

Mobile Industries Inc. warrants its Self-Propelled Equipment against defects in material and workmanship under normal use and service for the periods specified in the following policy from date of sale **F.O.B. Mobile Facility**. The warranty does not apply to any part which has been repaired or altered outside of our factory or authorized service, or which has been subject to misuse, negligence, modification, accident, or operation at a speed or load beyond the rated capacity. The Dealer or Distributor must contact Mobile for authorization before conducting any warranty repairs.

Replaced components are warranted for the remainder of the applicable truck warranty or 90 days, whichever is longer. Labor or miscellaneous costs due to the replacement of defective components are not covered, including local taxes, if any.

The Mobile warranty takes effect when the customer takes receipt of the truck (there is a grace time of up to 4 months in which the dealer has to sell the truck. After the four month period, the warranty start date reverts back to the time of delivery to the dealer). Proof of delivery to the customer must be provided when submitting a warranty claim.

Pre-Delivery Inspection, adjustment, lubrication and other maintenance are not covered under this warranty and remain the sole responsibility of the dealer and/or their customer.

## WARRANTY COVERAGE

**Drive Train:** Covered for one (1) year or the first 1,200 hours of operation, whichever occurs first. Components include: Drive motor (excluding brushes - where applicable), brakes and electronic speed controller.

**Hydraulics:** Covered for one (1) year or the first 1,200 hours of operation, whichever occurs first. Components include: Lift motor (excluding brushes - where applicable), pump, wiring harnesses, valves, oil seals, hydraulic cylinder, hydraulic hoses, lift chains, weldments and castings.

**High Wear Components:** Covered for ninety (90) days or the first 500 hours of operation, whichever occurs first. Components include: Drive and lift brushes (where applicable), contactors, switches, wheels and rollers, drive tire, bearings, bushings, axles, connectors, fasteners, and any parts not listed above ..

**Batteries and Battery Chargers:** Covered for three (3) months from ship date.

### Not covered Under warranty:

- 1) Damage caused by failure to follow maintenance and/or lubrication procedures specified in the owner's manual.
- 2) Damage due to abuse, willful damage, accident or neglect.
- 3) The Equipment is modified in any manner not approved by the manufacturer.
- 4) Shipping damage (Claim process requires a copy of the way bill with reason of refusal of the product at the time of delivery)

**Warranty Parts:** Parts used to carry out authorized Warranty repairs from a Mobile Dealer or distributors stock will be replaced at no charge pending return, receipt and examination of the defective parts. If the Mobile Dealer or Distributor does not have the necessary parts in stock, Mobile will ship the parts F.O.B. Mobile Facility and invoice per normal. A Credit will be issued for this invoice pending return, receipt and examination of the defective parts. Claims for freight or transportation charges will not be paid by Mobile. Use of non-Mobile parts is not acceptable and any unauthorized parts usage will void all warranties. Do not return defective parts without proper authorization / RMA.

**Warranty Labor:** Mobile may consider labor warranty charges on a case-by-case basis and may re-imburse at Mobile warranty rate of **\$66.75 per hour**. Labor time is based on Mobile's labor time schedule for the applicable repair. **All repair costs have to be pre-approved by Mobile Warranty Department**. Upon completion of the repairs, the Dealer or Distributor is to submit a detailed claim form, in full, to Mobile within 30 days of completion of the work. A copy of the work order generated by the Dealer or Distributor at the time of the repair will be required along with the claim form. Defective parts replaced as per the specifications outlined in this warranty policy must be retained at the dealership pending direction from Mobile and must be made available upon request. Once Mobile has received the claim form and assessed its validity, a Return Merchandise Authorization number will be issued to return the required parts. **Items received without a valid RMA # will be refused.**

**Travel Time and Troubleshooting Charges:** Mobile's Warranty Policy will reimburse the Dealer or Distributor for one (1) hour of travel and one (1) hour to diagnose the problem for the initial service call. A maximum of four (4) hours of travel will be allowed for out of area calls. In special circumstances where Mobile requests warranty service, a negotiated rate between the Dealer or Distributor and Mobile will be determined prior to the warranty call. **Mobile will not accept bills for service, labor or other expenses that have not been previously approved and authorized.**

All warranty correspondence should be directed to:

Mobile Industries Inc.  
3750B Laird Road - Units 2 & 3, Mississauga, Ontario, Canada, L5L 0A6  
Attn: Customer Service  
Toll Free Fax: 1 800 952 5097  
Fax: 905 279 7384  
Email: [info@mobilept.com](mailto:info@mobilept.com)

All defective parts, when required, are to be returned as instructed (**complete with RMA#**) to the address above.

If you have any questions regarding the Mobile Self-Propelled Warranty Policy and Procedures please contact a Mobile Customer Service Representative direct.