

## **Combilift Aisle-Master Narrow Aisle Articulated Warranty Policy**



**All Aisle-Masters Carry:**

**1 Year or 1,000 Hours Full Parts Only Standard Warranty  
&  
An Additional 4 Years or up to 5,000 Hours Parts Only  
Warranty**

Combilift warrants to the purchaser that all new and service exchange goods are free from defects in material and workmanship, providing that the following procedure is adhered to;

- ✓ Providing the equipment is properly operated by trained operators.
- ✓ The machines are serviced and maintained to the manufacturer's recommendations. in accordance with the outlined service schedule per the online Operators Instructions and Service Manual.
- ✓ Combilift is notified immediately of the component failure.
- ✓ All warranty claims must be submitted to the Combilift web site within 28 days of alleged failure, with associated job sheets and photos/video attached. Contact [warranty@combilift.com](mailto:warranty@combilift.com) for access and process.

The Warranty period shall be calculated from the date when the product was delivered new to end-user, or a max of 6 Months from ship date.

Please complete the Warranty Registration form at [www.combilift.com](http://www.combilift.com) , Service & Support, Warranty Registration or via "My Combilift", at the time of delivery.

Failure to complete the Warranty Registration may impact the Warranty Claim Process.

## Standard Warranty Terms

- In accordance with Standard 1 Year or 1,000 Hours Warranty, everything is inclusive **EXCEPT**:
- Damage or failures without limitation, caused by neglect, accident, misuse, improper operation, contamination, misapplication including operation of a product in excess of recommended capacity.
  - Alterations, changes, or modifications made to the machine or any of its components/parts not authorised by Combilift, which in the sole judgement of Combilift affects the performance, stability or purpose for which it was manufactured.
  - Damage or failures caused by a lack of routine maintenance and scheduled preventive maintenance, including but not limited to, adjustments, inspections and tune up.
  - Damage or failures caused by neglect or unreasonable delay by the end user, in reporting or the making available of the machine or component for any defect, operating problem or product improvement(s) required by Combilift.
  - Daily routine maintenance and scheduled maintenance services as per online manuals including without limitation, normal wear and consumable items such as: bulbs, seats, lights, coolant, glass, grease fittings, filters, fuses, linings, lubricants, oils, belts, contactor tips, brushes, ground engaging parts, tyres, forks, lifting chains or other normal wearing and aging parts.
  - Loss of use of machine, loss of time, loss of revenues, damage to personal property, direct or indirect incidental or consequential damages such as expenses for fuel, telephone, travel, lodging, transportation or other costs resulting from a warrantable failure.
  - Other accessories or attachments not supplied by Combilift.
  - Software and Hardware/Handheld Diagnostic Equipment are required to support Truck type. Failure to use the required software and hardware may void truck and component warranty.
  - Combilift states that on Electrical models, battery(s) and charger(s) purchased via Combilift, are subject to warranty periods offered by the respective battery and charger manufacturer. Any Warranty repair requests to be routed via Combilift Service/Warranty. Proof of following Manufacture's maintenance/operating specifications including, maintaining water levels, not opportunity charging, etc, may be required.
  - Combilift states that on Internal Combustion Engine models, any Warranty repair requests must be routed via Combilift Service/Warranty.
  - Freight Charges on parts purchased from Combilift are covered to the location as specified by dealer or end user.
  - Transportation of unit to and from the Dealer or service provider must have prior written approval from Combilift Service/Warranty.
  - Customer must use genuine Combilift approved parts for repair and periodic service inspections. Using Non Combilift approved parts on a Combilift during warranty will void this warranty. Warranty seals must not be broken unless preapproved by Combilift. Genuine replacement parts are covered under warranty for 1 year or 500hours, on a part only basis, from installation to truck. Record of initial installation must be attached to the warranty claim.
  - Upon submission of this Warranty Claim form, the dealer or customer must hold the defective parts for a period of 90 days.
  - This warranty may not be changed, altered or modified in any way except in writing by Combilift. This warranty shall be void if repairs or alterations to an industrial truck are made by any person or firm not authorised by Combilift.

**Additional 4 Years or up to 5,000 Hours Parts Only Warranty Terms**

- In addition to these standard terms, the additional Parts Only Warranty covers defects of the following major components, excluding normal wear and tear. Serviceable items not covered under warranty, such as seal kits, gaskets and poppet valves, should first be replaced. Full Part replacement under warranty will require prior approval from Combilift Service/Warranty:
- Drive Train which includes Repair and/or replace the Traction Motor(s) and Directional Control Switch. Repair and/or replace hydraulic motor(s), components including fittings and valves.
  - Machine Electrical Controllers and electrical connections including multi-cable plugs.
  - Electronic Dash Screens.
  - Slew Bearings.
  - Hydraulic Pumps and Main Control Valves.
  - Repair of the Mast Structure.
  - Main Chassis and any defects to structure.
  - Hydraulic Cylinders.