

WIGGINS LIFT TRUCK LIMITED WARRANTY- CORE 2023

WARRANTY PERIOD

Wiggins Lift Co., Inc. (WLC) warrants new fork lift truck products and other products manufactured by WLC associated with new fork lift trucks to be free, under normal use and with proper maintenance, from defects in workmanship or material and in compliance with the design and construction specifications of:

- 1) Part II ANSI 856.6 as required by OSHA standard 1910.176(b)(2);
- 2) Part III ANSI 856.1, revision in effect at the time of manufacture;
- 3) fire protection designation (G,LPG,D,E,etc) specified on the product if applicable

for 36 months or 6,500 hours of operation, whichever occurs first from the date the truck is placed into service or from the date of delivery to the original customer from an authorized Wiggins dealer.

See “What is Covered” and “What is Excluded” on Coverages Page.

WLC RESPONSIBILITIES

If a defect in material or workmanship is identified during the Warranty Period, Wiggins will, during normal working hours and through a place of business of a Wiggins Fork Lift Truck dealer or other WLC authorized source:

- Provide (at WLC’s choice) new, remanufactured or WLC –approved repaired parts or assembled components needed to correct the defect.
- **NOTE:** Items replaced under the Warranty become the property of WLC.
- **NOTE:** Repair work will be done on-site, without removal of parts or machine to a separate location. Transportation cost to any off-site location is not covered.
- Replace lubricating oil, filters, antifreeze and other service items made unusable by the defect.
- Provide labor to correct the defect.
- Up to 2.5 hrs mechanic travel time each way. Issue should be resolved on first visit. 5 hours maximum drive time allowed per claim.

Wiggins is **NOT** responsible for the following:

- Any use or installation which WLC determines improper.
- Repairs by other than a WLC authorized repair facility.
- Reimbursement of travel time in excess of 2.5 hours each way.
- Abuse, accident, neglect and/or improper repair or storage.
- Any parts or accessories installed on a Wiggins Lift Truck which were not manufactured, recommended or installed by WLC including, without limitation, forks, attachments, masts, tires, and batteries. Claims with respect to such items, if any, shall be made solely to the respective manufacturer.
- Loss of time, loss of equipment use, other consequential damage or other matters not specifically included.
- Warranty claims submitted more than 10 days after the date of service.

Parts replaced under this Warranty are warranted for the remainder of the original Warranty Period for the Wiggins Fork Lift Truck. WLC reserves the right to make any changes in design and improvement without incurring any obligation to incorporate such improvements in any product already shipped from its factory premises or which is in the hands of a customer.

TRUCKS WITH KNOWN FAILED OR DEFECTIVE PARTS MUST BE IMMEDIATELY REMOVED FROM SERVICE.

CUSTOMER RESPONSIBILITIES:

The customer is responsible for:

- All transportation expenses, if any, related to a claim under this Warranty

- Labor expenses, except as stated under “WLC Responsibilities”
- Customer must provide opportunity for repair work to be done on-site.
- Federal, State and local taxes, if applicable.
- Parts shipping charges in excess of those which are usual and customary.
- Expenses to investigate complaints, unless the problem is caused by a defect in WLC material or workmanship.
- Giving WLC notice within 30 days of defect covered by the Warranty and promptly making the Wiggins Fork Lift Truck available for repair. All claims for coverage under the warranty must be filed with WLC no later than thirty (30) days after the expiration of the Warranty Period.
- Giving timely prior written notice of the transfer of ownership of the Wiggins Fork Lift Truck covered to this Warranty. Any transfer of ownership of the Wiggins Fork Lift Truck covered by this Warranty will be covered only for the remainder of the Warranty Period, if any.

NOTE: All international Warranty parts shipments are F.O.B. point of debarkation, duties and tariffs included, (local taxes excluded).

This warranty requires **timely maintenance, lubrication, fastener tightening, and periodic inspection** of the Wiggins Fork Lift Truck as indicated in the operator’s manual furnished with each Wiggins Fork Lift Truck. The cost of routine maintenance and service is the responsibility of the customer. The customer is required to keep documented evidence of when and by whom maintenance and service are performed.

