



## LGMG Machinery Canada Ltd.

### NEW PRODUCT WARRANTY

#### **WARRANTY PERIOD for AERIAL EQUIPMENT (Slab scissors, RT scissors, Boom lifts, Vertical mast lift)**

1. LGMG Machinery Canada Ltd.'s complete Warranty Program for MEWP, one of the best in the industry, begins with a warranty that its materials and workmanship to be free from defects for twenty-four (24) months from the date of delivery to the purchaser.
2. Over and above the basic two (2) year Warranty Period, LGMG Machinery Canada Ltd. warrants that electric and hydraulic drive motors, lift cylinders, hydraulic valves and hydraulic pumps will be free of defects in materials and workmanship for two (2) years from the date of delivery to the purchaser or 2,000 hours of use, whichever occurs first.
3. LGMG Machinery Canada Ltd. provides the industry-best five (5) year warranty against defects including frame weldment, scissor stacks and platform weldment.
4. Battery warranty:

LGMG Machinery Canada Ltd. offers warranties for its batteries as follows:

- Lithium batteries and its box: sixty (60) months from the date of delivery. We can provide parts for lithium batteries.
- Lead-acid / Maintenance-free batteries: six (6) months from the date of delivery.

#### **WARRANTY PERIOD for Telehandlers**

1. LGMG Machinery Canada Ltd.'s complete Warranty Program for Telehandler, one of the best in the industry, begins with a warranty that its materials and workmanship to be free from defects twenty-four (24) months from the date of delivery to the purchaser.
2. Over and above the basic two (2) year Warranty Period, LGMG Machinery Canada Ltd. warrants that electric and hydraulic drive motors, lift cylinders, hydraulic valves and hydraulic pumps will be free of defects in materials and workmanship for two (2) years from the date of delivery to the purchaser or 3,000 hours of use, whichever occurs first.
3. In addition, LGMG Machinery Canada Ltd. provides the industry-best five (5) year warranty against defects including frame weldment, chassis and boom.
4. Battery warranty:

LGMG Machinery Canada Ltd. offers warranties for its batteries as follows:

- Lead-acid batteries: six (6) months from the date of delivery.

## **SPARE PARTS LIMITED WARRANTY.**

All new spare parts purchased from LGMG Machinery Canada Ltd. carry a six (6) months limited warranty. If the parts are replaced during the warranty period, the warranty for the new parts will end when the warranty period for the entire equipment expires.

LGMGCA will, at its sole option, repair or replace the equipment furnished by LGMGCA found to be defective in material or workmanship within the applicable warranty period. LGMGCA will not be responsible for the cost of any replacement or repair made by any party other than LGMGCA or its authorized agents.

## **CONDITIONS AND LIMITATIONS ON WARRANTIES**

ALL WARRANTIES are subject to conditions and limitations as follows:

- The customer is responsible for obtaining and providing LGMGCA with an annual inspection, beginning at the one (1) year anniversary of the date of delivery to the purchaser.
- Damage to equipment due to abuse or use of the equipment including but not limited to operation beyond rated capacity, or usage contrary to the provisions of the Operator's Manual.
- Modifications to MEWP made without the express written permission of LGMGCA will void all warranties.
- Consumables and worn parts including but not limited to hydraulic fluid, oil, filters, tires or cleaners are not covered by the LGMGCA Warranty Program.
- Duties, taxes, costs of disposal of tires, batteries and petrochemicals are not covered by the LGMGCA Warranty Program.
- This limited warranty is valid only to the original retail purchaser or user and is not assignable or transferable to any subsequent purchaser or user.

Upon the occurrence of any incident involving personal injury or property damage related to ownership and/or operation of any products covered by this warranty, purchaser shall have the affirmative duty to notify LGMGCA within 48 hours of such an incident. Further, the customer shall provide LGMGCA immediate access to said equipment and any records related thereto within the control of customer relating to the equipment and the incident. Failure to notify LGMGCA of such an incident shall void all warranties with respect to the equipment involved therein.

## **REQUIREMENTS FOR WARRANTY APPROVAL**

- Pictures of the hour meter, the nameplate, the error code if present, a picture of the failed part, and a picture of the new part on the machine.
- All parts invoices (the price of parts exceed \$75CAD be submitted with original warranty claim documents for replacement parts to be eligible for warranty reimbursement consideration.
- Claim is required to be submitted to LGMGCA within 30 days after repair. submitting the warranty claim no later than 30 days after the existing warranty is expired.
- All freight charges are the sole responsibility of the customer submitting the warranty claim form.
- Keep all parts for 60 days after claiming submission. If LGMGCA does not request parts 60 days after claim submission, parts may be discarded. If parts returns are requested, please return the parts without disassembled and completed within 60 days.
- Warranty Labor Rate— Unless previously negotiated, Warranty Labor Rate is \$130CAD/hr.
- Warranty Travel Time— Unless previously negotiated, the maximum allowable travel time is 3 hours.

## **WARRANTY INFORMATION CONCLUSION**

The warranties described herein constitute the full and complete obligation of LGMGCA as to material and workmanship with respect to the products covered hereby. **LGMGCA EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF WHATEVER NATURE WITH RESPECT TO THE MATERIAL AND WORKMANSHIP OF THE EQUIPMENT PROVIDED HEREUNDER INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF**

**MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

Further, LGMGCA shall not, under any circumstance, be liable for any consequential or special damages incurred or claimed by any person or entity resulting from any defect in any product sold by LGMGCA or any third party or any alterations, repairs or replacements made or furnished by LGMGCA or others.

“Consequential” or “Special” damages include, but are not limited to lost sales, lost profits, lost income, labor, material and transportation costs. The maximum liability of LGMGCA under the warranties made herein shall be the purchase price of the equipment as sold to the customer for the piece of equipment for which such a warranty is claimed. The limitations of liability provided in this paragraph shall apply to all claims, demands, or causes of action against LGMGCA whether based on negligence, contract, breach of warranty, strict liability or other theory of liability which may be asserted against LGMGCA.

LGMG Machinery Canada Ltd. reserves the right to refuse warranty work at any time.

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