

# ***E-P* WARRANTY**

## **POLICY AND PROCEDURES**

The *E-P* Equipment Company maintains a liberal warranty program to insure ultimate customer satisfaction in the event of component failure.

This program covers all of *E-P*'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.

**REVISED:11/01/2008**



**MATERIAL HANDLING & OEM PARTS**

**1770 CAMPTON ROAD  
INMAN, SOUTH CAROLINA 29349  
864-472-2776 FAX:864-472-2765**



E-P EQUIPMENT, USA CORP

MATERIAL HANDLING AND OEM PARTS

1770 CAMPTON ROAD

PHONE: 864-472-2776

INMAN, SC 29349

FAX: 864-472-2765


## SELF PROPELLED EQUIPMENT

### E-P WARRANTY PROCEDURES

#### WHEN SUBMITTING WARRANTY CLAIMS

1. COPY Parts Invoice with the Purchase Order.
2. COPY of Maintenance Reports.
3. Repair work order with feedback information.
4. Claims must be Fax/e-mail within 10 working days after service is completed with service work order signed by Customer.
5. The Warranty Validation Form must be received and filed within 10 days from delivery to customer before EP USA can process a claim.
6. The warranty claim disposition.
  - Approved
  - Returned
  - Rejected

Within 10 days from time received to EP Equipment USA

  
Kenneth D. Cox  
Vice President



E-P EQUIPMENT, USA CORP

MATERIAL HANDLING AND OEM PARTS

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### ***E-P Warranty Policy Manual Pallet Truck***

E-P warranties to the original purchaser of manual pallet truck to be free from defective factory material and workmanship. This warranty shall be valid for a period of sixty (60) months after delivery of the equipment to the original purchaser.

Parts or components which fail under normal usage, within the following special time periods, and are proven to be defective. To replace the defective parts, after repair work is completed you must make a warranty claim for defective parts. All replacement parts will be shipped FOB: Inman, SC 29349.

#### **WARRANTY TIME PERIODS (PARTS ONLY)**

- 60 months: Hydraulic Pump only, for EP55-II standard manual pallet jack.
- 12 months: Weldments and Castings.
- 6 months: Wheel, Rollers, Bushings, Bearing, and Axles.
- 12 months: Hydraulic Pump only, for all other special models manual pallet jack.

#### **WARRANTY IS VOID IF**

1. Truck has been modified or repaired in any manner not approved by E-P.
2. Truck is overloaded beyond rated capacity.
3. Truck is used in abrasive conditions, corrosive conditions, freezers or excessive moisture unless equipped with an appropriate protection package. When equipped with a protection package the warranty shall be limited to 90 days on all components.

#### **THE FOLLOWING ARE NOT COVERED UNDER WARRANTY**

1. Adjustments, including initial field set-up. Adjustments are considered part of normal maintenance procedures.
2. Repairs required as a result of:
  - a. Failure to follow maintenance and/or lubrication procedures specified in the owner's manual.
  - b. Abuse, willful damage, accident, or neglect.
  - c. Shipping damage (claim must be made with freight carrier).

E-P EQUIPMENT, USA CORP DOES NOT ASSUME RESPONSIBILITY OR LIABILITY FOR INCIDENTAL CONSEQUENTIAL OR SPECIAL DAMAGES OR FOR LOSS OF PROFIT OR DAMAGE TO TRADE OR BUSINESS, WHICH RESULTS FROM THE EQUIPMENT.

THE ABOVE WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN.



EP Equipment, USA Corp

***E-P Limited Warranty Self Propelled Equipment  
EPT-20-45W and EPT 20-30M Electric Pallet Truck***

E-P WARRANTYS to the original purchaser its self-propelled equipment to be free from defective factory material and workmanship. All warranties begin on the date of delivery to the first user or the sixtieth (60) day after date of shipment, whichever comes first.

Parts or components which fail under normal usage within the following specified time periods and are proven to be defective will be repaired or replaced by E-P without charge for parts or labor unless stated otherwise herein. Replacement parts will be supplied F.O.B. factory.

