

GRADALL®

2023 Product Support Policies and Procedures



GRADALL
INDUSTRIES, LLC

Where Ingenuity Works

| Parts • Service • Training • Warranty

GRADALL®

| Parts • Service • Training • Warranty

PRODUCT SUPPORT MANUAL

TABLE OF CONTENTS

PARTS POLICY

General Information	3
Parts Ordering and Shipping	4
Freight Damage	6
Parts Lists	7
Parts Returns	8
Annual Returns	10
Shipment Refusals	12
Cancelled Distributor Return Policy	13
Communications and Company Hours	14
“Will Call” Parts Orders	15
Parts Manuals	15
Parts For Machines Not Currently In Production	15

WARRANTY POLICY

Guidelines	16
“Standard” and “Special Industrial” Machine Model Designations	16
New Equipment Warranty Certificate	17
Extended Warranty Certificate	19
Areas Not Covered	21
Required Reports	22
Warranty Claims	22
Replacement Parts Warranty	23
Parts Freight	24
Warranty Parts (miscellaneous)	24
Labor	25
Diagnostic Calls and Troubleshooting Time	26
Out-of-Territory Service	26
Factory-Initiated Field Campaigns	26
Provisional Credits	26
Distributor/Owner Responsibility	27

The policies outlined within this manual apply to all parts and attachment sales with Gradall Industries LLC distributors located in and doing business in North America. These policies do not apply to export sales with Gradall Industries LLC.



GENERAL INFORMATION

PARTS POLICY

Phone Number
800-445-4752
330-339-2212

Fax Number
330-339-3579

Website & Manuals
<https://shop.gradall.com>

Shipping address:
Gradall Industries LLC
406 Mill Ave SW
New Philadelphia, OH 44663

1. Orders can be placed by website, telephone or fax.

The person ordering the parts via telephone or fax must identify themselves with their name, distributor name and branch location.

2. Gradall Parts Discounts and Terms:

ORDER TYPE	DISCOUNT	MINIMUM ORDER	FREIGHT	TURN-AROUND
Emergency	15%	None	Dealer Pays	Same Day
Conventional	25%	None	Dealer Pays	Within 5 Working Days
Economy	35%	\$2,000.00	No Charge	Within 10 Working Days

**Any request to change Order Type for orders in-process will have discount adjusted accordingly.*

3. Specify exact shipping instructions. Orders can be shipped to any location within the dealer's territory.
4. Gradall Industries LLC expects each distributor to use their library of manuals or the online parts look up system to obtain part numbers for ordering.
5. The distributor accepts the responsibility for order accuracy and shipping instructions. No interpretation will be made, unless assistance is specifically requested.
6. All orders must be accompanied by an appropriate purchase order.
7. Processing and shipment of all orders depends upon credit approval of the distributor's account.
8. It is Gradall's policy to ship all customer orders partial. Dealers can request that all of their orders ship complete if desired, but orders are either all complete or all partial.
9. A cancellation charge may be assessed by Gradall for a part(s) cancelled by a distributor that was declared at the time of order placement to be non-cancelable. The amount of the charge will be at the sole discretion of the Gradall Industries LLC parts center, but not to exceed the net price of the parts(s) to the distributor.
10. 'Proprietary Parts' are major manufactured components and are not eligible for economy order discount. Proprietary Parts orders must be placed with the Gradall Parts Department via e-mail, telephone or fax.

Sales Tax

- If sales tax is applicable to any part shipping from Gradall, or any of its vendors, to a customer address, sales tax will be charged if there is no sales tax exemption on file with Gradall.

PARTS ORDERING & SHIPPING

Economy Orders

1. These orders are entered, gathered and shipped to a single destination within ten (10) working days after the order has been received, subject to availability.
2. Economy order shipments are made on a prepaid surface basis to the distributor destination within the U.S. and Canada (excluding Hawaii).
3. Routing of all shipments of which transportation charges are prepaid and absorbed by Gradall will be via the most economical truck freight means available to Gradall.
4. Free freight for distributors outside the U.S. and Canada only covers freight charges to a U.S. or Canadian port.
5. Distributors that wish to transport Economy orders via their own truck or hired carrier of their choice will receive no additional credit to offset this voluntary transportation service. In these instances, transportation costs will be absorbed by the distributor.
6. Gradall Industries LLC encourages distributors to stock parts. Economy / Conventional orders cost less than emergency orders and support parts availability for the customer.

