hitch. All obligations of GEN-Y HITCH pursuant to this Lifetime Warranty are limited to the repair or replacement of the (rubber suspension) by GEN-Y HITCH. The decision as to whether any applicable remedy shall be by replacement or by repair of the Hitch shall be at GEN-Y HITCH'S sole determination. All coverage provided by this Lifetime Warranty terminates in the event of your sale or transfer of the hitch.

