



## WARRANTY POLICY & PROCEDURES

Mobile warrants its units and 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. factory. The warranty does not apply to any part which has been repaired or altered outside our factory or authorized service, nor which has been subjected to misuse, negligence, misapplied, modified, accident, operated at a speed or load beyond rated capacity. The Dealer or Distributor must contact Mobile for authorization before conducting any warranty repairs.

The Mobile Warranty takes effect when the customer takes receipt of the truck (there is a grace time limit 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.

**Mobile will also match any Pallet Truck competitor's written warranty! Contact Mobile for details.**

### PRODUCT WARRANTIES

- Mobile 'M' Series Pallet Trucks:** The Mobile **MLX55, ML55**, heavy duty **ML70, ML100, ROLL TRUCKS**, low profile **MINI, MINEY, MO** and spark resistant **ML55-SR** Hand Pallet Trucks carry a 12 month parts only warranty on the component parts only. The hydraulic unit and frame are warranted for 2 years on parts only.
- ECO Pallet Trucks** The ECO **I-55** and **ELP55** Pallet Trucks carry a 12 month parts only warranty on the component parts only. The hydraulic unit and frame are warranted for 2 years on parts only.
- ECO Weigh Scale Pallet Trucks:** The ECO **Weigh Scale** Pallet Truck has a 12 month parts only warranty on the weigh scale parts and component parts only. The hydraulic unit and frame are warranted for 2 years on parts only.
- Manual Scissor Lifts & Lift Tables:** The Mobile **MPS25, MPS30**, ECO **EMSL22** Scissor Lifts and ECO **ELT330, ELT660, ELT770, ELT1100** and **ELT1650** Lift tables carry a 12 month parts only warranty on the component parts, hydraulic unit and frame.
- Winch Stackers:** The Mobile **MW500, MW750** and **MW-LL** Winch Stackers carry a 12 month parts only warranty on the component parts and frame. The winch itself is subject to the original manufacturers warranty. Warranty claims and service for the winch itself are to be reported to Mobile. In turn Mobile will receive direction directly from the winch manufacturer and where possible a local representative for the Winch manufacturer will handle the claim directly.
- Manual Stackers:** The **SPL50** Foot Pump Stacker and any hydraulic Stackers with Hand Pump or Foot Pump operation (normally bearing a **M** designation i.e: M60SA) have a 12 months part only warranty on the component parts, hydraulic unit and frame.
- Battery Powered Scissor Lifts & Stackers:** The Mobile **BPS25** and **BPS30** and ECO **EBSL22** Scissor Lifts carry a 12 month parts only warranty on the component parts, hydraulic unit and frame.  
The **full line** of battery operated Stackers are subject to a 12 month parts only warranty on the component parts, lift cylinder and frame.  
Warranty claims and service for the Battery, Charger, Motor and Pump are to be reported to Mobile. Mobile will inform and receive direction directly from the original manufacturer and where possible a local representative for the manufacturer will handle the claim directly.
- The **Motor, Charger** and **Pump** are subject to the original manufacturer's 12 month warranty.  
The **Batteries** are subject to the original manufacturer's 12 month **prorated** warranty.
- Self Propelled Products:** The Mobile ECO Self Propelled Products carry the same warranty as the battery operated Products. The self-propelled attachment, batteries and charger are subject to the original manufacturers warranties:
- The **Batteries** are subject to the original manufacturer's **prorated** warranty.  
The **Charger** is subject to the original manufacturer's 12 month warranty.  
The **Self Propelled attachment** is subject to the original manufacturer's 12 month warranty.
- Allied Products:** All Mobile and ECO Allied Products carry a 12 month parts only warranty on all components.
- Corrosion Resistant Products:** All Mobile and ECO Corrosion Resistant products are subject to a 3 month parts only warranty on the component parts only, and a 12 months parts only warranty on the hydraulic unit and frame.  
**(All Corrosion Resistant products should be washed down on a daily basis due to exposure to corrosive environmen**

## **WARRANTY PARTS**

Parts used to carry out authorized Warranty repairs from a Mobile Dealer or Distributor's 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. Factory and invoiced 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 until authorized.**

## **WARRANTY LABOR**

Mobile may consider Labor Warranty charges on an individual basis and may reimburse reasonable charges incurred by a Mobile Dealer or Distributor for the repair or adjustment of warranted products, or for the installation of warranty replacement parts providing **these charges are within the limits and policies of the Mobile warranty policy.** If the service is deemed applicable, Mobile will reimburse the Dealer or Distributor at Mobile's internal warranty labor rate of \$32.50 per hour. Labor time is based on Mobile's labor time schedule for the applicable repair. **Mobile will not accept bills for service, labor or other expenses that have not been previously approved and authorized.**

## **TRAVEL TIME AND MILEAGE CHARGES**

Mobile's Warranty Policy does not include travel time and mileage charges for delivery of warranty parts, pick-up and delivery of warranted products, or service related to warranted products. (**Exception:** Mobile will reimburse reasonable travel time and warranty charges on an individual basis regarding warranty service requested by Mobile)

## **WARRANTY WORK AUTHORIZATION**

All problems with a Mobile product that is still within its warranty period must be reported to Mobile so a decision can be made as to what action will be made. **If the necessary repair costs are deemed acceptable by Mobile,** authorization will be given to proceed with the repairs. Upon completion of the repairs, the Distributor or Dealer 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 may be required at a later date and must be made available upon request. 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 Authorization number will be issued to return the required parts. **Items received without a valid RMA # will be refused.**

## **CONTACT INFORMATION**

All Warranty correspondence should be directed to:

**Mobile Industries Inc.  
3610 Mavis Road  
Mississauga, ON L5C 1W2  
Att: Customer Service  
Toll-Free Fax: 1-800-952-5097  
Fax: 905-279-7384**

All defective parts, when required, are to be returned as instructed (**complete with RA #**) to either:

**Mobile Industries Inc.  
3610 Mavis Road  
Mississauga, ON L5C 1W2  
Att: Warranty Return**

**Mobile Pallet Truck Inc.  
251 B Wille Road  
Des Plaines, IL 60018  
Att: Warranty Return**

If you have any questions regarding the Mobile Warranty Policy and Procedures please contact a Mobile Customer Service Representative at **1-800-527-4612** or **905-279-5370.**