Conventional Orders

1. Conventional orders will be shipped within five (5) working days after the receipt of the order, subject to availability. For each order, it is the distributor's responsibility to check parts availability.
2. Conventional orders can be shipped freight pre-paid with select carriers (see freight carriers section) or freight collect with the dealers choice of carriers.
3. Special "Ship To" instructions for customer direct shipments must be accurate and complete. Must include destination zip code and a purchase order number. Without a zip code and P.O. number, the order will not be processed or shipped.
4. Method of shipment (and alternate shipment mode for back orders) must be provided with the order.





Freight carriers and cutoff times

UPS Ground and Air
4:00 P.M. EST

FedEx Ground and Air
Cannot guarantee same day shipment

All Freight Carriers
2:00 P.M. EST

Emergency Orders

1. Emergency orders are orders for parts where the customer requests priority to have the parts order shipped the same day, provided parts are in stock. **WHEN ORDERING PARTS, THE DISTRIBUTOR PARTS PERSON MUST REQUEST THIS SERVICE. GRADALL WILL NOT ASSUME A PARTS ORDER TO BE SHIPPED AIR FREIGHT IS AN EMERGENCY ORDER.**

AN EMERGENCY ORDER IS NOT ASSUMED TO BE A “MACHINE-DOWN” SITUATION. IF YOUR MACHINE IS RENDERED INOPERABLE DUE TO PART FAILURE, CONTACT A PARTS REPRESENTATIVE FOR ORDERING.

- 2.** For each order, it is the distributor’s responsibility to check parts availability and freight carrier service (i.e. Air freight or surface freight).
- 3.** Emergency orders will be shipped the same day if they are received prior to 4:00 P.M. Eastern Standard Time for UPS packages or prior to the cutoff time for the selected carrier. Orders received after these times will require special handling and will be subject to carrier availability.
- 4.** Emergency orders that require a drop shipment from a Gradall supplier will only be shipped to the distributor’s location. There will be no drop shipment from a supplier to an end-user customer.
- 5.** Quantities of parts per order should be limited to the minimum number of parts required to place a machine back in operation. **QUANTITIES GREATER THAN 13 WILL NOT GUARANTEE SAME DAY SHIPMENT.**
- 6.** To expedite delivery, shipment should be directed to the location of the customer’s equipment. Complete shipping address and distributor PO# are always necessary.

Shipping

Gradall will ship non-economy orders pre-paid via the listed freight carriers.

Any other freight provider the distributor wishes to use will need to be billed collect using the distributor’s account number or as a third party bill depending on whether the parts are being delivered to you or directly to your location or directly to the customer.

If the distributor has established an account with a trucking company and prefers to use that trucking company Gradall can enter your account number in our system to avoid payment on delivery.

FREIGHT DAMAGE

Visible Shortage or Damage

1. Be sure that the number and description of the container (cartons, skids or pieces) match those on the carrier delivery receipt. Any shortage must be recorded on carrier delivery receipt. Be sure all copies of delivery receipt have been recorded, signed and dated.
2. Inspect all crushed or torn cartons and loose-shipped parts for possible damage. Any re-taped boxes or removed staples are indications of tampering. These types of cartons must be opened in the presence of the driver. Check the count and condition of the freight. All shortage and damage must be recorded on all copies of carrier delivery receipt.
3. Note all exceptions on carrier's delivery receipt, such as shortage, damage, etc. Do this in the presence of the driver, and have them sign their full name before you sign for receipt of material and be sure it is dated.

