



**HOIST MATERIAL HANDLING**

**WARRANTY POLICY AND  
PROCEDURE MANUAL**

# **Hoist Material Handling, USA, Inc.**

## **Warranty Policies and Procedures Manual**

### **Table of Contents**

#### **Section 1: General Information**

1.1 Definition of Terms

1.2 Explanation of Abbreviations

1.3 General Warranty Department Information

1.4 Dealer Warranty Assistance

#### **Section 2: New Vehicle Receipt and Delivery**

2.1 Inspection of New Vehicles upon Delivery

2.2 Transportation Damage

2.3 Storage and Protection of New Vehicles

2.4 Preparation of Vehicles for Delivery

2.5 Requirements for Retail Delivery

#### **Section 3: Legal Related Issues**

3.1 Dealer Role in Preventing Legal Action

3.2 Dealer Offered Service Contracts

3.3 Terminated Dealers

#### **Section 4: Warranty Text**

4.1 Hoist Industrial Truck Limited Warranty

4.2 Basic Warranty

4.3 Powertrain Warranty

4.4 Original Equipment Battery Warranty Coverage

4.5 Tire Warranty Coverage

4.6 What is Not Covered by the Hoist Industrial Truck Limited Warranty

4.7 Replacement Parts Limited Warranty

#### **Section 5: Warranty Policy**

5.1 In Stock Units

5.2 Warranty Registration

5.3 Claim Submission and Resubmission Period

5.4 Authorization Request Policy
5.5 Component Replacement
5.6 Fluid / Other Reimbursement
5.7 Travel Reimbursement
5.8 Cartage Reimbursement
5.9 Warranty Parts Return Program Freight Costs
5.10 Customer Goodwill Consideration
5.11 Terminated Dealer Agreement
5.12 Misbuilt Truck Procedure
5.13 Replacement Parts Warranty Claim Preparation
<b><u>Section 6: Warranty Policy</u></b>
6.1 Special Service Campaigns (SSC)
<b><u>Section 7: Warranty Reimbursement</u></b>
7.1 Labor Reimbursement
7.2 Parts Reimbursement
7.3 Sublet Reimbursement
<b><u>Section 8: Warranty Repair Documents and Repair Substantiation</u></b>
8.1 Requirements for Record Keeping
8.2 Supporting Documentation
<b><u>Section 9: Storage and Disposition of Warranty Parts</u></b>
9.1 Storage and Retention of Warranty Parts
9.2 Procedures for Storing Hoist Warranty Parts
9.3 Returning Requested Warranty Parts to Hoist
<b><u>Section 10: Special Procedures</u></b>
10.1 Appeal Procedures for Denied / Adjusted / Debited Warranty Claims
<b>Appendix – A 1</b>
• <b>Warranty Certificates</b>
• <b>PDI Form</b>

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 1: General Information</b>
1.1 Definition of Terms
1.2 Explanation of Abbreviations
1.3 General Warranty Department Information
1.4 Dealer Warranty Assistance

# HOIST WARRANTY POLICY AND PROCEDURES

## Section 1

---

Section: **General Information**

Policy: **DEFINITION OF TERMS**

Policy No.: **1.1**

---

The following definitions are basic terms used in this manual and throughout warranty publications and reports:

**Cell Readings:** Specific gravity readings obtained with a hydrometer which measures the electrolyte (charge) of each of a battery's six cells.

**Date-of-First-Use:** The date the vehicle was put into service.

**Dealer:** Any authorized Hoist Material Handling, dealership.

**Flat Rate Manual:** The Hoist-issued guide to operation codes and allowable labor times for warranty repairs.

**Genuine Part(s):** Any part produced by or for Hoist, designed for use on Hoist vehicles and marketed by Hoist.

**Goodwill Consideration:** The repair or replacement by a dealer at partial or no cost to the owner of a Hoist genuine and/or authorized part on a Hoist vehicle with another Hoist genuine and/or authorized part, other than a warranty repair or Special Service Campaign in the interest of customer satisfaction. A Goodwill consideration is available on a case-by-case basis by the Hoist Warranty Department.

**Hoist:** Hoist Material Handling, Inc.

**Hoist Supplied Parts:** Genuine Hoist parts or accessories and Hoist authorized parts or accessories made by or for Hoist, designed for use on Hoist vehicles and marketed by Hoist.

**In-Stock Vehicle:** A Hoist vehicle that has not been retailed and that has 10 or fewer hours on it.

**Operator's Manual:** The Hoist-supplied manual provided with each vehicle, designed to inform the purchaser of periodic maintenance and operation information.

**Pre-Delivery Inspection (PDI):** The Hoist suggested procedure for preparation of the vehicle for delivery.

**Repair Start Date:** The date the repair began.

**Repair Completion Date:** The last day labor was applied to repair or the date the unit was returned to the customer following shop repair.

**Repeat Repair/Shop Comeback:** A repair to the same item or for the same complaint that is needed again as a result of improper inspection, diagnosis, or repair by the same dealer.

(Continued)

**Special Service Campaign (SSC):** The repair or replacement by a dealer at the request of Hoist of a genuine and/or authorized Hoist part on Hoist vehicles or components produced during a designated period of time.

**Transportation Damages:** Damages or shortages incurred during the shipment of vehicles from the Hoist to the dealership.

**Vehicle:** Any Hoist industrial vehicle owned and operated.

**Vendor:** The manufacturer or supplier of parts and/or accessories marketed by Hoist as genuine and/or authorized Hoist parts or accessories.

**Warranty Adjustment:** The repair or replacement by a dealer of a genuine and/or authorized Hoist part with another genuine and/or authorized Hoist part under the provisions of any applicable warranty or warranties provided by Hoist on Hoist-supplied parts.

# HOIST WARRANTY POLICY AND PROCEDURES

## Section 1

---

Section: **General Information**

Policy: **EXPLANATION OF ABBREVIATIONS**

Policy No.: **1.2**

---

The following acronyms are used in this manual and throughout warranty publications and reports:

ANSI	American National Standard Institute
CARB	California Air Resources Board
C/C/R	Condition/Cause/Remedy
CSSR	Customer Sales & Service Representative
DOFU	Date-of-First-Use
ECM	Engine Control Module
ECU	Electronic Control Unit
EPA	Environmental Protection Agency
EPC	Electronic Parts Catalog
IC	Internal Combustion
ITA	Industrial Truck Association
LBR	Load Back Rest
LSI	Large Spark Ignition
M/N	Material Number
NON	No Operation Number
OEM	Original Equipment Manufacturer
OHG	Overhead Guard
OSHA	Occupational Safety and Health Act
PDC	Parts Distribution Center

(Continued)

PDI	Pre-Delivery Inspection
PM	Planned Maintenance
QA	Quality Assurance
RFP	Request for Parts
RO	Repair Order
R&R	Remove and Replace
S/C/C	Symptom/Condition/Cause
SSC	Special Service Campaign
HSDR	Hoist Special Design Request
TWC	Three Way Catalyst
UL	Underwriter's Laboratory
VIN	Vehicle Identification Number
WNB	Warranty News Bulletin



# HOIST WARRANTY POLICY AND PROCEDURES

## Section 1

---

Section: **General Information**

Policy: **GENERAL WARRANTY DEPARTMENT INFORMATION**

Policy No.: **1.3**

---

Mailing Address

Warranty correspondence should be mailed to:

Hoist Material Handling Inc.  
Attn: Warranty Department  
5559 Inwood Dr.  
Columbus, IN 47201

Warranty Parts  
Return Shipments

Hoist Material Handling, Inc.  
Attn: Warranty Parts Return  
4407 Railroad Ave  
East Chicago, IN 46312

# HOIST WARRANTY POLICY AND PROCEDURES

## Section 1

---

Section: **General Information**

Policy: **DEALER WARRANTY ASSISTANCE**

Policy No.: **1.4**

---

### **WARRANTY CLAIM PROCEDURES & GENERAL INQUIRIES**

#### **General questions, contact:**

Warranty Hotline: (812) 341-3874

Warranty Email: [warranty@hoistlift.com](mailto:warranty@hoistlift.com)

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 2: New Vehicle Receipt and Delivery</b>
2.1 Inspection of New Vehicles upon Delivery
2.2 Transportation Damage
2.3 Storage and Protection of New Vehicles
2.4 Preparation of Vehicles for Delivery
2.5 Requirements for Retail Delivery

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 2

---

Section: **New Vehicle Receipt and Delivery**

Policy: **INSPECTION OF NEW VEHICLES UPON DELIVERY**

Policy No.: **2.1**

---

#### **POLICY**

Before accepting vehicles and signing the carrier's delivery receipt, it is the dealer's responsibility to make a thorough inspection of all vehicles received and to note any shortages and damages. If possible, inspection should be made while the vehicles are still on the transport carrier to determine whether the damages were a result of the tie-down procedure. If the dealer receives a vehicle covered with snow, ice, dust, or other materials which restrict proper inspection, a notation should be made accordingly.