**WARRANTY TIME PERIODS**

1. 2 YEARS OR 2000 HRS. OPERATION WHICHEVER OCCURS FIRST (UNITS EQUIPPED WITH ELECTRONIC SPEED CONTROL ONLY).
2. 6 MONTHS OR 1000 HRS. OPERATION WHICHEVER OCCURS FIRST. Lift motors (except brushes), pump, wiring harnesses, valves, oil seals, hydraulic hoses, hydraulic cylinders, weldments, and castings.
3. 90 DAYS OR 500 HRS. OPERATION WHICHEVER OCCURS FIRST. Motor brushes, contactors, switches, wheels, rollers, bearing, bushings, brakes, axles, connectors and fasteners.

Batteries and battery chargers are guaranteed by their manufacturer not E-P. Please consult E-P Equipment for the nearest manufacturer's representative.

**WARRANTY IS VOID IF**

1. Warranty validation form is not completed and returned to E-P Equipment.
2. Equipment has been modified or repaired in any manner not approved by E-P Equipment.
3. Equipment is overloaded beyond rated capacity.
4. Equipment is used in abrasive or corrosive conditions, freezers or excessive moisture, unless equipped with an appropriate protection package. When equipped with a protection package the warranty shall be limited to 90 days on all components.

**THE FOLLOWING ARE NOT COVERED UNDER WARRANTY**

1. Adjustments, including initial field set-up. Adjustments are considered part of the normal maintenance procedures.
2. Repairs required as a result of:
  - Failure to follow maintenance and/or lubrication procedures specified in the owner's manual.
  - Abuse, willful damage, accident or neglect.
  - Shipping damage (claim must be made with freight carrier).

EP DOES NOT ASSUME REponsibility OR LIABILITY FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, OR FOR LOSS OF PROFIT OR DAMAGE TO TRAD OR BUSINESS WHICH RESULTS FROM THE EQUIPMENT.

THE ABOVE WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN.



*EP Equipment, USA Corp*

***E-P Limited Warranty Self Propelled Equipment  
ES-14-30A and ES-16-35A Electric Walkie Stacker***

E-P WARRANTYS to the original purchaser its self-propelled equipment to be free from defective factory material and workmanship. All warranties begin on the date of delivery to the first user or the sixtieth (60) day after date of shipment, whichever comes first.

Parts or components which fail under normal usage within the following specified time periods and are proven to be defective will be repaired or replaced by E-P without charge for parts or labor unless stated otherwise herein. Replacement parts will be supplied F.O.B. factory.

**WARRANTY TIME PERIODS**

1. 2 YEARS OR 2000 HRS. OPERATION WHICHEVER OCCURS FIRST (UNITS EQUIPPED WITH ELECTRONIC SPEED CONTROL ONLY).
2. 6 MONTHS OR 1000 HRS. OPERATION WHICHEVER OCCURS FIRST. Lift motors (except brushes), pump, wiring harnesses, valves, oil seals, hydraulic hoses, hydraulic cylinders, weldments, and castings.
3. 90 DAYS OR 500 HRS. OPERATION WHICHEVER OCCURS FIRST. Motor brushes, contactors, switches, wheels, rollers, bearing, bushings, brakes, axles, connectors and fasteners.

Batteries and battery chargers are guaranteed by their manufacturer not E-P. Please consult E-P Equipment for the nearest manufacturer's representative.

**WARRANTY IS VOID IF**

1. Warranty validation form is not completed and returned to E-P Equipment.
2. Equipment has been modified or repaired in any manner not approved by E-P Equipment.
3. Equipment is overloaded beyond rated capacity.
4. Equipment is used in abrasive or corrosive conditions, freezers or excessive moisture, unless equipped with an appropriate protection package. When equipped with a protection package the warranty shall be limited to 90 days on all components.

**THE FOLLOWING ARE NOT COVERED UNDER WARRANTY**

1. Adjustments, including initial field set-up. Adjustments are considered part of the normal maintenance procedures.
2. Repairs required as a result of:
  - Failure to follow maintenance and/or lubrication procedures specified in the owner's manual.
  - Abuse, willful damage, accident or neglect.
  - Shipping damage (claim must be made with freight carrier).

EP DOES NOT ASSUME REPONSIBLITTY OR LIABILITY FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, OR FOR LOSS OF PROFIT OR DAMAGE TO TRAD OR BUSINESS WHICH RESULTS FROM THE EQUIPMENT.

THE ABOVE WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN.



