



## Big Joe Warranty Guideline

### New Unit Warranty

90 days – Labor

6 months – Parts

1 year – Frame & Transmission (gears or if the frame cracks)

6 months – Poly-cased batteries

5 years (1 year full, 4 years pro rated) – Steel-cased industrial batteries

EXCEPTION: Big Joe model PT-55 hand pallet jack

6 months – frame and pump

90 days on wheels, axles, bearings and bushings

All parts are to be returned to our factory in Wisconsin Dells, WI accompanied by a Big Lift Warranty Claim form to be considered for credit (exception is batteries – please recycle these locally).

Labor to be reimbursed at 75% of published labor rate

Maximum one hour travel reimbursement

Parts are to be reimbursed at dealer net

Warranty claims that are submitted beyond 30 days after service work is performed will be subject to denial.

### Replacement Parts Warranty

Parts that are replaced within 90 days of previous install

Batteries are covered 6 months

Proof of current and previous parts invoices, documentation of service work and unit serial number is necessary to be considered for credit.

### Warranty Installation and Registration

Please install the unit and submit an Installation and Warranty Registration form to Big Lift within 15 days of shipment. Without a completed form on file, Big Lift will not authorize any warranty claims. No exceptions will be made.

The form records the formal installation of all power drive units and the warranty registration information regarding the customer. While IBH or M22 (manually self-propelled) or PT/PTE (manual and powered pallet jacks) do not require installation the warranty registration information is required for subsequent claim processing. Thus the form must be submitted to Big Lift in all cases.

If you are in need of additional forms, please contact Big Lift's Parts/Service Department or go online to [www.bigjoesupport.com](http://www.bigjoesupport.com). Please e-mail, fax, or mail a copy of the form and assure that both the customer and the dealer representative have signed the document.

If the unit was purchased for stock, please complete the form noting this fact in the customer name field. Once the unit is sold, please complete and submit a new Installation and Warranty Registration form detailing the customer information.

Your cooperation and attention to this matter will enable Big Lift to provide proper Warranty Support for your customer.