#### **Inspection Procedure**

The following procedures must be followed in order to protect rights and to ensure proper reimbursement to the dealer for transportation damage repairs.

- Shipments by truck or other deliveries are not to be accepted by the dealer until:
  - A thorough inspection has been made.
  - Shortages and/or damages have been noted on the delivery receipt.
  - The delivery receipt has been signed and dated by representatives of both the dealer and the carrier.

#### **Documentation of Shortages and Damages**

The delivery receipt represents written certification that a truck was received with or without shortages and/or damages must be noted on the delivery receipt at the time of delivery. The date and time of delivery must be noted on the delivery receipt and the document must be signed by representatives of both the transport carrier and the dealer.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 2

---

Section: **New Vehicle Receipt and Delivery**

Policy: **TRANSPORTATION DAMAGE**

Policy No.: **2.2**

---

**POLICY** Damages and shortages incurred during the shipment of vehicles from the Hoist Material Handling, Inc. Distribution Center to the dealership are considered transportation damage. These damages or shortages will not be covered by the Hoist New Vehicle Limited Warranty. Requests for reimbursement for correction of transportation damage must be directed to the transportation company. Examples of types of damage that must be submitted under transportation claims are:

- Any vehicle surface damage (e.g., paint scratches, dents, etc.)
- Vandalism or pilferage damage, as well as loss and shortage
- Repair of damage which occurs during transportation or while forklifts are in the possession of the carrier
- In the case of a situation involving carrier transport damage the dealer should contact: [tmhspretains@tmhu-technical-services.zendesk.com](mailto:tmhspretains@tmhu-technical-services.zendesk.com)

## **HOIST WARRANTY POLICY AND PROCEDURES**

### **Section 2**

---

Section: **New Vehicle Receipt and Delivery**

Policy: **STORAGE AND PROTECTION OF NEW VEHICLES**

Policy No.: **2.3**

---

**POLICY** The proper storage and protection of new vehicles awaiting retail delivery is the dealer's responsibility. Dealers should ensure proper storage and maintenance of new vehicles in their stock, as indicated below. Warranty claims on new vehicles damaged in dealership storage will not be considered for reimbursement.

All vehicles should be stored in a dry, ventilated place and protected from sunlight if at all possible. If the vehicles are stored outside, regular maintenance to prevent rust and damage from foreign material will be required.

Batteries are subject to damage due to freezing when they are discharged. It is the dealer's responsibility to ensure that they are protected by the maintenance of a full charge and/or removal for storage in a heated area. Under Hoist's warranty policy, there is no coverage for discharged batteries due to lack of maintenance. The dealer will not be held responsible for a discharged battery if found and corrected at the time of delivery from the transport carrier.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 2

---

Section:	<b>New Vehicle Receipt and Delivery</b>
Policy:	<b>PREPARATION OF VEHICLES FOR DELIVERY</b>
Policy No.:	<b>2.4</b>

---

#### **Pre-Delivery Inspection**

In the Hoist Material Handling Dealer Agreement, dealers have agreed with Hoist to perform a pre-delivery service on each new vehicle. This service must meet the standards set by Hoist for pre-delivery inspection.

The Pre-Delivery Inspection (PDI) Form (see Appendix) lists the inspections and adjustments dealers should perform before delivery of each new vehicle to the retail customer. All of the operations listed on the form should be performed in accordance with related Hoist technical bulletins and service manuals.

When all items on the form have been completed, the inspecting technician and the service manager should sign the form. The form should then be maintained in the dealer's vehicle file.

**NOTE:** This PDI form must be submitted to the Hoist Warranty Department, by scanning and emailing to: [warranty@hoistlift.com](mailto:warranty@hoistlift.com)

The date of the PDI, will be used for the warranty install date, and the warranty will begin on that date, unless otherwise notified by the dealer.

#### **Documentation of Pre-Delivery Inspection**

The following documentation requirements should be followed:

- The Pre-Delivery Inspection Form should be used in the performance of the required pre-delivery service.
- After the work is completed, the appropriate boxes should be marked to indicate the performance of the items listed under each section.
- The Pre-Delivery Inspection Form must be signed by the technician who performed the service and the service manager.
- The Pre-Delivery Inspection Form should be attached to the hard copy of the pre-delivery service repair order. Both should be filed in the vehicle service file.

(Continued)

The following pre-delivery inspection documents should be retained for five years and be readily accessible for inspection and review by representatives from Hoist.

- Copies of the delivery receipt for verification of any transportation damage.
- Accounting and hard copies of the pre-delivery inspection repair order.
- Copies of the Pre-Delivery Inspection Form.



## HOIST WARRANTY POLICY AND PROCEDURES

### Section 2

---

Section:	<b>New Vehicle Receipt and Delivery</b>
Policy:	<b>REQUIREMENTS FOR RETAIL DELIVERY</b>
Policy No.:	<b>2.5</b>

---

<b>Introduction</b>	<p>The manner in which a dealer delivers a new vehicle to a customer strongly influences an owner's reaction toward the dealership, its personnel and HOIST. The pre-delivery service process, as explained in Hoist Warranty Policy No. 2.4, will help show that the dealership staff wants customers to be fully satisfied. It demonstrates a collective effort to show customers that "We Really Care." In addition, whenever possible, the salesperson should include the CSSR during the presentation of every new vehicle.</p>
<b>Vehicle Maintenance Recommendation</b>	<p>In keeping with the standards established by the Occupational Safety and Health Act (OSHA) and American National Standards Institute (ANSI), dealers should encourage the vehicle owner to observe the maintenance requirements specified in the <i>Operator's and Owner's Manual</i>. It should be emphasized that by following the vehicle maintenance schedule recommended by Hoist, the vehicle owner will be fulfilling his warranty requirement and, at the same time, minimizing vehicle repair costs and achieving a safer work environment.</p>
<b>Presentation of the Operator's and Owner's Manual</b>	<p>During the retail delivery process, the <i>Operator's and Owner's Manual</i> <b>MUST</b> be presented to the customer. The following procedures should be followed:</p> <ol style="list-style-type: none"><li>1) Dealers should explain the Hoist Limited Warranty coverage and other contents of the <i>Operator's and Owner's Manual</i> to the new vehicle owner.</li><li>2) Dealers should emphasize to the new vehicle owner that the <i>Operator's and Owner's Manual</i> should always be maintained in the vehicle's seat back pocket.</li></ol>
<b>Warranty Registration Procedure</b>	<p>At the time the new vehicle is delivered to the retail customer or placed into demonstrator status, the dealer will be required to perform a Pre-Delivery Inspection and send the completed PDI form to: <a href="mailto:warranty@hoistlift.com">warranty@hoistlift.com</a></p> <p>The date of the PDI, will be used for the warranty install date, and the warranty will begin on that date, unless otherwise notified by the dealer.</p>

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 3: Legal Related Issues</b>
3.1 Dealer Role in Preventing Legal Action
3.2 Dealer Offered Service Contracts
3.3 Terminated Dealers

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 3

---

Section: **Legal Related Issues**

Policy: **DEALER ROLE IN PREVENTING LEGAL ACTION**

Policy No.: **3.1**

---

#### **POLICY**

When an allegation or claim is made against Hoist or one of its dealers that states a safety-related product defect or fault, the dealer must immediately contact the Hoist Territory Sales Manager and advise them of the situation. The dealership personnel should not take any actions or make any statements in regard to the claim or the allegation that could be construed as an admission of responsibility. **The vehicle or parts involved in the situation must not be repaired or scrapped until directed to do so by a Hoist Material Handling, Inc. representative.** Persons investigating the situation should follow the field product investigation procedures and report the findings to the Hoist Legal Department as soon as possible.

