

# PALFINGER LIFTGATE WARRANTY AGREEMENT

PALFINGER USA, LLC.  
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## **TYPE OF WARRANTY: FULL PARTS AND LABOR**

## **TERM OF WARRANTY: BEGINNING ON PALFINGER'S INVOICE DATE**

PALFINGER USA warrants its products to be free from defects in material and workmanship, when used in normal commercial service and when properly maintained during the coverage schedule.

PALFINGER USA will repair or replace any part to be defective, the replacement part does not extend the warranty coverage period of the related liftgate. Such replacement will be furnished without cost to the owners and the installation will be covered per a flat rate through an authorized PALFINGER repair facility. **Please contact PALFINGER USA for authorization before returning any product.**

The warranty does not apply to any product that has been altered from its original design.

This warranty does not cover normal wear, maintenance or adjustment, damage or malfunction caused by improper handling, installation, abuse, misuse, negligence, or carelessness of operation.

There are not warranties which extend beyond the description on the face hereof, and PALFINGER USA neither assumes nor authorizes any other person to assume for it any additional liability in connection with the sale of its products.

### **EXCLUSIONS:**

**PALFINGER'S** warranty does not include the reimbursement for shop supplies, hazardous waste disposal fees, mileage, EPA compliance fees, Tax, travel time, towing, vehicle rental, service calls, oil, batteries, fabricated parts, loss of income due to downtime, damaged due to misuse or abuse, negligence, accidents, alterations, overtime expenses, routine maintenance or normal wear. Rust and corrosion are not covered under warranty. Any parts that are found to be missing after the initial in-service date are not covered under warranty. Weak or dead batteries are not covered under warranty. Any worn pins are considered a usual wear issue therefore not warrantable as a manufacturing issue.

Hydraulic lines and hoses kink, bent or damaged from rubbing on truck body or liftgate is not covered. The tightening of loose fittings, electrical connections and fasteners are to be considered a maintenance issue, therefore not covered under warranty. Water damage, corrosion, low or contaminated fluids, due to other than visible leaks are not covered under warranty.

No other warranty, express or implied (including, but not limited to warranties of merchantability or fitness for a particular purpose) has been made or exists. Without limiting, the foregoing, **except as otherwise provided herein, the company: (1) Undertakes no responsibility for the quality or performance of the goods (2) Assumes no responsibility that the goods will be fit for any particular application.**

## LIFTGATE WARRANTY PROCEDURES

### **PARTS & LABOR**

1. Warranty work or claims will be made by authorized **PALFINGER USA** Distributors or Service Centers.
2. Warranty work performed per the flat rate schedule will not need authorization. If the problem cannot be solved or flat rate labor is not listed, contact PALFINGER USA for assistance.
3. Parts or materials sent out for warranty repair purpose will be invoiced and a credit will be issued upon return of defective parts. Parts used for inventory will be replaced. Return Merchandise Authorization number (**R.M.A.**), serial number, and manufactured date must be included for parts which are required to be returned.
4. All claims shall be paid according to **PALFINGER's** flat rate schedule.
5. PALFINGER USA will pay the ground freight for replacement parts under warranty. Special shipping charges such as overnight and freight for returned parts will be the responsibility of the customer.
6. Only PALFINGER USA O.E.M. parts will be warranted.
7. Rebuilt parts will be sent as warranty replacement at **PALFINGER's** discretion

Warranty and Technical assistance is available from **PALFINGER's** toll-free customer service lines from 7:00 am to 5:00 pm PST 1-888-774-5844 Option 5 or 562-252-0406 and 562-252-0407

All warranty claims must be received within **30 days** of repair or replacement. Including the following required information:

1. Liftgate model number
2. Liftgate serial number
3. Description of problem
4. Itemized bill of repair with a breakdown of the number of hours to perform warranty work and labor charges per repair
5. Parts used for repair with **PALFINGER'S** part number
6. RMA #, order or invoice number of parts provided or purchased for repairs
7. Contact at **PALFINGER USA**, if applicable

## **ORDERING SPARE PARTS, REPAIRS**

**TYPE OF WARRANTY: PARTS REPLACEMENT ONLY**

**TERM OF WARRANTY: 1 YEAR FROM DATE OF PURCHASE**

### **SPARE PARTS**

In order to guarantee quick delivery, please be sure to include the following when placing orders.

1. Liftgate model & serial number
2. Designation and number of the part in accordance with the spare parts list
3. Designation and number marked on the individual component (if available)

### **ORDERING SPARE PARTS**

1. For single order \$50.00 minimum in parts.
2. All parts going parcel post will be shipped by ground, freight free, when total parts order exceeds \$1500.00.
3. Call parts department toll free 888-774-5844
4. All UPS shipments received by 2:30 p.m. (Pacific Standard Time) will ship the same day.

### **RETURN OF SPARE PARTS**

1. To receive credit on returned parts, the original purchase date must be within 6 months.
2. Parts must be received in **new condition**. Any part received not in new condition will be subject to inspection and possible refusal if a part cannot be brought back to new condition. The cost of rework will be deducted from the credit amount.
3. All parts being returned must have **R.M.A.** (Return Merchandise Authorization number), a copy of the original invoice, and a detailed packing list of returned parts. All returned parts are subject to a 20% restocking charge
4. **R.M.A.** numbers will be issued by the parts department and are valid for 30 days. All returned **R.M.A.** parts must be returned to PALFINGER USA by prepaid freight or by call tag authorized by PALFINGER.

