



*A work order must be opened and filled out prior to filing a claim.

Opening Work Orders

Go to www.hoistlift.com

Click on Parts and Warranty>Warranty and Tech Services> “Click here to access secure web portal”

Log in with your email and password

Click on “Submit Warranty and Work Order Claims”

Click on “Submit a Work Order Request”

Use the drop down menu arrow to find truck serial number, and select your truck.

Enter truck hours and problem, and click “Submit”

Filing Warranty Claims

Log into the web portal as instructed above

Click on “Submit Warranty and Work Order Claims”

Click on “Submit a Warranty Claim”

Using the drop down menu, select the Work Order number that you opened for the claim.

Fill out all required fields.

*When filling out Cause and Correction please be as detailed as possible in order to avoid your claim being kicked back for insufficient information.

When finished click Submit.

Important to Remember!

The system will not accept a claim without a “causal part” entered as a line item *even if there is no causal part*,

If you have no causal part, start a new line item and select “causal part” under warranty type and enter “N/A” in the Item/Description field, and “0.00” in the Amount field.

All items that are not purchased from Hoist Material Handling will only be approved if invoice/proof of purchase is emailed to warrantyservices@hoistlift.com

Pictures, while not required, are highly suggested in order to expedite claim processing. You can send pictures to warrantyservices@hoistlift.com.