Concealed Damage

1. Open all packages as soon as possible. If there is concealed damage, telephone the carrier office immediately. They will arrange for inspection. Remember that in all concealed damage claims, it is the distributor's responsibility to prove the carrier damaged the shipments, and that damage did not occur after it was received.
2. Hold all packaging and cartons with the damaged freight until the claim is settled or Gradall has authorized otherwise.
3. Conduct the inspection with the carrier representative. Before signing the inspection report, note on the report any statements by the carrier representative with which you cannot agree.
4. File all claims for loss and damage by carrier within the prescribed time after the freight delivery date. All required reports to be filed with claim:
 - Inspection Report
 - Invoice Value of lost or damaged freight
 - Paid freight Bill
 - Any other statements about claim





PARTS LISTS

Gradall develops and maintains a combined Gradall Parts Price List, available upon request.

- Price lists include: part number, description and list price.
- Gradall reserves the right to change price, cancel, modify parts, and/or make interchangeable substitutions to a distributor's parts order without prior notice.

Gradall will make an effort to notify its distributors of parts price changes and material substitutions thru timely release of parts bulletins.

Price adjustments with new parts price lists will be issued as conditions warrant.

PARTS RETURNS

Return Parts Authorization

1. Every effort should be made by the customer to request RPA's via the Gradall Product Support website. You may sign up for access to the Gradall Product Support website by accessing our sign up agreement at <http://parts.gradall.com>.
2. **No parts are to be returned to Gradall Industries LLC until the claim status is "Awaiting Parts", which signifies approval of the RPA. Submission and receipt of RPA application is not an approval of the RPA.** Parts returned that do not comply with the conditions of the return parts policy will be returned to the Customer at their expense, or subject to a restocking charge and any special handling charges that may apply, at Gradall's discretion. Returned parts are required to be shipped freight prepaid. Returned parts shipped freight collect will be refused by Gradall Industries LLC and returned to the Customer at their expense or will be subject to a \$100.00 freight processing charge. **RPA's must be filed within 45 days of invoice date. Parts must be returned within 30 days of the authorization approval date.**
3. **Return parts must be accompanied by the appropriate Return Parts Authorization (RPA) application. The RPA application number must be clearly displayed on the outside of the package.**
4. Parts will be returned to the following address, as specified on the RPA Application (address and RPA# should also appear on bill of lading, if applicable):

Gradall Industries, LLC - Service 9340
RPA#
Receiving Doors #1 & #2
406 Mill Avenue Southwest
New Philadelphia, OH 44663

Incorrect parts shipped, Gradall's error

1. Gradall will authorize the return of incorrect parts shipped to the customer at Gradall's expense if the guidelines of the return policy are followed.
2. Return parts authorizations must be submitted within 45 days of invoice date of incorrect parts.

Incorrect parts shipped, Customer error

1. Return parts authorizations must be requested within 45 days of invoice date of incorrect parts.
2. It will be at the discretion of Gradall whether such parts may be returned. For authorization to be granted, parts:
 - Must be shipped freight prepaid.
 - Must have a minimum list value of \$30.00 per item.
 - Are subject to all applicable restocking fees.





Restocking Charges

- Restock charges will be 15% net value.

Special Order or Made-To-Order parts

- 1.** Special Order or Made-To-Order parts may require extended lead times. These parts are non-cancelable at the time of order and are non-returnable.
 - Must be shipped freight prepaid.

ANNUAL RETURNS

Annual Parts Buy Back

1. Gradall has established an annual parts buy-back policy to allow its customers an opportunity to purge their parts inventory of certain slow or non-moving items.
2. An amount equal to 10% of the dollar value of the previous 12 months' Economy Orders will be eligible for return. The customer will receive their allowable amount, scheduling confirmation e-mail, dealer letter and copy of current Annual Return policy by January 31st.
3. When ready to submit their annual return, the customer has the first 5 working days of their scheduled month to submit parts list to Gradall for review.
4. Customer parts must be listed in an Excel spreadsheet format.
5. The customer will be credited list price less their economy order discount for parts returned on an annual buy-back.
6. A 15% handling charge will be applied. The handling charge can be waived by Gradall with the receipt of an offsetting purchase order of qualifying parts, equal to or greater than the credit amount, upon shipment of your return to Gradall.
7. Once the buy-back authorization is approved by Gradall, the Customer will have 14 days to package and ship the parts freight prepaid to Gradall. Requests to change scheduled return month must be done by the end of February, but is not guaranteed. If scheduled month is missed, Gradall cannot guarantee the return will be processed. Dollar amounts do not carry over from one year to the next. Customer will also be required to submit finalized packing slip, pro number for tracking, and date the parts left their facility.
8. All dealer branch returns must be combined into one submitted return. (Parts cannot be returned individually by separate branches.) Returns should be in one package, if possible, with a copy of the return inside and the RPA number on the outside.
9. Do not mix other RMA or Warranty returns with your Annual Return.