Under no circumstances should repairs be made at no charge to the owner without prior authorization from Hoist Material Handling, Inc. A warranty claim for these repairs is not to be submitted, regardless of the age or hours on the vehicle. The owner should pay for the repairs and when the investigation is complete, reimbursement to the customer will be made, if needed.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 3

---

Section: **Legal Related Issues**

Policy: **DEALER-OFFERED SERVICE CONTRACTS**

Policy No.: **3.2**

---

**POLICY** Service contracts offered by any company other than Hoist are not honored by Hoist. Should the dealer have any questions regarding these dealer-offered extended warranties or service contracts, the contract administrator should be contacted.

It will be necessary for dealers who issue this type of warranty or service contract to include a clause clearly advising the purchaser that it is not issued by Hoist. Hoist suggests that a paragraph be inserted in boldface type after the dealer's signature that would read substantially as follows:

**THIS WARRANTY OR SERVICE CONTRACT IS MADE ONLY BY (NAME OF DEALERSHIP) AND IS NOT AN OBLIGATION OF HOIST MATERIAL HANDLING, Inc.**

Dealers should also discuss and clarify this type of warranty or service contract with the owner at the time of retail delivery.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 3

---

Section: **Legal Related Issues**

Policy: **TERMINATED DEALERS**

Policy No: **3.3**

---

**POLICY** A dealer who has had its Hoist Material Handling, Inc. Dealer Agreement terminated has 60 days from the effective date of termination or expiration of this agreement to conclude all warranty-related activities. This includes return of any requested parts, submission of any requested substantiating documents submission of warranty claims, and resubmission of returned warranty claims.

All warranty –related activities to be processed must have a repair completion date prior to the effective date of termination and meet the guidelines as stated in the Warranty Policy and Procedures Manual.

When a dealer is terminated, all claim submissions and corrections should be completed on the dealer portal within the 60 day time period.

Dealers involved in a termination should contact their Territory Sales Manager for specific procedures to follow.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 4: Warranty Text</b>
4.1 Hoist Industrial Truck Limited Warranty
4.2 Basic Warranty
4.3 Powertrain Warranty
4.4 Original Equipment Battery Warranty Coverage
4.5 Tire Warranty Coverage
4.6 What is Not Covered by the Hoist Industrial Truck Limited Warranty
4.7 Replacement Parts Limited Warranty

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
Policy:	<b>HOIST INDUSTRIAL TRUCK LIMITED WARRANTY</b>
Policy No.:	<b>4.1</b>

---

<b>Applicability</b>	<p>Hoist vehicle registered on or after April 1, 2019 will carry one or more of the following warranties, as described in this manual:</p> <ul style="list-style-type: none"><li>• Basic Warranty</li><li>• Powertrain Warranty</li></ul>
----------------------	---

Any vehicle registered with a date-of-first-use prior to April 1, 2019 is subject to the warranty coverage in effect on that date.

Hoist Material Handling, Inc. will repair or replace, at its option, any factory-installed part that is defective in materials or workmanship under normal use. Warranty repairs will be made free of charge for parts and labor. Any needed part replacement will be made using new, remanufactured, or Hoist approved parts. The warranty begins on the date the vehicle is sold to the first retail purchaser or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. If ownership of the vehicle is transferred, only the unused portion of the warranty is transferable.

**The remedy provided in this warranty is limited solely to the repair of defects in material or workmanship by an authorized Hoist Material Handling dealer at its place of business or, at Hoist's option, at the place where such industrial truck is maintained, during customary business hours.** This is the only express warranty authorized by Hoist. Hoist does not authorize any person, including any authorized Hoist dealer, to create for it any other obligation or liability in connection with Hoist vehicles.

The warranties contained herein are expressly in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and of any other obligation or liability on the part of the manufacturer or distributors of Hoist Material Handling, USA. The sole remedies for liability of any kind with respect to the vehicle covered under this warranty and all other performance by Hoist under or pursuant to this warranty or with respect to the purchaser's use of the vehicle,

(Continued)

including negligence, shall be limited to the remedies expressly provided in this warranty and **shall in no event include any expense, loss or damage, whether direct, incidental, consequential, or exemplary, arising in connection with the sale or use of or inability to use the vehicle for any purpose, even if Hoist has been advised of the possibility of such damages.** In no event shall Hoist's liability for damages with respect to the vehicle covered under this warranty exceed the amount initially paid by the customer for such vehicle.

Hoist and its authorized Hoist dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.



## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
----------	----------------------

Policy:	<b>BASIC WARRANTY</b>
---------	-----------------------

Policy No.:	<b>4.2</b>
-------------	------------

---

<b>Applicability</b>	Vehicles with a date-of-first use of April 1, 2019 or after.
----------------------	--

<b>Length of Coverage</b>	The Hoist Basic Warranty is in effect for 12 months or 2000 hours, whichever occurs first, from the vehicle's date-of-first use.
---------------------------	--

<b>What is Covered</b>	Any repair or replacement, which becomes necessary due to a defect in materials or workmanship, is warrantable with the exception of the items listed under "What is Not Covered."
------------------------	--

<b>What is Not Covered</b>	<p>Parts associated with vehicle maintenance services are not warranted unless replacement is required due to a defect in material or workmanship.</p> <p>Items subject to normal wear and tear, noise, vibration, or deterioration are not warranted.</p> <p>Abnormal noise and odor caused by foreign substances are not warranted.</p> <p>Tires and batteries are warranted independently by the individual tire manufacturers. Refer to Policy 4.4 and 4.5 for specific tire and battery manufacturers.</p> <p>This warranty is subject to the limitations and exclusions as listed in Policy No. 4.6, What is Not Covered by the Hoist Industrial Truck Limited Warranty.</p>
----------------------------	--

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
Policy:	<b>POWERTRAIN WARRANTY</b>
Policy No.:	<b>4.3</b>

---

**Applicability** Vehicles with a date-of-first use of April 1, 2019 or after.

**Length of Coverage** The Hoist Powertrain Warranty is in effect for 36 months or 6000 hours, whichever occurs first, from the vehicle's date-of-first-use (DOFU) or installment date.

**What is Covered** Any repair or replacement to engine, or powertrain system components which becomes necessary due to a defect in materials or workmanship, is warrantable with the exception of the items listed under "What is Not Covered."

#### **Internal Combustion - Trucks**

Engine: Internally oiled components such as block, crankshaft, connecting rods, pistons and rings, engine bearings, camshaft, lifters, pushrods, cylinder head, cylinder liners, engine seals, rocker arms, timing chain, timing gears, intake/exhaust valves, oil pump, distributor gear & shaft, and seals that retain oil.

Differential: Internally oiled components such as ring gear, pinion gear and bearings, differential housing, and seals that retain oil.

Transmission: Internally oiled components such as clutch drum, bearings, oil pump, torque converter, and seals that retain oil, with the exception of the items listed under "What is Not Covered".

