



Patriot Series Limited Product Warranty

HI-TECH HOIST LLC (HTH) warrants to the original purchaser* that HTH hoists will be free from defects in materials and workmanship for the periods listed below:

High Wear Items:

Wire rope, pulleys, hooks, shackles.....30 days or 1 month

Electrical:

Pendant switches, electrical plugs and cable90 days or 3 months

Mechanical:

Motor, brake, wire rope drum, trolley wheels1 year

Gears:

Gear reduction drive assembly5 years

*For **rental** machines, the Dealer is defined as the Original Purchaser.

*For **resale** machines, the First User is defined as the Original Purchaser.

HTH will, at its option: (1) provide replacement parts necessary to repair the product, (2) replace the control box or other part with a comparable product, or (3) repair the hoist in our factory. Purchaser must assist HTH in diagnosing issues, and follow HTH warranty processes.

HTH will replace any failed control box with a new or refurbished box, if we agree that it needs to be replaced. If HTH determines that you need a replacement control box, HTH will ship one to you along with instructions on installation and the return of the failed control box. Replacement control boxes will either be new or serviceably used, comparable in function and performance to the original, and warranted for the remainder of the original warranty period, or 30 days whichever is greater.

When you contact us, we will require a valid credit card number at the time you request a replacement, but we will not charge you for the replacement control box as long as you return the original to us within 30 days after HTH ships the replacement part. If we do not receive the original part from you within those 30 days, we will charge your credit card the then-current standard price for that item. We will pay to ship the item to you, via ground freight, if you use an address within the continental United States. We will also include a prepaid shipping container with HTH replacement part for you to use in returning the control box to us. (Alaska, Hawaii, and international orders are subject to freight charges and do not receive a prepaid container).

You must obtain a Return Authorization Number (RA#) from the factory prior to returning the hoist. If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis. We will pay to ship the repaired unit back to you if you use an address in the United States.

If HTH determines your hoist requires service, you may be required to deliver it to our factory. You will be responsible for properly packaging your product, paying all shipping costs, loss or damage to the product during shipping, and any taxes, fees or charges associated with transporting the product to the factory.

Wire rope cable is considered a consumable part. The cable is not warranted in any manner, if it becomes kinked, cut, or broken, the entire cable must be replaced. Splicing or repair of the cable is specifically not authorized and voids warranty.

This limited warranty does not cover misuse or minor imperfections within design specifications or those that do not materially alter functionality. HTH does not warrant, and is not responsible for damages caused by misuse, abuse, accidents, or use of unauthorized service or parts.