Parts eligible for return must meet the following criteria:

- New
- Current
- Undamaged
- In clean and re-saleable condition
- Purchased within the last three years

Parts not eligible for return:

- Parts not identified with part number
- Incomplete or loose parts
- Special Order parts
- Manuals
- Tires, Paint, Sealants, Adhesives
- Discontinued parts
- Tubes, Hoses, O-rings, Decals, small hardware items
- Opened Kits



ANNUAL RETURNS (Con't)

- 10.** Parts returned must have a minimum \$25.00 line-item value.
- 11.** If parts received do not meet criteria outlined, no credit will be issued. Gradall will notify the dealer of items not acceptable for return. At that time, the dealer will have 5 working days to take the parts back, at dealers expense, including a \$150.00 processing fee. If no notification is given, the parts will be scrapped and no credit issued.
- 12.** No additional parts can be added to the list after it is received by Gradall.
- 13.** Returns are due in the month assigned. If a dealer fails to submit their return during the assigned month, the annual return will not be accepted until their next assigned month in the following calendar year. A 20% restock fee will be charged if the dealer chooses to apply the return in their unassigned month.
- 14.** Gradall will issue credit for current, resalable parts only. Parts that are obsolete or inactive will not be credited.



Receipt and Inspection

1. Returned parts will be subject to the following conditions:

- Audit for accuracy of quantity and part number.
- Final judgment as to the condition and acceptability of parts
- Must be a Gradall part purchased through Gradall.

Final Approval and Credit

1. After final audit and inspection Customer will be notified of:

- Which parts are not acceptable, at which time the Customer will need to decide the disposition of the items. Items will be held for 15 days and scrapped if not specified otherwise by the customer.
- Final approval of credit amount.

SHIPMENT REFUSALS

No shipments from Gradall are to be refused for any reason. All shipments must be received. If the shipment is damaged, refer to page 6 for instruction.

Shipments that are sent back to Gradall due to refusal will be recorded and accepted into stock if it is in resalable condition. Parts that are not fit for use will be disposed of.

If a shipment is refused erroneously, it is the Customer's responsibility to contact Gradall within 5 days of refusal.

CANCELLED DISTRIBUTOR RETURN POLICY

When there is a mutual agreement to terminate a distributor agreement by or with Gradall Industries LLC, the former distributor is entitled to return all unsold parts according to these guidelines.

1. All unsold parts that are complete and in like new/resalable condition with an individual net price value of over \$50.00 are eligible for return.
2. All kits must be unopened, complete, resalable and in Gradall Industries LLC boxes or containers.
3. No dated or perishable parts that are over three years old such as: hoses, seals, O-rings, etc., or kits that contain these items are eligible for return. Manuals, paint, decals and decal kits are not returnable for credit.
4. Parts purchased on an emergency or special order basis are not returnable.
5. All parts must be identified. Credit value for returned parts will be set at:
 - Current price at the time of the distributor cancellation.
 - There will be no restock charge for the returned parts.
 - All parts are to be returned pre-paid to Gradall.
 - All returned parts must be itemized and sent to the Gradall parts center for authorization before the parts are returned.