#### **Battery Powered Industrial -Trucks**

Electrical components: Drive motor, electronic (SCR/Transistor) control panel, contactor panels, and traction amplifiers.

Differential: Internally oiled components such as ring gear, pinion gear and bearings, differential housing, and seals that retain oil.

Gear Case: Internally oiled components such as gears, bearings, and gear shafts, and seals that retain oil.

(Continued)

**What is Not Covered**

Items subject to normal wear and tear, noise, vibration, or deterioration are not warranted.

Parts associated with vehicle maintenance services, as described in the published operators and repair manuals, are not warranted unless replacement is required due to a defect in materials or workmanship.

Daily, Weekly, Monthly, Annually – Inspections, necessary adjustments, and maintenance as listed in the operators and repair manual.

Brakes, steering, and suspension items are not warranted.

**Internal Combustion - Trucks**

Engine: Water pump, flex plate, starter, ring gear, carburetor, distributor and other ignition components, starter drive gear, vacuum hoses, fuel lines, fan belts, oil filters, air filters and consumables.

Powertrain: Transmission oil cooler, transmission linkage, switches, clutch disk (clutch transmission), transmission filters, transmission hoses and lines, and brake components.

**Battery Powered Industrial Trucks**

Electrical components: Pump drive motor, power steering motor, electric motor brushes, contact tips, contact switches and batteries.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
Policy:	<b>ORIGINAL EQUIPMENT BATTERY WARRANTY COVERAGE</b>
Policy No.:	<b>4.4</b>

---

**Applicability** Subject to the terms of the individual battery manufacturers' warranty statements.

**POLICY** Batteries are warranted independently by the individual battery manufacturers. Dealers should contact the appropriate battery manufacturer listed below to obtain warranty assistance.

<b>Battery Company</b>	<b>Contact / Website</b>
Enterprise Battery	<a href="http://www.enterprisebattery.com/">http://www.enterprisebattery.com/</a>
Energysys	<a href="https://www.enersys.com">https://www.enersys.com</a> 2366 Bernville Road Reading PA, 19605 Phone: 610-208-1991

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
Policy:	<b>TIRE WARRANTY COVERAGE</b>
Policy No.:	<b>4.5</b>

---

<b>Applicability</b>	Subject to the terms of the individual tire manufacturers' warranty statements.
<b>POLICY</b>	Tires are warranted independently by the individual tire manufacturers. Dealers should contact the appropriate tire manufacturer listed below to obtain warranty assistance.

<b>Tire Supplier</b>	<b>Contact / Website</b>
Trelleborg Wheel Systems	<a href="https://www.trelleborg.com/en">https://www.trelleborg.com/en</a>
Superior Tire & Rubber Corporation	<a href="http://www.superiortire.com/">http://www.superiortire.com/</a>

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
Policy:	<b>WHAT IS NOT COVERED BY THE HOIST INDUSTRIAL TRUCK LIMITED WARRANTY</b>
Policy No.:	<b>4.6</b>

---

The following items are NOT covered under the terms of the Hoist Industrial Truck Limited Warranty:

- Any retailed Hoist vehicle not registered in the Hoist warranty system.
- Damages, failures, or corrosion due to accidents, misuse, or alterations, such as, but not limited to the following:
  - Any part of a Hoist vehicle that has been subjected to abuse, misuse, fire, negligence, accident, theft, or that has been repaired outside of an authorized Hoist dealership's place of business, upon which any conversion, modification, or installation of a non-Hoist part has been made, so as in Hoist's reasonable opinion, to adversely affect the performance, reliability, or stability of the part, is not covered. Where such abuse, misuse, fire, negligence, accident, repair, theft, conversion, modification, or installation of a non-Hoist part does not adversely affect the performance, reliability, or stability of the part, the warranty on that part remains in effect and such action does not, in and of itself, render the warranty of a part void. However, any failure to a Hoist-supplied part resulting from such an action is not covered by the warranty.
  - Repairs or service adjustments, the need for which was caused by tampering, disconnection, improper adjustment or repair, improper maintenance, lack of required maintenance, or the use of fluids other than those specified in the *Operator's and Owner's Manual*.
  - Any repair to a vehicle on which the hour meter has been altered so that the vehicle's true hours cannot be determined with regard to the warranty coverage where the number of hours is a condition of the warranty.
  - Failures as a result of improper installation or adaption of the body and/or special equipment by other manufacturers or suppliers.
- Parts that, upon examination, are found not to contain factory defects in material or workmanship.
- Labor for removal or replacement of defective parts or accessories sold but not installed by the dealer.
- Pre-delivery inspections and/or adjustments.
- Conditions related to noise, vibration, wear, or deterioration that are considered normal.

(Continued)

- Damages, failures, or corrosion perforation due to environmental conditions, such as, but not limited to the following:
  - Damage caused by the environment, outside sources, or “Acts of Nature”
  - Paint damage caused by industrial fallout or acid rain
  - Normal paint aging conditions
  - Cosmetic damage or surface corrosion from chips or scratches in the paint
- Items considered to be owner maintenance, such as, but not limited to the following:
  - Labor, parts, and lubricant costs connected with maintenance services
  - Cleaning and polishing
  - Adjustments
- Incidental charges such as, but not limited to the following:
  - Telephone calls
  - Food and lodging
  - Loaner or rental unit
  - Consequential damage such as loss of time, loss of use of the vehicle, or Inconvenience.
- Freight charges of warranty parts
- Original equipment batteries warranted independently under terms provided by the individual battery manufacturer. Refer to Policy No. 4.5.
- Tires are warranted independently under terms provided by the individual tire manufacturer. Refer to Policy No. 4.6.
- Damage or failure to vehicles or parts from improper storage prior to customer delivery.
- Failure or damage due to excessively dusty or dirty conditions. Application of precleaners and the resulting maintenance are also not covered.
- Damage incurred during transit. Dealers should contact the appropriate transport company.
- Troubleshooting/diagnostic time is not covered.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 4

---

Section:	<b>Warranty Text</b>
Policy:	<b>REPLACEMENT PARTS LIMITED WARRANTY</b>
Policy No.:	<b>4.7</b>

---

<b>Applicability</b>	Hoist-approved new or remanufactured replacement parts sold by a Hoist dealer and installed on a Hoist vehicle.
<b>Length of Coverage</b>	The Hoist Replacement Parts Limited Warranty is in effect for 1 year or 2000 hours, whichever occurs first, from the date of sale of a new or remanufactured Hoist replacement part to a customer.
<b>What is Covered</b>	<p>Any repair or replacement, at Hoist's option, which is necessary due to a Hoist replacement part that is defective in material or workmanship under normal use and maintenance, under the following conditions and with the exception of the items listed under "What is Not Covered."</p> <p><u>Dealer-Installed Parts:</u> For Hoist parts sold to a customer <u>and</u> installed by an authorized Hoist dealer, Hoist will reimburse the parts <u>and</u> labor expenses (no travel, cartage, or core charge) incurred by the dealer in replacing a defective replacement part due to defects in materials or workmanship by the manufacturer.</p> <p><u>Over-the-Counter-Parts:</u> For parts sold to a customer, but not installed by an authorized Hoist dealer at the time of sale, Hoist will reimburse <u>only</u> the parts expenses (except core charge) incurred by the dealer in replacing a defective replacement part due to defects in materials or workmanship by the manufacturer.</p> <p><b>Note: Copies of repair orders or counter receipts for both the original and second part replacement or sale which clearly indicate the date, customer name, part number, and amount paid must be available. Refer to Policy 5.14.</b></p>
<b>What is Not Covered</b>	<p>Any part for which proof of original installation or purchase date cannot be provided.</p> <p>Parts which are considered normal maintenance items and/or which are replaced as part of a normal maintenance service are not warranted unless a defect in materials or workmanship is found to exist.</p> <p>Labor is not warranted for over-the-counter replacement parts.</p> <p>Parts already covered by the Hoist Material Handling Limited Warranty Policy.</p>



(Continued)

**What is Not Covered**

Parts for which the damage is attributable to modifications to the vehicle made by the dealer or user and problems attributable to those modifications.