EP Equipment, USA Corp.

## **E-P Limited Warranty Stackers Manually Propelled-Manual and Power Lift**

E-P Equipment warrants to the original purchaser its stackers to be free from defective factory material and workmanship. All warranties begin on the date of delivery to the first user or the thirtieth (30) day after date of shipment, whichever comes first.

Parts or components which fail under normal usage within the following specified time periods and are proven to be defective will be repaired or replaced by E-P without charge for parts or labor unless stated otherwise herein. Replacement parts will be supplied F.O.B. factory.

### **WARRANTY TIME PERIODS PARTS ONLY**

12 months: Hydraulic Pump Assemblies.

6 months: Weldments and Castings.

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

### **WARRANTY IS VOID IF**

1. Warranty validation form is not completed and returned to E-P Equipment.
2. Equipment is operated in abrasive or corrosive conditions, freezers or excessive moisture.
3. Equipment is modified or repaired in any manner not approved by E-P.
4. Equipment is overloaded beyond rated capacity.

### **THE FOLLOWING ARE NOT COVERED UNDER WARRANTY**

1. Adjustments, including initial field set-up. Adjustments are considered part of normal maintenance procedures.
2. Repairs required as a result of:
  - Failure to follow maintenance and/or lubrication procedures specified in the owner's manual.
  - Abuse, willful damage, accident or neglect.
  - Shipping damage (claim must be made with freight carrier).

**E-P DOES NOT ASSUME RESPONSIBILITY OR LIABILITY FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, OR FOR LOSS OF PROFIT OR DAMAGE TO TRADE OR BUSINESS WHICH RESULT FROM THE EQUIPMENT.**

**THE ABOVE WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTIES. EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN.**

### **3. Limitations and Exclusions**

The warranty stated shall not apply to the malfunction of the E-P product if the following is considered to be attributed to:

- (a) Failure to observe the instructions described in Operation & Maintenance Manuals published by E-P.
- (b) Lack of operating skill of the operator including carelessness and abusive use, overloading, and insufficient or improper maintenance.
- (c) Replacement of parts or assemblies which can be repaired by minor adjustments, such as adjustments for master wheel/steer/hydraulic cylinders, inching valve, linkage, mast rollers, steer axle, tightening of all fittings, etc.
- (d) Any alterations, changes, or modifications without prior written consent by E-P, or use of unauthorized replacement parts or components, or servicing performed by anyone other than E-P's authorized servicing representatives.
- (e) Any other kind of misuse or detrimental exposure, including collision or accident.
- (f) Other causes not attributable to E-P such as flood, lightening, and other Acts of God.

Notwithstanding, the warranty stated above, this warranty shall exclude and will not apply to the following:

#### **•OIL, LUBRICANTS, FILTERS AND THE LIKE:**

Oil, grease, fuel, antifreeze, electrolyte, brake fluid, engine oil filters, air filters, fuel filters, hydraulic filters, etc. and other similar expendables that are replaced during a warranty repair.

#### **•ELECTRIC PARTS:**

Points, plugs, condenser, rotor, distributor cap, battery, fuse, electric bulb, wire harness, glow plug, etc.

#### **•OTHER CONSUMABLE PARTS:**

Tires, tubes, clutch disc, brake disc, brake pad and lining, belts, nozzles, rubber hose, and seal packing gasket. O-rings, hydraulic brake, rubber parts, piston ring, glassware, grease fitting, nut, bolt, washer, cotton pins, bushings and the like.

**E-P EQUIPMENT USA CORP  
GENERAL WARRANTY POLICY**

**VERY IMPROTANT:**

E-P Equipment only provide warranty for equipment failure caused by original quality problem, and only extend to the original purchaser.

The warranty policy from E-P is not available but not limited to any of the following:

- <1> Warranty validation not being sent back to E-P and get authorization.
- <2> Equipment modified or design changed or parts replaced not approved by E-P
- <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 / using or accident.
- <5> Equipment used beyond rated capacity
- <6> Equipment not be provided by proper maintenance
- <7> Failure to follow operation manual instruction

**E-P WARRANTY FOR LABOR:**

E-P warranty for labor will be provide on self propelled equipment only, rate to be 75% of Dealer Service, actual repair hours, travel time two hours.