COMMUNICATION AND
COMPANY HOURS

Gradall Sales and Service 800-445-4752
Machine Sales 800-445-4752, then dial 1
Parts Sales and Research 800-445-4752, then dial 2
Technical and Service Support 800-445-4752, then dial 3
Warranty 800-445-4752, then dial 4

Parts Fax Number 330-339-3579

Office Hours 8:00 A.M. to 5:00 P.M. EST
Monday thru Friday

Shipping Hours 8:00 A.M. to 4:30 P.M. EST
Monday thru Friday
(Depending on Carrier)

Shipping Address Gradall Industries LLC
406 Mill Ave SW
New Philadelphia, OH 44663

E-mail Address productsupport@gradall.com

For after hours and weekend critical orders, please call:

330-592-3520

“WILL CALL” PARTS ORDERS

1. Place the order with the parts center indicating a “will call” pick up.
2. Pick up should not be made until you have contacted the parts center to determine the status of the order, or you request to be notified when the order is gathered and packed.
3. Pick ups can be made between 8:00 A.M. and 6:00 P.M. EST Monday thru Friday. Individuals making the pickup should have the P.O. number to assure the correct order is being picked up.

PARTS MANUALS

The distributor is required to maintain adequate access to Gradall equipment parts manuals, machine records, bulletins and other media that are required for routine operations of the distributor’s parts department.

1. Literature for new equipment: A hard (paper) copy of the Operator & Safety Manual is shipped with each piece of equipment. Additional or hard (paper) copies of the Operator, Parts and/or Service manuals must be requested with machine order, or purchased after the delivery of machine through the parts department. All manuals can be viewed/downloaded at no cost at <https://shop.gradall.com>.
2. Literature for non-production equipment: Manuals may be purchased through the parts department or viewed/downloaded at no cost at <https://shop.gradall.com>.

PARTS FOR MACHINES NOT CURRENTLY IN PRODUCTION

For machines in this category the following criteria will apply:

1. If the component continues to show activity and is readily available, Gradall will supply, regardless of the age of the machine.
2. Based on activity, some parts may be designated as non-cancelable/ non-returnable. If this determination is made the distributor will be notified as soon as possible.



POLICY & PROCEDURE GUIDELINES

Submit Machine Receipt Report (MRR) and register machine for Warranty at:

<http://www.mygradall.com>

Submit Electronic Warranty Claim Form at:

<http://parts.gradall.com>

Contact information:

Gradall Industries LLC

Attn: Warranty Administrator

406 Mill Ave. SW

New Philadelphia, OH 44663

Phone: (330) 339-2211

Fax: (330) 339-8468

E-Mail: warrantyadministrator@gradall.com

“Standard” Machine Models:

- XL3100 • XL4100 • XL5100 • XL4130 • XL5130 • XL3200
- XL4200 • XL5200 • XL3300 • XL4300 • XL5300 • XL3330
- XL4330 • XL5330 • D152 • D154 • D172 • D174

“Special Industrial” Machine Models:

- XL3210 • XL4210 • XL5210 • XL3220 • XL4220 • XL5220
- XL3310 • XL4310 • XL5310 • XL3320 • XL4320 • XL5320
- XL4240 • XL4340 • XL7310 • XL7320 • XL7210 • XL7220
- FA50 • FA70



GRADALL[®] LIMITED WARRANTY

Gradall Industries, LLC d/b/a Gradall ("Gradall") will repair or replace, at its option, any factory-installed part that is defective in materials or workmanship under normal use. Any needed part replacements will be made using new or remanufactured parts. This Limited Warranty is limited to repairing or replacing, at Gradall's option, any part proven defective under normal use; provided that the product has been properly registered with Gradall within thirty days after the in-service date and that all required reports are current. The warranty period begins on the product's in-service date, which is the first date the unit is either delivered to an end-user (the "Owner"), for purchase, rental or lease.

THIS WARRANTY EXTENDS ONLY TO THE ORIGINAL PURCHASER FROM GRADALL INDUSTRIES, LLC AND IS NON-TRANSFERABLE.