Parts installed on vehicles other than Hoist Industrial vehicles.

Parts damaged during transportation, shipping or storage enroute or damage due to causes clearly attributable to such damage. (A claim should be submitted to the transport company).

Consumable parts and parts subject to regular replacement. However, these parts may be included if a warranty repair required their replacement.

Tires, tubes and batteries

Travel and/or cartage expense

This warranty is subject to the limitations and exclusions as listed in Policy No. 4.9, What is Not Covered by the Hoist Material Handling Truck Limited Warranty.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 5: Warranty Policy</b>
5.1 In Stock Units
5.2 Warranty Registration
5.3 Claim Submission and Resubmission Period
5.4 Authorization Request Policy
5.5 Component Replacement
5.6 Fluid / Other Reimbursement
5.7 Travel Reimbursement
5.8 Cartage Reimbursement
5.9 Warranty Parts Return Program Freight Costs
5.10 Customer Goodwill Consideration
5.11 Terminated Dealer Agreement
5.12 Mis-built Truck Procedure
5.13 Replacement Parts Warranty Claim Preparation

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **IN STOCK UNITS**

Policy No.: **5.1**

---

**POLICY** Hoist provides an allowance of 10 hours for new units in dealer stock. Units with more than 10 hours on the hour meter must be warranty registered. Hoist will not accept warranty claims for repairs to in stock units beyond this guideline.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **WARRANTY REGISTRATION**

Policy No.: **5.2**

---

**POLICY** Hoist requires that the dealer warranty register the vehicle at time of pre-delivery inspection (PDI).

Note: Hoist dealers may want to provide each customer with a copy of a printed warranty registration for their unit(s) to ensure the customer is aware of the registered date-of-first-use/installation date.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **CLAIM SUBMISSION AND RESUBMISSION PERIOD**

Policy No: **5.3**

---

**POLICY** Hoist requires the timely submission of original warranty claims and resubmission of returned warranty claims. The following claim submission and resubmission requirements shall apply:

- All claims for reimbursement of warranty repairs must be received by Hoist within 30-calendar days of the dealer's repair completion date.
- All claims returned to dealers for correction must be received by Hoist within 15 calendar days of the dealer's receipt of the returned claim.
- Repairs that are delayed due to backordered parts will be considered for payment provided copies of the backorder and filled backorder invoices are submitted to Hoist at the time of claim submission. In such cases, the 30-day submission time will begin from the repair completion date.
- Any claim for repairs denied for submission that is over 30-calendar days from the dealer's repair completion date requires a letter of appeal from the dealer. The letter should be addressed to Hoist's Warranty Department and must be received within 45 days from the repair completion date for consideration.
- Claims for repairs over 30-calendar days old may be accepted solely at Hoist's discretion.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **AUTHORIZATION REQUEST POLICY**

Policy No: **5.4**

---

**POLICY** It is Hoist's policy that a Warranty Authorization may be given for certain repairs such as:

The replacement of certain assemblies, the replacement of certain parts, and for certain tests and or diagnostic work done by a technician.

- It is the dealer's responsibility to contact the Warranty Department in a timely manner prior to performing the repair.
- The dealer must provide supporting information including costs, parts to be used, reason for repair, etc, prior to Hoist granting the authorization.
- The Hoist Warranty Department will rely on the dealer's information when making an authorization decision. Incomplete or inaccurate information from the dealer may result in denial of the Authorization request and or the claim.

#### Dealers Role in the Authorization process:

- Requests should be made prior to performing the repair.
- A complete quote of the repair including: labor hours requested, parts needed to include part #'s, miscellaneous sublet costs & rental/cartage cost are to be provided.
- For Assembly replacement requests a Hoist Warranty Assembly Replacement Worksheet is to be completed & forwarded accordingly.
- Authorized claims must not be submitted until the repair has been completed.

#### Authorizations can be given by:

- Hoist Warranty Analyst

#### Authorization to submit a warranty claim is required for the following:

- Any repair that will exceed \$4,000
- Missing or Incorrect Parts replacement
- Assembly Replacements: Engine or Transmission
- Overhauls: Engine, Transmission or other drive components
- Mast – forks, carriage, mast channel

(Continued)

Authorization to submit a warranty claim is required for the following:

- Other – Counterweight, Overhead Guard & Wheels
- Diesel Fuel Injection Pumps
- Paint (requires digital pictures)

Obtaining Preauthorization

- Submit the request to: [warranty@hoistlift.com](mailto:warranty@hoistlift.com)
- Enter detailed information as to why authorization is being requested.
- Hoist will review and provide feedback to dealer.
- After repair is complete, submit claim to Hoist

**Please note: Failure to submit a completed pre-authorized warranty claim does not justify a late submission.**

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section:	<b>Warranty Policy</b>
Policy:	<b>COMPONENT REPLACEMENT</b>
Policy No:	<b>5.5</b>

---

#### **POLICY**

It is the Hoist Material Handling policy, when repairing a component within an assembly, that the dealer replaces the component part within an assembly rather than the entire assembly. The only exceptions to this policy are:

- The failed component part, within the assembly, exceeds the cost of the complete assembly. A cost analysis worksheet must be submitted for approval prior to replacement.
- The failed component part, within the assembly, is on back order. Proof of back order documentation must be provided to Hoist prior to replacement. A cost analysis worksheet must be submitted for approval prior to replacement.
- The repair of the failed component may be time sensitive with the customer. The replacement of the complete assembly may be an option to return the truck to service for the customer. This option is determined on a case by case basis upon presenting all requested information to Hoist's Warranty Department for review. Replacing the complete assembly without prior Hoist Authorization will not be covered as a Warrantable repair. A cost analysis worksheet must be submitted for approval prior to replacement.

#### **Examples of parts that can be replaced within a component assembly:**

##### Steering

- power steering cylinder
- power steering drive motor
- power steering pump
- steering control valve
- steering gear

##### Powertrain

- differential
- electric drive motor
- torque converter
- transmission control valve

##### Hydraulic System

- hydraulic control valve
- hydraulic cylinder
- hydraulic motor
- hydraulic pump
- lift cylinder
- tilt cylinder



## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **FLUID / OTHER REIMBURSEMENT**

Policy No: **5.6**

---

**POLICY** Gasoline, diesel fuel, oils, brake fluid, electrolyte, grease, antifreeze, etc., are generally not covered by warranty.

However, these expenses are allowable when a warranty repair requires their usage.

**When claiming fluid/other reimbursement, place the amount, fluid type, cost per unit and total cost.**

**Example: (4 quarts hydraulic oil @ \$2.19 per quart = \$8.76)**

**\* Fluids are not to be returned to Hoist.**

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **TRAVEL REIMBURSEMENT**

Policy No: **5.7**

---

#### **POLICY**

Hoist will provide a standard travel expense reimbursement to the local Hoist Authorized Dealer for (1) roundtrip to/from the customer location of (1) hour per warranty repair for travel time less than two (2) hours, and will reimburse actual travel time (with documentation) for travel time equal to or greater than (2) hours, when such travel was necessitated by a warrantable condition. If the vehicle owner is entitled to reimbursement from another source, Hoist will only be liable for any amounts, up to the limits stated above, not recovered from another source.

#### **Reimbursement Procedures**

The request for reimbursement for travel expenses must be included on the warranty claim for the repair performed. For travel time reimbursement requests equal to or greater than two (2) hours, an Internet GPS map from a reputable website such as Google Maps or Map Quest must be attached to the claim when submitted. If requested, the information on the map will be verified and if found to be correct, the dealer will be reimbursed for the actual travel time requested. Hoist reserves the right to adjust travel time in accordance with policy.

