

WARRANTY

2 YEAR GOLD LEAF PROTECTION: SCISSOR LIFTS AND BOOM LIFTS



SKYJACK INC., warrants that each new aerial work platform ("AWP") will be free of defective parts and workmanship for two years (24 months) from the date the product was invoiced to the purchaser or from the date the product was first put into service, whichever comes first. For the following 36 months, structural components found to be defective will be replaced or repaired at no charge. For further clarity AWP Products include Scissor lifts and Boom Lifts.*



1 YEAR GOLD LEAF PROTECTION: TELEHANDLERS



SKYJACK INC., warrants that each new Telehandler manufactured by Skyjack Inc. will be free of defective parts and workmanship for one year (12 months or 2000 Hrs. which ever comes first) from the date the product was invoiced to the purchaser or from the date the product was first put into service, whichever comes first. For the following 48 months, structural components found to be defective will be replaced or repaired at no charge.*



Terms and Policies

All warranty claims are subject to approval by Skyjack's Service Department. Skyjack Inc. reserves a right to limit or adjust claims with regard to defective parts, labor or travel time based on usual and customary guidelines. Parts purchased from sources other than Skyjack will not be covered under this warranty. Misuse or improper operation, lack of normal maintenance and inspections as outlined in the Operating Manual, Parts Manual or Service Manual, alterations to original designs and/or components or accidents will void all warranty. Batteries, wear items and engines are not covered by this warranty. Any claims, should refer to the manufactures warranties. Electrical failures due to loose wiring, corrosion & poor maintenance are not covered by this warranty.

Warranty Claim Procedures

*SKYJACK INC. will repair or replace, at it's option, the defective part or workmanship at its factory or authorized service center. The above warranty statement is exclusive and no other warranty whether written, oral or implied shall apply. Skyjack Inc. excludes any implied warranty of merchantability and fitness and accepts no liability for consequential damages or for others negligence.

The selling distributor or authorized dealer shall be responsible for complete handling of customer claims under this warranty. Here's what to do:

- 1) When a customer files a claim under warranty, contact Skyjack's Service Department to verify warranty coverage.
NOTE: The complete machine serial number is required to verify coverage.
- 2) When Skyjacks Service Department verifies warranty coverage, they will also issue a RA (Return Authorization) number for the return of the defective component(s). All items over \$100.00 in value must be returned to Skyjack Inc.
- 3) Fill out the warranty claim form.
- 4) The distributor/dealer should then file the warranty claim with Skyjack Inc. describing nature of defect, probable cause, work performed, travel hours and labor hours. Warranty labor will be paid at a rate of \$65.00 per hour. The travel allowance will be paid at the same hourly rate, however, is limited to a maximum of four hours. If a part has serviceable components, PLEASE replace the bad component. For instance, if you have a bad switch on a controller, please replace the switch. Hydraulic cylinders should be repacked, unless they are damaged beyond repair. Engine failures or Battery failures should be directed to your local distributor and covered by that manufacturer's warranty. Be sure to record the Engine serial number. Labor rates and travel allowances are subject to change without notice.

- 5) Warranty claims must be received by Skyjack within 15 working days from the date of repair.
Warranty received with insufficient information will be returned for correction and completion.
- 6) Materials returned for warranty inspection must have the following procedures:
 - A. Carefully packaged to prevent additional damage during shipping.
 - B. Drained of all contents and all open ports capped or plugged.
 - C. Shipped in a container tagged or marked with the RA number.
 - D. Shipped PREPAID. Any item(s) returned for warranty by any other means maybe refused and returned unless prior approval from Skyjack is obtained.

Freight Damage E. Items shipped to the dealer will be sent freight prepaid and added to the invoice. If machines are received damaged it must be noted on the Bill of Lading prior to signing. The freight company must be contacted and a claim filed with the carrier. For more information contact Skyjack logistics at 1-519-837-0888. Failure to comply with the above procedures may delay approval and processing of warranty claims and could result in the denial of a warranty claim. Skyjack Customer(s) accounts must be kept current to approve and issue warranty credits. Skyjack reserves the right to withhold the issuance of credits to a Customer(s) if their account is not in good standing. This is subject to change with out prior notice.

