



Warranty Policy

Equipment Manufactured under the Trade Name Multi-Shifter

Equipment Manufactured under the Trade Name Multi-Shifter™ is warranted against defects in material and workmanship by the manufacturer. The Period of Warranty begins at the date of installation of said equipment within the Purchaser's facility.

The warranty for various components is as follows:

- Five (5) Years on the Electro Magnet
- Five (5) Years on all Poly-Slide Inserts
- One (1) Year on all Major Weldments
- One (1) Year on all Non-Wearing Components
- Ninety (90) Days on all Wearable Items.

A detailed list of parts and components is provided in the section marked List of Parts and Component Warranties.

This warranty covers parts, labor, and shipping charges to effect repair only when performed by an authorized Multi-Shifter Service Agent. When no authorized Service Agent is available, authorization must be secured from the Multi-Shifter Factory **prior** to performing any repair.

All warranty claims must be submitted in writing to Multi-Shifter. For proper consideration of any warranty claim please refer to the sections marked Warranty Processing Procedure and Return Goods Authorization (RGA) Procedure.

The decision concerning the warrantability of any repair or replacement parts affecting equipment manufactured under the trade name Multi-Shifter rests solely with the manufacturer. Multi-Shifter reserves the right to approve all warranties affecting equipment manufactured under the trade name Multi-Shifter.

This warranty is in lieu of all other warranties either expressed or implied. There are no warranties of merchantability or fitness for a particular purpose. In no event shall the manufacturer of equipment under the trade name Multi-Shifter be liable for incidental, special, or consequential damages.

The warranty is void in the event of defects or damage caused by lack of maintenance, accident, abuse, or misuse.

The warranty is void in the event of any modifications or alterations made to the equipment manufactured under the trade name Multi-Shifter without the written authorization of the Multi-Shifter Factory.

This warranty is void in the event of the use of unauthorized parts to effect repairs on any Multi-Shifter equipment.



LIST OF PARTS AND COMPONENT WARRANTIES

Extended (5 Year) Warranty

Electro-Magnet
Poly-Slide Inserts (for lift trucks)
Battery Stand Roller Frames

Major Weldments and Non-Wearing Components **One (1) Year Warranty**

Lower Frame Weldment
Upper Frame Weldment
Lift Channels
Traverse Tube and End Plate Weldments
Hydraulic Power Pack Assembly
All Hydraulic and Electric Motors
3-Spool Control Valve
Roller Bearings in Vehicle Rollers

Normal Wearing Components **Ninety (90) Day Warranty**

All Switches and Fuses
All Wheels and Wheel Bearings
All Packings
All Chains and Sprockets
All Moving Hoses and Wires
All Electrical Wiring
All Racks and Pinions
All Nylon and Nolu Guide Strips



Warranty Processing Procedure

Effective January 1, 1995

The following procedure must be followed for proper consideration of warranty claims regarding equipment manufactured under the brand name Multi-Shifter. Failure to comply may result in reduced or denied warranty claims.

1. All Multi-Shifter vehicles must have the date of installation registered with the Multi-Shifter factory. A customer contact and telephone number must also be registered with the factory. This will confirm the effective date of the warranty. Failure to register these items with the factory will result in reduced or denied warranty claims.
2. Upon notification of equipment failure, authorized personnel should effect repairs immediately.
3. If replacement parts are required to effect repairs of the equipment, and you wish to receive credit for these replacement parts, the faulty parts must be sent back to the factory for inspection. Failure to return these parts to the factory will result in a lack of credit issued for the replacement parts.
4. An R.G.A. (Return Goods Authorization) number is required to return any item(s) to the factory. This can be obtained by calling the factory. Failure to obtain an R.G.A. number prior to sending anything to the factory alleviates Multi-Shifter of any responsibility as to the whereabouts of such item.
5. After repairs are completed, submit a warranty claim to the factory in writing. The following items are required in order to process any warranty claim;

- ◆ One (1) completed copy of the corresponding Field Service Job Sheet

The Field Service Job Sheet must contain the following items:

Internal Reference Number (SJS#, WO#)
Date of Work Performed
Name or Number of Service Technician
Name of Customer
Physical location of Work Performed
Model and Serial Number of Multi-Shifter equipment
Description of Work Performed
Total Number of Hours Worked
Published Hourly Labor Rate
Total Amount of Travel Time (if applicable)
Published Travel Rate

- ◆ One (1) copy of the parts affected during the work.

Multi-Shifter part number
Quantity of parts installed
Multi-Shifter RGA number for affected parts



RETURN GOODS AUTHORIZATION (RGA) PROCEDURE

An **RGA** (Return Goods Authorization) number is **always** required to return any items to the factory. This can be easily obtained by calling the factory.

Failure to obtain an RGA number prior to sending any item to the factory, or failing to identify it properly, will cause a delay in the proper processing of such material. Additionally, this will alleviate Multi-Shifter of any responsibility as to the whereabouts and disposition of such items.

Please follow these simple steps when preparing to return material to the factory for evaluation:

1. Notify the factory that you want to return parts for examination. Have the following information available:
 - ◆ Customer or end user location.
 - ◆ Vehicle model and serial number.
 - ◆ Applicable purchase order number(s) for part(s)
 - ◆ A description of problem experienced.
 - ◆ An RGA number will then be issued. RGA numbers will be valid for 30 (thirty) days from date issued. No material will be accepted for consideration without a valid RGA number.
2. The item to be returned to the factory **MUST** have its RGA number marked clearly on the outside of the shipping package, on two different sides.
3. The item itself must be **tagged**, or in some way clearly identified with the assigned RGA number.

As noted above, failure to do so will result in delay in the proper processing of your material.