#### **What is Not Covered**

Travel charges not accompanied by a warranty repair are not covered.

Travel time for unrelated activities performed while in transit to or from the customer locations is not covered (e.g. side trips, lunch breaks, errands, etc.). This time should be deducted from the total time.

Travel charges for multiple repairs performed by one or more technicians at the same location on the same trip will not be reimbursed beyond one (1) round trip. This charge should be applied to only one of the affected warranty claims and not requested for each.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **CARTAGE REIMBURSEMENT**

Policy No: **5.8**

---

**POLICY** Cartage may be requested when it is necessitated by a warrantable condition and the repair could not be reasonably performed at the customer's location. This is subject to Hoist discretion. The dealer must provide information to Hoist to support why subject repair cannot be performed at the customer's location, when requested.

**Reimbursement Procedures** The request for reimbursement for cartage expense must be included on the warranty claim for the repair performed.

Hoist reserves the right to request supporting documentation at any time. Dealer documentation must be kept with the dealership's warranty claim records. Hoist reserves the right to adjust cartage time in accordance with policy.

**What is Not Covered** Requests for cartage, which are not accompanied by a warranty repair will not be considered for reimbursement.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **WARRANTY PARTS RETURN PROGRAM FREIGHT COSTS**

Policy No: **5.9**

---

**POLICY** HOIST will reimburse the dealer for freight costs incurred in shipping warranty parts back to HOIST in East Chicago, IN.

**Reimbursement Procedures** After shipment of requested parts to the Hoist Parts Inspection Center, the dealer should submit a freight claim to the HOIST Warranty Department.

**Documentation Requirements** Copies of shipping documents and freight bills for shipments of warranty parts must be retained by the dealership for five years and must be readily accessible for inspection and review by representatives from HOIST.

**What is Not Covered** Freight costs incurred from shipping parts to another vendor or freight costs incurred from shipping parts back that were not requested.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section

---

Section: **Warranty Policy**

Policy: **CUSTOMER GOODWILL CONSIDERATION**

Policy No: **5.10**

---

#### **POLICY**

In the interest of customer satisfaction, if a truck is beyond the Standard and Powertrain Warranty coverage, the dealer may contact Hoist for an Authorization to reimburse a portion or the entire cost of the repair.

Only the Hoist Warranty Department can provide goodwill authorization.

#### **What is Not Covered**

Any repair completed beyond the stated Hoist truck warranty, without receiving prior Authorization, may not be filed for Goodwill reimbursement.

A Case number that is assigned to a Technical Department communication during a Technical investigation or attempt to diagnose a problem is not an Authorization to submit a claim for Goodwill reimbursement.

A claim filed on any truck other than the truck Authorized for Goodwill consideration is not covered.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **TERMINATED DEALER AGREEMENT**

Policy No: **5.11**

---

**POLICY** A dealer who has had their Hoist Material Handling Dealer Agreement terminated, will be instructed by Hoist, regarding how many days they may be given to submit any warrantable repairs.

This includes return of any requested parts, submission of any requested substantiating documents or resubmission of returned warranty claims.

# HOIST WARRANTY POLICY AND PROCEDURES

## Section 5

---

Section: **Warranty Policy**

Policy: **MIS-BUILT VEHICLE**

Policy No: **5.12**

---

**Applicability** A vehicle is classified as “Mis-Built” by Hoist, if it meets one or both of these qualifying statements:

- It **was not built with an Option placed on** the Dealer Sales Order to Hoist.
- It **was built with an Option that was not on** the Dealer Sales Order to Hoist.

**POLICY** Hoist Material Handling may reimburse a Dealer for the repair of a Mis-built vehicle, if the procedures below are followed:

Note: Items on the applicable Pre-Delivery sheet will not be reimbursed as Mis-built by the Hoist Warranty Department, if they are not reported to Hoist within 30 days after delivery.

### Procedures

The following procedures **must** be met after the Pre-Delivery Inspection, if a vehicle is thought to be Mis-built:

- 1) If an Option is determined to be missing or on the vehicle and it wasn't ordered. (Then proceed to Step 2)
- 2) The Dealer must contact the Hoist Sales Administrator responsible for researching a possible Mis-built vehicle. Information will be needed from the Dealer, including, but not limited to: photos or any physical description to determine what Options should be on that vehicle, photo of the data tag, and the completed miss-built form. Bill of Lading must note the missing parts and be signed and dated by dealer personnel.
- 3) After the Hoist Sales Department has researched the Dealer's notification, the Dealer will be contacted if a claim is to be filed. If not, then the Dealer will be notified that the vehicle is not mis-built.
- 4) The Dealer must file a Warranty claim with Hoist for the repair to correct the Mis-built vehicle. Travel or Cartage will not be covered on a Misbuilt claim, due to the problem being found at PDI.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 5

---

Section: **Warranty Policy**

Policy: **REPLACEMENT PARTS WARRANTY CLAIM PREPARATION**

Policy No: **5.13**

---

#### **Policy and Procedures**

New Hoist parts installed on trucks out of Warranty do carry a Parts Warranty with Hoist of one (1) year/2000 hours.

The following criteria must apply for a Dealer to receive reimbursement from Hoist on a Parts Warranty claim:

- The truck must be a Hoist forklift.
- A copy of the original customer invoice showing the part was purchased.
- A copy of the 2<sup>nd</sup> invoice showing the part was purchased in order to replace the failed original part.
- Both invoices must be supplied to Hoist when the claim is entered.
- Both invoices must have: model / serial number and hours on the truck at the time of repair.

#### **Additional Policy and Procedures for Starters**

Starter assembly replacements require that a copy of a repair order for both over the counter and dealer installed parts be attached to the Hoist Parts Warranty Claim Form and include the results of the following test/inspections:

- Inspection of the starter ring gear
- Starter bench tests as outlined in the appropriate engine repair manual
- Key switch and starter circuit inspection and tests as outlined in the appropriate engine repair manual

**Note: Failure to include this information on the repair order will result in denial of the warranty claim.**



<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 6: Warranty Policy</b>
6.1 Special Service Campaigns (SSC)

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 6

---

Section:	<b>Warranty Policy</b>
Policy:	<b>WARRANTY CAMPAIGNS</b>
Policy No:	<b>6.1</b>

---

#### **Purpose of Warranty Campaigns**

Warranty Campaigns coordinated by Hoist Material Handling are conducted to notify dealers and vehicle owners of certain conditions that may affect their vehicles. Dealers are instructed to locate the truck, perform the repair as indicated in campaign instructions, and then release the truck back to the customer for normal operation. It is possible that a Campaign could involve components or systems that are subject to government regulation and may involve safety-related issues. It is important that all required actions be undertaken as outlined in the Warranty Campaign Process Timeline below.

#### **Procedures for Warranty Campaign**

At the initiation of a Warranty Campaign, dealers will receive a communication from Hoist directing them to download the campaign documents. All documents for a given campaign will have a unique campaign reference number.

Summary of Campaign documents:

- Notification Letter: explains the nature of the campaign and includes:
  - Campaign Reference Number and Title
  - Affected Units by model
  - Parts information (if required)
  - Special Tools (if requires)
  - Warranty Reimbursement Information
  - Requested Completion Date
- Repair Instructions: explains the required procedures for inspection, adjustment, or repair.
- Change of Location Request should be made to communicate to Hoist if a unit has been transferred or can no longer be located based on dealer records or visits to last know customer location. This request should contain; last known Customer Name, Current Location (if known), Current or last known Customer Contact, and a description of why the units location needs to be changed. This request should be submitted to the Hoist Warranty department.

