



## Warranty & Guarantee (Machines & Parts / Materials & Labor)

### Overview & Conditions:

PowerHandling Incorporated hereby warrants and guarantees all of its material handling machines and parts will be free from defects in materials and workmanship.

This Warranty is conditional upon:

- The unit being used in a normal and responsible manner and for the purpose for which it was intended - consistent with the application details provided to PowerHandling.
- The unit is being used in accordance with PowerHandling's recommended operation and maintenance instructions as outlined in the documentation provided with the machine.
- The unit having all replacement parts provided by PowerHandling. The use of non-original PowerHandling replacement parts voids all warranties.
- All afore-mentioned parts being correctly installed, either by PowerHandling, an authorized reseller or by the customer (per the instructions or directions provided by PowerHandling).

### Warranty Periods:

- **RVB Series** is warranted for a period of twenty four (24) months from the date the user receives the unit(s) from PowerHandling.
- **PowerPallet, PowerCart H-Series, PowerCart L-Series, PowerMover G-Series, RGB-Series, A-Series** are warranted for a period of twelve (12) months from the date the user receives the unit(s) from PowerHandling.
- **NiMH battery packs** are warranted for a period of three (3) months from purchase. If battery life is less than 12 months, please review your application and charging procedures with PowerHandling to ensure they are consistent with maximizing their service life.
- **Lithium Battery Packs** are warranted for a period of twelve (12) months from purchase. If battery life is less than 24 months, please review your application and charging procedures with PowerHandling to ensure they are consistent with maximizing their service life.

Any and all defects either due to improper use, negligent maintenance, or as a result of normal wear and tear are not covered by this guarantee. Hence the following are excluded:

### Exceptions - Use/Misuse Related:

- Air motor damage due to air that is not clean (unfiltered) or not dry (no inline water trap fitted).
- Brushed electric motor damage caused by over-use (too high a duty cycle for the PowerRoll).
- Brushed electric motor damage caused by non-timely brush replacement and/or improper or incomplete brush maintenance.

### Exceptions - Long Term Consumables:

- Vanes / vane kits (for air machines) and brushes / brush kits (for battery machines).
- Brushed electric motors are a long-term consumable and will typically need to be replaced after 5-10 brush replacements, depending on the condition of the commutator bars.
- Battery packs are long-term consumables and will need to be replaced periodically. Life depends on many factors including cycling rate, charging practices, and operating/storage temperatures. Misuse or failing to follow
- Muffler materials, connectors and other miscellaneous hardware (for air machines).

### Terms & Conditions

All parts supplied under warranty will be provided at no charge to the customer FOB, Post Falls, ID, once the failed parts have been received back at PowerHandling. If the warranty parts are provided in advance of the failed items being returned, they will be invoiced as a normal parts sale and then a credit note will be applied when the failed parts are received by PowerHandling. If the warranted parts are available from another PowerHandling location closer to the customer, the parts may be supplied from that location if available.

In the event of a claim being made under the terms of this Warranty which requires the unit to be returned to PowerHandling, the customer must first obtain a Return Material Authorization (RMA) from their sales contact. All freight and related duties and other costs are to customer's account. All parts and labor costs incurred for the repair and / or replacement of warranted parts will be provided at no charge to the customer.

PowerHandling and its distributors, agents, and resellers assume no other responsibility beyond the scope of this Warranty. The repair or replacement of the said unit constitutes the limit of PowerHandling's liability to the customer and PowerHandling specifically disclaims and excludes rescission as a remedy, or the payment of compensatory or consequential damages, attorney's fees or costs of litigation.