The Owner is responsible for all normal preventative maintenance and scheduled maintenance as detailed in the machine's Operator and Safety Manual. The Owner is also responsible for:

- Keeping the Operator and Safety Manual available to the operator of the product.
- Using the product in accordance with the Operator and Safety Manual.
- Releasing the product for warranty work.
- Reporting accidents immediately to Gradall.
- Using the product for safe, approved applications and using only approved accessories.
- Complying with factory initiated Field Campaigns.
- Using only approved components for maintenance and replacement parts.
- Ensuring that the operator of the product has been properly trained in the safe and proper use of the product.

This Limited Warranty is subject to those limitations and exclusions as listed in the Gradall Policies & Procedures Manual (41200037), which includes timelines and requirements for making claims under this Limited Warranty.

STANDARD WARRANTY

Gradall products carry the following warranties from the unit's in-service date for 2019 model-year (and beyond) machines:

- Standard Machines. 2 Years or 3000 hrs., whichever comes first.
 - Special Industrial Machines. . 1 Year or 1500 hrs., whichever comes first.
- "Standard" and "Special Industrial" machine model designations are defined in the Gradall Policies & Procedures Manual (41200037)*

What Is Not Covered

- Parts associated with unit maintenance are not warranted beyond 1 year of the product's in-service date.
- Items subject to normal wear and tear, noise, vibration, or deterioration are not warranted.
- This Limited Warranty does not cover damage caused by abusive usage or extreme applications.
- Any operation beyond the rated capacity or the improper use or application of the product or the substitution of parts not approved by Gradall or the failure to release the product for warranty work.
- Tires, engines and batteries are warranted by the applicable Manufacturer.
- Corrosion due to external forces or damage caused by stones, salt, gravel, accidents, chemicals or other forms of impact, industrial fallout or pollution, or previous repair.
- External surface rust left unrepaired due to neglect of the product.
- Chassis not manufactured by Gradall.

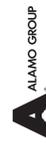


EXCEPT AS PROVIDED HEREIN, GRADALL MAKES NO WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE WITH RESPECT TO PRODUCTS OR PARTS FURNISHED BY GRADALL. EXCEPT AS PROVIDED HEREIN, GRADALL SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO OWNER OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS, OR DAMAGE CAUSED OR ALLEGED TO BE CAUSED DIRECTLY OR INDIRECTLY BY THE PRODUCTS INCLUDING, BUT NOT LIMITED TO, ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES RESULTING FROM THE USE OR OPERATION OF THE PRODUCTS OR ANY BREACH OF THIS WARRANTY. GRADALL'S MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL BE THE PURCHASE PRICE PAID TO GRADALL WITH RESPECT TO THE WARRANTED PRODUCT.

GRADALL®

Gradall Industries, LLC
 406 Mill Ave. SW
 New Philadelphia, Ohio 44663
 Phone: 330.339.2211
 Toll Free: 800.445.4752
 Fax: 330.339.3579
 www.gradall.com

Certified ISO 9001 • 1/23
 Part No. 41200003



EXTENDED WARRANTY
 An Extended Warranty may be purchased for a Gradall product at any time up to the end of the Standard Warranty period. A maximum of 1 extra year of Extended Warranty may be purchased for a maximum warranty period of 3 years.

What is Not Covered

- Items subject to service, maintenance, or normal wear, including but not limited to O-rings, Seals, Hoses, Paint, Tires, Belts, or Filters.
- Items supported by separate warranties such as the Engine or Transmission.
- Extended Warranty is not available for Special Industrial Machines and/or Applications due to their extreme nature.
- Chassis not manufactured by Gradall.

MISCELLANEOUS

- Proper venue for any lawsuits arising from or related to this Limited Warranty shall only be in Tuscarawas County, Ohio, and governing law shall be the laws of the State of Ohio.
- Gradall may waive compliance with any of the terms of this Limited Warranty, but no waiver of any terms shall be deemed to be a waiver of that term in the future or of any other term.
- If any provision of this Limited Warranty shall violate any applicable law and is held to be unenforceable, then the invalidity of such provision shall not invalidate any other provisions herein.