(Continued)

## **Procedures for Warranty Campaign**

Upon receipt of a Warranty Campaign Notification, dealers should:

- Download the contents of the notification letter and Repair/Inspection Instructions and familiarize themselves with the required specific procedures for the Warranty Campaign.
- Locate affected units on the notification letter.
- Perform the campaign on any covered vehicles known to be in the dealer's territory. Before performing the campaign, dealers should verify that the Vehicle Identification Number (VIN) is within the range and that the SSC has not been previously performed.

Owners of transferred units may request the dealership to perform the Special Service Campaign. Dealers should extend the same courtesy and consideration to these owners as they would their regular customers.

- Notify Hoist of those vehicles that have transferred to other dealers, indicating to which dealership the vehicles were transferred using the customer change form. Hoist will revise its records and contact the correct dealer.
- Reimburse the customer if he has previously paid for the inspection and/or repair of items applicable to the campaign.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 7: Warranty Reimbursement</b>
7.1 Labor Reimbursement
7.2 Parts Reimbursement
7.3 Sublet Reimbursement

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 7

---

Section: **Warranty Reimbursement**

Policy: **LABOR REIMBURSEMENT**

Policy No: **7.1**

---

**POLICY** When dealers make repairs to Hoist vehicles under warranty, reimbursement will be made based on a reasonable labor time, multiplied by the dealership's current Hoist-authorized warranty labor rate.

**Labor Rates** It is Hoist's policy to compensate dealers adequately, fairly, and competitively for all warranty repairs performed. A number of factors must be considered in determining the fair, reasonable, and competitive labor rate. Some of the considerations are:

- Dealer's current and reasonable cost in performing the service to the customer.
- Dealer's current business and market environment for vehicle servicing.
- Dealer's current labor rate for customer-paid repairs.

Each dealer is required to establish an authorized labor rate with Hoist for reimbursement of warrantable repairs. The warranty labor rate must be approved in advance for the warranty claims dealers submit.

**Labor Reimbursement** Labor will be reimbursed at 90% of your established Retail labor rate for labor and travel.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 7

---

Section:	<b>Warranty Reimbursement</b>
Policy:	<b>PARTS REIMBURSEMENT</b>
Policy No:	<b>7.2</b>

---

#### **POLICY**

Hoist requires its dealers to use new or Hoist-approved, replacement parts for all warranty repairs. **Hoist will deny payment for repairs performed with the use of parts other than Hoist-approved replacement parts or their equivalent.**

When dealers replace parts under warranty, reimbursement will be made on the basis of an amount equal to the dealer's net price for the parts plus 10% markup.

Parts pricing can change at any time. Warranty parts reimbursement will be made on the dealer cost of the parts on the day the claim is originally received at Hoist for processing. It is important, therefore, to submit all claims in a timely manner to avoid possible parts pricing fluctuations. Hoist will be unable to reimburse dealers for any shortages caused by parts price fluctuations.

To claim parts reimbursement, all parts replaced during the repair must be listed as replacement parts on the warranty claim. **Parts must be listed with the corresponding *Hoist* part number.** This information can be obtained in the Hoist Parts Portal or from Hoist Parts Customer Service. If multiple quantities were replaced, the part number must be listed once with multiple quantities noted. Hoist will be unable to reimburse dealers for any shortages due to dealership input errors.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 7

---

Section:	<b>Warranty Reimbursement</b>
Policy:	<b>SUBLET REIMBURSEMENT</b>
Policy No:	<b>7.3</b>

---

#### **POLICY**

When sublet repairs are performed under the Hoist Industrial Truck Limited Warranty, reimbursement will be made at 100% of the dealer cost. Such cost must be reasonable and should not exceed the Hoist allowable time for such a repair. Hoist reserves the right to determine what is reasonable and allowable with regard to sublet repairs. Unnecessary sublet repairs performed as a result of improper diagnosis will not be accepted.

Any claim that includes a sublet repair must be supported by an original invoice which must be retained by the dealership for five years. The invoice must list the parts used to correct the condition, the cost of the parts, the amount the dealer was charged for the work, and an indication that the invoice was paid by the dealer. A copy of the sublet invoice must be submitted to Hoist at the time of the claim submission.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 8: Warranty Repair Documents and Repair Substantiation</b>
8.1 Requirements for Record Keeping
8.2 Supporting Documentation



## HOIST WARRANTY POLICY AND PROCEDURES

### Section 8

---

Section: **Warranty Repair Documents and Repair Substantiation**

Policy: **REQUIREMENTS FOR RECORD KEEPING**

Policy No: **8.1**

---

#### **POLICY**

It is the dealer's responsibility to ensure the availability and organized retention of documentation supporting the warranty claims submitted by the dealership to Hoist for reimbursement. Such documentation must be retained by the dealership for five years from the date of repair, and it must be kept in such a manner that it is readily accessible for review and verification by representatives from Hoist Material Handling.

Such records shall include, but are not limited to, the following:

- Repair order hard copy.
- Copy of the worksheet, if used by the service department.
- Service department copy of the printed invoice.
- Office copy of the printed invoice.
- Accounting copy of the repair order, if handwritten repair orders are used.
- Hard copy of the technicians' daily time tickets.
- Technicians' payroll records.
- Originals of cartage invoices.
- Records of dealer-installed options.
- Parts purchase and sales records.
- Travel documentation.

## **HOIST WARRANTY POLICY AND PROCEDURES**

### **Section 8**

---

Section: **Warranty Repair Documents and Repair Substantiation**

Policy: **SUPPORTING DOCUMENTATION**

Policy No: **8.2**

---

**POLICY** Hoist dealers are required to submit supporting documentation with warranty claims.

Supporting documentation includes:

- Pictures (before and after, hour meter, and data plate of the unit),
- Copy of the dealer's original service order
- Invoices for sublet parts/repairs, and
- Travel maps for claimed travel greater than 2 hours.

\*This list is not all-inclusive and additional information may be required at the discretion of Hoist Warranty.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 9: Storage and Disposition of Warranty Parts</b>
9.1 Storage and Retention of Warranty Parts
9.2 Procedures for Storing Toyota Warranty Parts
9.3 Returning Requested Warranty Parts to Toyota

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 9

---

Section: **Storage and Disposition of Warranty Parts**

Policy: **STORAGE AND RETENTION OF WARRANTY PARTS**

Policy No: **9.1**

---

#### **POLICY**

All parts removed from a vehicle in the performance of a warranty repair (excludes core returns for remanufactured parts) must be retained by the parts department for a period of 45 days from the payment notification date of the corresponding warranty.

It is important that the dealer has a storage system to ensure that warranty parts are readily available for shipment to Hoist (Policy 9.3.)

An additional storage area should be established for bulky parts such as engine blocks, transmissions, steering assemblies, exhaust pipes, etc.

If parts are not able to be returned when requested, within 45 days of payment, the claim may be debited.

Note: Loss of warranty parts is not a valid reason for not being able to ship requested parts to the Warranty Department in East Chicago, Indiana.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 9

---

Section: **Storage and Disposition of Warranty Parts**

Policy: **PROCEDURES FOR STORING HOIST WARRANTY PARTS**

Policy No: **9.2**

---

#### **POLICY**

Whenever possible, the technician should place the defective part in the carton or box of the newly installed part.

All parts replaced by the technician as a result of the warranty repair, including gaskets, nuts, bolts, washers, clips, and springs, must be recovered and turned in to the responsible department.

As the parts are turned in, the dealership should have a method of acknowledging the receipt of the parts.

Parts should be stored in a manner that makes them easy to locate. Warranty parts storage area must be kept current. All parts for claims over 45 days from the payment notification date from Hoist can be scrapped.

All parts must be stored inside the dealership in a secure/safe area.