Warranty for labor is not available for but not limited to any of the following:

- <1> Repair or replacement for attachments, accessories used on E-P equipment but not manufactured by E-P.
- <2> Normal adjustments of equipment.
- <3> Improper repairs or replacement out of E-P service department's instruction.
- <4> Normal maintenance like change hydraulic / transmission oil, lubrication.
- <5> Fast moving parts replacement, such as seals, gasket, o-rings, wheels, plastic covers, switch etc.

**E-P WARRANTY FOR PARTS:**

<1> Warranty is for parts. See detail warranty parts and valid time under each equipment warranty.

<2> Warranty part is provided by E-P USA FOB Warehouse Duncan, S.C 29334..

**Warranty time start:**

<1> Start from the day of delivery to the first end user.

<2>To support dealers, stock equipment in dealer's place requested by E-P will start warranty from the day received but extend no longer than 90days.

**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.

**Warranty parts return:**

<1>Please do not send defective parts back to E-P unless you be requested to do so.

<2>Warranty cost should be charged to dealer if request defective parts not be sent back to E-P within 30days of the application date.

<3>E-P will reimburse the freight for defective parts return after receiving it by credit invoice.

<4>You will still be charged by E-P if the defective parts to be determined damaging by improper operation.

**Battery and charger:**

E-P strongly suggest you get battery and charger from local battery/charger dealer, E-P does not supply warranty for battery and charger.

**Stock parts request:**

To provide better service to end user, all E-P authorized dealers are request to purchase initial stock parts according to E-P suggest parts list.

<1>E-P will recall over stocked parts from dealer end of the year for those no longer available due to equipment improvement, and give credit to dealer at that time.

<2>E-P will give credit to dealer for those stock parts used for warranty, with complete service paper work request to be return to E-P

**Changes and improvement:**

E-P 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 E-P authorized dealer**

**E-P EQUIPMENT USA CORP**

**2005-4-15**



**EP EQUIPMENT USA CORPORATION**  
 1770 Compton Road, Inman, SC 29349  
 Ph: (864) 472-2776, Fax: (864) 472-2765

Dealer Code:

**WARRANTY CLAIM FORM**

Claim Date: \_\_\_\_\_

<b>HAS UNIT BEEN MAINTAINED / LUBRICATED AS SPECIFIED IN ACCORDANCE WITH OWNER'S MANUAL?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO						<b>OFFICE USE ONLY</b>	
MODEL NO.		SERIAL NO.		CUSTOMER:			
DATE OF SALE:		HOUR METER READING:		ADDRESS:		VERIFIED BY:	
EQUIPMENT PURCHASE INV#:		DEALER REPAIR ORDER#:		REPAIR DATE:		DATE:	
SUBMITTED BY (PRINT):		SIGNATURE:		START:	FINISH:		
LABOR TOTAL HOURS			RATE:		LABOR TOTAL	PRO-RATED LABOR	
TRAVEL TOTAL HOURS			RATE:		TRAVEL TOTAL	PRO-RATED TRAVEL	
TOTAL LABOR & TRAVEL HOURS					LAB/ TRAV. TOTAL	LABOR /TRAVEL PRO-RATED TOTAL	
CUSTOMER DESCRIPTION OF FAULT:						GST.	LABOR/TRAVEL
NATURE OF FAULT:						TOTAL LAB./TRAVEL/GST	
CORRECTIVE PROCEDURE:							
EP EQUIPMENT PART NO.	PART DESCRIPTION	QTY.	REPLACEMENT PARTS INVOICE NUMBER	LIST PRICE	TOTAL	CHARGE	
RMA#						FREIGHT (IF APPL.)	
<b>OFFICE USE ONLY</b> PARTS DISPOSITION <input type="checkbox"/> RETURN TO EP EQUIPMENT <input type="checkbox"/> TO BE SCRAPPED BY DEALER WARRANTY CODING:				PARTS TOTAL		DEALER PARTS CREDIT	
				LESS DEALER DISCOUNT:		TOTAL WARRANTY CREDIT	
						WARRANTY DISPOSITION: <input type="checkbox"/> APPROVED <input type="checkbox"/> RETURNED <input type="checkbox"/> REJECTED	

RETURN COPY - this will be returned to you, credit note attached.