***ALL PALFINGER USA PARTS ARE COVERED FOR ONE YEAR FROM THE DATE OF PURCHASE AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP.***

### **PALFINGER PART RETURN REQUEST**

For quality control purposes and to be able to receive credit from our Vendors, PALFINGER requires the return of some types of parts for credit to be given, here are some examples but not limited to:

- Hydraulic cylinders
- Structural components
- Pump and Motor Assemblies
- PC Boards

If requests are not returned, no credit is given.

## **REPAIRS**

Parts sent to us to repair must be accompanied by a letter giving details and a scope of repairs required.

## WARRANTY COVERAGE SCHEDULE

Model	Pump and Motor	Cylinders	Hardware	Control System	Hydraulic
PLR	2 yr	3 yr	2 yr	2 yr	2 yr
ILP	2 yr	3 yr	2 yr	2 yr	2 yr
ILT ***	2 yr	3 yr	2 yr	2 yr	2 yr
ILUT	2 yr	3 yr	2 yr	2 yr	2 yr
ILF	2 yr	3 yr	2 yr	2 yr	2 yr
ILUK	2 yr	3 yr	2 yr	2 yr	2 yr
ILU	2 yr	3 yr	2 yr	2 yr	2 yr
ILFP	2 yr	3 yr	2 yr	2 yr	2 yr
ILQ	2 yr	3 yr	2 yr	2 yr	2 yr
ILK	2 yr	3 yr	2 yr	2 yr	2 yr
ILSL	2 yr	3 yr	2 yr	2 yr	2 yr
ILD <i>plus</i>	3 yr	3 yr	3 yr	3 yr	3 yr
PTV	3 yr	3 yr	3 yr	3 yr	3 yr
ILM <i>plus</i>	3 yr	2 yr	2 yr	2 yr	2 yr
MINIFIX	3 yr	2 yr	2 yr	2 yr	2 yr
CITIFIX	1 yr	1 yr	1 yr	1 yr	1 yr

\*\*\*Includes walk ramp and power down units

\*\*\* DC Chargers and Solar panels have only 1 year manufacturer warranty

## Flat Rate Warranty Labor Schedule

Description of Repair

Troubleshooting included in below hourly labor schedule

Hydraulic Components	PLR	ILP	ILSL	ILT	ILF	ILUK	ILU	ILFP	ILQ	ILK	ILD+	PTV	ILM+	MINIFIX	CITIFIX
R/R Tilt POC Cylinder	N/A	N/A	N/A	N/A	1	1	1	N/A	1	1	1	1	1	1	N/A
R/R Lift Cylinder	1	1	1	1	1	1	1	1	1	1	3	3	2	1	1
R/R Tilt Hydraulic Hose	N/A	N/A	N/A	N/A	1	1	1	1	1	1	1	1	1	1	N/A
R/R Lift Hydraulic Hose	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
R/R Pump and Motor	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
R/R Oil Reservoir	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
R/R Solenoid Valve	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
R/R Hydraulic Oil Pipe	N/A	0.5	N/A	N/A	0.5	0.5	0.5	N/A	N/A	0.5	N/A	N/A	N/A	N/A	N/A
R/R Push/Pull Cylinder	N/A	N/A	1	N/A	N/A	1	1	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A
R/R Internal Oil Pump	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>Electrical Components</b>															
R/R Control Box Complete	N/A	N/A	N/A	N/A	1.3	1.3	1.25	N/A	1.25	1.3	N/A	N/A	N/A	1.25	N/A
R/R Control Switch	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	1.25	1.25	1	0.5	0.5
R/R Motor	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
R/R Motor Solenoid	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
R/R Valve Harness	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
R/R Circuit Board	N/A	N/A	0.5	N/A	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	N/A	0.5	N/A
R/R Cab Cut Off Switch	0.5	0.5	N/A	0.5	0.5	0.5	0.5	N/A	0.5	0.5	0.5	0.5	0.5	0.5	N/A
R/R Foot Control Switch	N/A	N/A	0.5	N/A	0.5	0.5	0.5	0.5	N/A	0.5	N/A	N/A	N/A	0.5	N/A
R/R Platform Warning Light	N/A	N/A	0.5	N/A	0.5	0.5	0.5	0.5	N/A	0.5	N/A	N/A	N/A	0.5	N/A
R/R Master Disconnect	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.5	0.5	N/A	N/A	N/A
R/R B-13 - B-15 - B-16 Sensor	N/A	N/A	0.5	N/A	0.5	0.5	0.5	0.5	0.5	0.5	N/A	N/A	N/A	0.5	N/A
R/R Hand Control	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
R/R Circuit Breaker	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
<b>Structural Components</b>															
R/R Lift Arm Assembly	1	2.5	2	2.5	2	2	2	2	2	2	N/A	N/A	N/A	2	N/A
R/R Parallel Arm	0.5	0.5	0.5	0.5	N/A	N/A	N/A	0.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A
R/R Sprocket	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.5	N/A
R/R Runner Assembly	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.5	1.5	1.5	N/A
R/R Platform Chain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.75	0.75	N/A	N/A
R/R Platform Chain Arm	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.75	0.75	N/A	N/A
R/R Roller Chain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.75	N/A
R/R Platform Assembly	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
R/R Torsion Bar	1	1	N/A	1	1	1	1	N/A	N/A	N/A	N/A	N/A	1	N/A	N/A
R/R Platform Torsion Spring	0.5	0.5	0.5	0.5	N/A	N/A	N/A	0.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A