## HOIST WARRANTY POLICY AND PROCEDURES

### Section 9

---

Section: **Storage and Disposition of Warranty Parts**

Policy: **RETURNING REQUESTED WARRANTY PARTS TO HOIST**

Policy No: **9.3**

---

#### Policy

It shall be the policy of Hoist to exclude known hazardous material from warranty and technical parts requests. The non-requested items include, but are not limited to the following components:

- Paint
- Chemical
- Batteries
- Fuel Injectors
- Fuel/LPG Tanks
- Fire Extinguishers
- Hood Struts (gas charged cylinders)
- Hydraulic Accumulators – Filters of any kind

When Hoist requests warranty parts, all parts that were removed from the vehicle as a result of a warranty repair, must be returned to the designated address with the exception of hazardous materials.

The parts must be received at the designated address within 30 days from the claim paid date.

#### Parts Tagging and Preparation for Shipment

To ensure credit for the parts that are shipped to Hoist, the following procedures must be observed:

- Following claim acceptance and payment, all requested warranty parts should be prepared for return to Hoist. Promptly make a copy of the claim and place it inside the return parts container. Verify prior to shipping any and all parts from the claim are in the container as well as a copy of the claim. Complete a “Bill of Lading” and attach it to the container. Make arrangements for shipment of the part(s) as soon as possible. **Note:** your dealer code and claim number must be clearly visible on your screen print/copy.
- If the part or parts are not available, the dealer must provide an explanation of the reason for the non-availability of the parts to the Hoist warranty department. Non-return of warranty parts may cause the claim to be debited.

(Continued)

### **Shipping Requirements**

The following procedures must be followed when shipping parts:

- All requested parts, such as engines, cylinders, actuators, pumps, etc. must be drained of all lubricants, fluids, etc., prior to shipping. Then all openings or ports must be plugged, the object wiped dry, and placed within two plastic bags. The bagged part should be packaged in the box with absorbent pads, rags or similar material should some leakage still occur.
- If Hoist must request a part deemed to be hazardous materials it must be packaged and shipped in accordance with Federal, State, and local laws governing such materials. Special instructions for packaging and shipping will be included with the request.
- Parts to be shipped must be clean and, where applicable, must **not** contain lubricants or fluids.
- To prevent damage in transit, the parts should be wrapped and tightly packaged. Padding should be used to prevent heavy parts from damaging fragile parts in the same container. Bulky parts, such as engine blocks, transmissions, and steering assemblies, must be packaged separately.

### **Reimbursement of Freight Expense**

Hoist dealerships are entitled to reimbursement of the freight expense that was incurred when shipping requested warranty parts to the Warranty Department in East Chicago, Indiana.

When parts are needed to be returned to East Chicago, Hoist will provide an RGA number and dealers should file a warranty claim for the freight cost.

### **Chargeback Procedures**

Warranty claims will be subject to debit to the dealership if the following conditions apply:

- Requested warranty parts were not shipped within 30 days from request date
- Part(s) returned were not requested
- Part(s) returned are hazardous materials or include hazardous materials
- Part(s) found to not be defective
- Part(s) not tagged and not shipped with a copy of the original claim.
- Incorrect part(s) shipped
- Part(s) shipped in cartons with hazardous material markings, words, etc.
- Part(s) damaged due to abuse or damaged during repair
- Part(s) returned are not Hoist part(s)
- Part(s) damaged during shipment
- Part(s) for lift trucks that are available only as an assembly (internal replacement part numbers are not provided by Hoist) that have been disassembled.
- Parts for claims that were charged back are discarded and not available for return to the dealership.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Section 10: Special Procedures</b>
10.1 Appeal Procedures for Denied / Adjusted / Debited Warranty
Claims



## HOIST WARRANTY POLICY AND PROCEDURES

### Section 10

---

Section: **Special Procedures**

Policy: **APPEAL PROCEDURES FOR DENIED/ADJUSTED/DEBITED WARRANTY CLAIMS**

Policy No: **10.1**

---

#### **POLICY**

Hoist will review denied/adjusted/debited warranty claims upon request by the dealer as specified below.

Hoist must receive a letter of appeal within 14 calendar days from the paid date. Appeals received after the 14 calendar day time limit will be returned to dealers unprocessed.

#### **Appeal Procedures**

The following procedures should be followed when submitting appeals to Hoist:

- The dealer should thoroughly research his records and the circumstances concerning the claim denial/adjustment/debit.
- If after careful review of the claim information and supporting documentation the dealer believes that the claim denial/adjustment/debit was improper, the dealer should appeal the claim to Hoist Warranty Department

The following information must be submitted with the appeal letter:

- Dealer Information
- Claim number of denied/adjusted/debited claim
- Copy of the original claim/repair order/sublet/supporting documentation
- Hoist's reason for the denial/adjustment/debit
- Amount being appealed
- Reason for the appeal
- The letter of appeal signed by the dealer and all supporting documentation should be sent to Hoist at [warranty@hoistlift.com](mailto:warranty@hoistlift.com).

After careful review of the appeal letter, Hoist will advise dealers of the appeal disposition. Hoist will not grant appeals if any of the following conditions apply:

- Appeal involves a claim denied due to a dealership-input error (e.g., incorrect hour meter, incorrect repair date, etc.)

(Continued)

**Appeal  
Procedures**

- Appeal involves a claim adjustment due to a dealership-input error (e.g., parts left off claim, incorrect labor amount requested, etc.)
- Appeal involves a claim adjustment due to a parts price fluctuation.
- Appeal involves a claim submission delay due to circumstances within the control of properly trained dealer administrative personnel.

<b>HOIST WARRANTY POLICY AND PROCEDURES</b>
<b>Appendix</b>
Pre-Delivery Inspection Form

# PRE DELIVERY CHECKLIST

<b>MACHINE SERIAL NO.</b>	<b>MACHINE MODEL</b>	<b>INSTALL DATE</b>
<b>DEALER</b>		<b>DEALER REPRESENTATIVE</b>

CHECK ALL ITEMS BELOW AND CODE ITEMS REQUIRING SERVICE					
ELECTRIC TRUCKS		INTERNAL COMBUSTION TRUCKS		GENERAL SERVICE	
Code	Item	Code	Item	Code	Item
	Battery Polarity		Accelerator Linkage and Governor		Attachment
	Battery Water Level		Air Cleaner and Hoses		Attachment Hydraulics
	Battery Specific Gravity		Battery and Connections		Back-Up Alarm
	Electrical Connections and Fuses		Carburetor / Injector System		Bolts and Nuts
	All Wires and Cables		Clutch		Carriage
	Electrical Grounds		Clutch Linkage		Control Valve
	Power Switch-Incl Elec. Checks		Electrical System		Drive Axle
	Control Boards-Incl Elec. Checks		Engine		Drive Wheels
	Contactors		Fuel Lines and Filters		Frame, Trim and Panels
	Relays and Switches		Fuel Tank		General Operation of Truck
	Diode Capacitor		Generator-Alternator and Belts		Hoist Cylinders
	Pump Motors		Guages-Oil Pressure-Temp etc.		Horn
	Power Steer Motor		Ignition System		Hydraulic Lines and Fittings
	Drive Motors		Radiator and Cooling System		Hydraulic Pump and Coupler
	Soeed Control and Linkage		Started		Hydraulic Tank and Fittings
	Hour Meter		Transmission		Lubrication
	Battery Connector		Transmission Linkage		Manuals
					Mast
					Optional Equipment
					Other
					Overhead Guard
					Paint
					Power Steer Cylinder
					Red Flashing Warning Light
					Seat
					Seat Belt
					Seat or Parking Brakes
					Service Brakes
					Steer Axle
					Strobe
					Tilt Cylinders
					Tires

## Codes

- 0 No Correction Needed
- 1 Adjustments
- 2 Fluid Level
- 3 Leaks
- 4 Incomplete - Missing Parts
- 5 Tightness Torque
- 6 Alignment
- 7 Appearance
- 8 Inoperative
- 9 Abnormal Noises
- 10 Other - Explain

## COMMENTS: