

WTC WARRANTY

POLICY AND PROCEDURES

WTC maintains a liberal warranty program to insure ultimate customer satisfaction in the event of component failure. This program covers all of WTC's material handling equipment. The intent of this warranty manual is to set forth policy, procedures and limits of the program, and to expedite the proper handling of warranty claims. Your attention to the details of the program will assure resolution of warranty claims with a minimum expenditure of time and effort.

WTC Industries AB

GENERAL WARRANTY POLICY

VERY IMPROTANT:

WTC only provide warranty for equipment failure caused by original quality problem, and only extend to the original purchaser.

Any warranty policy from WTC is not available for but not limited to any of the following:

1. Warranty claim report not being sent back to WTC and get authorization.
2. Equipment modified or design changed or parts replaced not approved by WTC.
3. Equipment being used in improper environment, such as cold storage area (except those with cold storage protection), overheating area, dusty area, moisture area, etc.
4. Equipment damaged by improper storage / usage or accident.
5. Equipment used beyond rated capacity.
6. Equipment not be provided by proper maintenance.
7. Failure to follow operation manual instruction

WTC WARRANTY FOR PARTS:

1. Warranty is for parts only. See detail warranty parts and valid time under each equipment warranty.
2. Any warranty part is provided by WTC as FOB CHINA.

Warranty time start:

Start from the day firstly receiving products from WTC.

Warranty due to shipment:

If it is found that the shipment has been damaged in transit, please do not return it to us, but notify and file a claim with the carrier at once. Failure to follow this procedure will result in refusal by the carrier to honor any claims with a consequent loss to the consumer. (see Shipping Claim Agreement)

Warranty parts return:

1. Please do not send defective parts back to WTC unless being requested to do.
2. Warranty cost should be charged to dealer if request defective parts not be sent back to WTC within 30days of the application date.

3. You will still be charged by WTC if the defective parts to be determined damaging by improper operation.

Stock parts request:

1. To provide better service to end user, all WTC authorized dealers are request to purchase initial stock parts according to WTC suggest parts list.
2. WTC will give credit to dealer for those stock parts used for warranty, with complete service paper work request to be return to WTC.

Changes and improvement:

WTC is constantly striving to improve its products. Changes in design and improvement will be made whenever the efficiency of its products is improved thereby, but without incurring any obligation to incorporate such improvements in any products which have been shipped or are in service.

Above warranty only provide for WTC authorized dealer

WTC Industries AB

MANUFACTURER:

WTC Industries AB

By: _____

Name: _____

Title: _____

Date: _____

DISTRIBUTOR:

By: _____

Name: _____

Title: _____

Date: _____

WTC Warranty Policy

Manual Equipment

WARRANTY TIME PERIODS

12 months: Hydraulic Pump only, for all model manual pallet truck and other manual equipment

12 months: Welds and Castings for all other manual equipment model

06 months: Wheel, Rollers, Bushings, Bearings, and Axles, for all models

WTC Warranty Policy

Electric lift-manual Push Equipment

WARRANTY TIME PERIODS

12 months: Hydraulic Pump Assemblies.

06 months: Welds and Castings.

03 months: Wheel, Rollers, Bushings, Bearings, and Axles.

WTC Warranty Policy

Self Propelled Electric Warehouse Equipment

WARRANTY TIME PERIODS

1. 1 YEARS OR 1000 HRS. OPERATION WHICHEVER OCCURS FIRST (UNITS EQUIPPED WITH ELECTRONIC SPEED CONTROL ONLY).

Drive motor (except brushes), transmission, and electronic speed controller.

2. 6 MONTHS OR 500 HRS. OPERATION WHICHEVER OCCURS FIRST.

Lift motors (except brushes), pump, wiring harnesses, valves, oil seals, hydraulic hoses, hydraulic cylinders, welds, and castings.

3. 90 DAYS OR 250 HRS. OPERATION WHICHEVER OCCURS FIRST.

Motor brushes, contactors, switches, wheels, rollers, bearings, bushings, brakes, axles, connectors and fasteners.

WTC Warranty Policy

Forklift Trucks

WARRANTY TIME PERIODS

1. 1 years or 2,000 hours of use following the first delivery of the WTC product, whichever expires first with respect to the Engine, Electric drive Pump, Motor, Electronic control, Transmission, Torque converter, or Drive axle assembly originally incorporated in the said WTC product, provided.
2. However, as to the *following parts, the warranty period is 6 months or 1,000 hours:
 - * Brake drum and Hub assembly, Wheel brake assembly, and Wheel rim.
 - * Such accessories for engine like Carburetor, Air cleaner, Alternator, Starter, Regulator, Speed governor, LPG equipment, Turbo charger, and Ring gear of flywheel.

MANUFACTURER:

DISTRIBUTOR:

WTC Industries AB

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

PROCEDURES FOR SUBMITTING CLAIMS

A. When a distributor reports a malfunction with an WTC product, which is still within its warranty period, the distributor is to **SUBMIT TO WTC** a copy of the **WTC WARRANTY CLAIM FORM, COMPLETED IN FULL**.

IMPORTANT: No other claim form format will be accepted.

B. WTC will send replace parts upon receipt of the claim report and based on its validity. In case urgent parts distributor need while claim report and evident of damage is not available at the time, WTC with parts value invoice to distributor. At the time complete claim report submitted, WTC will give credit with the same invoice value.

C. For certain parts return requirements, upon receipt of the claim to WTC and based on its validity, authorization will be given to return the defective parts. This will be in the form of a copy of the claim form, being returned with return authorization of the parts indicated, plus a tag for each part returned. For the replace parts WTC send to distributor, should with value invoiced at the time ship parts, and give credit accordingly when parts returned as requested.