WARRANTY LIMITATIONS / DISCLAIMERS

THE FOREGOING SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY OF ANY OWNER OF A WIGGINS FORK LIFT AND THE SOLE AND EXCLUSIVE RESPONSIBILITY OF WLC, AND IN LIEU OF ALL OTHER WARRANTIES EXPRESSED, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. WLC NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR RESPONSIBILITY IN CONNECTION WITH THIS WIGGINS FORK LIFT TRUCK WARRANTY. IN NO EVENT SHALL WLC BE RESPONSIBLE FOR DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, OR ANY DELAY OR ECONOMIC OR COMMERCIAL LOSS RESULTING FROM WLC’S PERFORMANCE OR NON-PERFORMANCE UNDER THIS WARRANTY. THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL WARRANTIES, OBLIGATIONS OR RESPONSIBILITIES OF WIGGINS’ DEALERS, EXPRESSED, IMPLIED OR STATUTORY.

WARRANTY COVERAGE IS NOT EXTENDED TO REPAIRS OR PARTS AND SERVICE REQUIRED AS A RESULT OF NORMAL OR ACCELERATED WEAR AND TEAR, NOR IS IT EXTENDED TO PERIODIC MAINTENANCE WHICH IS PERFORMED IN ACCORDANCE WITH PUBLISHED SCHEDULES.

See “What is Covered” and “What is Excluded” on Coverages Page.

MODEL: _____ SERIAL NO.: _____

MAINTENANCE WIGGINS DEALER: _____

CUSTOMER: _____

DATE: _____

WIGGINS LIFT TRUCK LIMITED WARRANTY – COVERAGES PAGE

WHAT IS INCLUDED (BUT NOT LIMITED TO)

3 Years or 6,500 hours, whichever occurs first

- All welded structures such as
 - Frame
 - Steer Axle Beam
 - Mast
 - Forks (as applicable)
 - Carriage
 - Counterweight
 - Wheels (Nuts must be torqued to spec)
- Powertrain (Preventive Maintenance must be followed)
 - Electric Drive Motor – Internal Parts Only
 - Batteries – Internal Parts Only
 - Drive Axle (excluding brakes)
 - Driveline
 - Parking Brake (excluding wear pads)
- Hydraulics (Preventive Maintenance must be followed and hydraulic pressure must be set to factory spec – see Manual)
 - Pumps (excluding seals)
 - Solenoid Valves
 - Control Valves (excluding seals)
 - Cylinders (excluding seals)

1 Year or 2,000 hours, whichever occurs first

- Electronics and Electrical (Daily Checks for corrosion must be performed – issues related to corrosion not covered)
 - Controllers
 - Display
 - Remote Control
 - Safety Sensors
 - Wire Harnesses, Connectors, Switches (Inspect frequently)
- Bearings, Bushings, Hinges, Carriage Blocks (must be lubed)
- Wheel nuts, wheel studs (Torque checked weekly)

90 Days

- Tires, Fork Covers (hold down bolts must be kept tightened)
- Wear Pads on Forks, Carriage, Mast
- Cylinder Seal Kits; Pump Seals; other hydraulic seals
- Hydraulic Hoses (Any loose fittings need to be tightened by Owner)
- LED Lights & Cameras (both backup & forward)
- Paint (All chips, scratches, and rust spots must be repaired promptly by Owner. Operating in or near salt water requires daily fresh water wash – See Operating Manual)

5 Years or 6,500 hours, whichever occurs first

- Batteries retain at least 80% of original capacity

WHAT IS EXCLUDED (BUT NOT LIMITED TO)

- Preventive Maintenance Services
- Damage due to improper use
- Damage due to contaminated hydraulic fluid
- Belts, Seat Cushions and Arms
- Hydraulic leaks due to loose fittings after 30 days
- Lights and bulbs after 90 days
- Cylinder seals after 90 days
- Filters and Fluids
- Wheels, wheel nuts, wheel studs due to over tightening or under tightening (See manual for specifications)
- Wheel nuts, wheel studs after 1 year
- Part failure or accelerated wear due to improper maintenance
- Bearings, Bushings, Hinges, Carriage Blocks due to lack of grease
- Any moving parts operating without proper lubrication

Procedure for Filing a Claim

- Consult with Dealer, Mechanic, or Wiggins Factory for Prior Authorization for Warranty Work. (Time Critical exceptions handled on a case-by-case basis.)
- Fill out Claim Form with as much information as possible
 - Work with your Dealer to describe problem and corrective actions taken.
 - Include photos when applicable.
 - Include Part Numbers, Part Serial Numbers whenever possible.
 - Include Wiggins Serial Number, In-Service Date.
- Make sure that faulty part is returned to Wiggins Factory
- Warranty claims must be submitted no later than 10 days from date of service to be considered for reimbursement
- **Reimbursement will occur only after claim is approved and faulty part is received by Wiggins.**