GRADALL INDUSTRIES, LLC

EXTENDED WARRANTY

Gradall Industries LLC (“The Company”) offers an Extended Warranty to its Distributors for its Excavator products, for which the Distributor has filed the required application form and paid the required fee, all of which will be subject to acceptance by The Company. The customer has up to the end of the Standard Warranty to decide on an Extended Warranty.

The Extended Warranty is for the period specified in the application form and begins on the expiration date of the Company’s Standard Warranty applicable to the warranted product. The Extended Warranty covers designated items if the same prove to be defective in material and workmanship, with the liability of the Company being limited to repairing or replacing, at the Company’s option, the items determined to be defective under normal use during the Extended Warranty Period.

The Extended Warranty is contingent on the Distributor performing warrantable repairs, and submitting all required documents to the Company. The Company shall have the opportunity to inspect any material in question.

The Extended Warranty is separate and distinct from the Company’s Standard Warranty and is subject to such policies and procedures the Company may adopt. The following summarizes the provisions of such policies and procedures of the Extended Warranty:

- The Extended Warranty does not cover items subject to service, maintenance, or normal wear, including but not limited to: o-rings, seals, hoses, paint, tires, belts, batteries, filters, boom rollers, and buckets or attachment linkage.
- Reimbursable travel time to and from the job site is a maximum of three hours per claim.
- Preventive and scheduled maintenance must be performed according to the maintenance schedule as defined in the manuals supplied with the warranted product. The use of filters approved by the Company is mandatory during the Extended Warranty Period.
- Engines are not included in this coverage, but coverage can be purchased separately from the engine manufacturer (if available).
- No warranty of any kind is made with respect to products that have been subject to operation in excess of recommended capacities, improper use or application, negligence or an accident, or have been altered or repaired in an unauthorized manner by other than an authorized Company Distributor or by using other than Company approved parts, accessory items, attachments, tools or implements.
- Any liability, whether in contract, tort or strict liability, arising from any cause, shall be limited exclusively to repair, replacement parts, and labor instruction, as aforesaid. The Company is not responsible for direct or consequential damages or loss for use for any reason, including but not limited to, economic losses or other business expenses or costs resulting from a defect of the Warranted Product covered by this Extended Warranty.
- Freight charges are not covered under the Extended Warranty.

- This warranty constitutes the Company's entire warranty as to the warranted product and it is expressly agreed that the remedies of customer and Distributor and those claiming under customer and Distributor as stated in the Warranty are exclusive to the Distributor. The Company does not assume (and has not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this Warranty.

EXCEPT AS PROVIDED HEREIN, GRADALL MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE WITH RESPECT TO PRODUCTS OR PARTS FURNISHED BY GRADALL. Gradall's maximum liability under this warranty shall be the purchase price paid to Gradall with respect to the warranted product.

OWNER RESPONSIBILITY

The Gradall Owner is responsible for all normal preventative maintenance and scheduled maintenance which includes:

1. Lubricating machine as shown in the Operator & Safety Manual.
2. Keeping bolts torqued to specifications as listed in the Operator & Safety Manual.
3. Keeping the machine in proper working condition and replacing damaged items.
4. Keeping all filters clean and replacing as required.
5. Replacing filters and fluids per the published maintenance guidelines, using only Factory approved filters and fluids.
6. Repairing minor hydraulic leaks.
7. Repairing minor air system leaks.
8. Using only clean and correct specification hydraulic, engine and gearbox oils and fluids.
9. Performing all other preventative maintenance, procedures and guidelines as described in the associated machine manuals.
10. Performing normal maintenance, such as lubricants, filters and perishable seals.
11. Maintaining supporting documentation of a machine's inspection and maintenance history and providing to factory as requested.

The Gradall Owner is also responsible for:

1. Keeping the Operator & Safety Manual available to the operator/user(s)
2. Having the operator use the machine only in accordance with the Operator & Safety Manual and warning/instruction decals.
3. Using qualified operators who have read and thoroughly understand the machine manuals and warning/instruction decals.
4. Releasing machine for warranty work.
5. Reporting accidents immediately to the Distributor and Gradall.
6. Operating the product safely and properly within the machine design specifications only (Example: do not raise hydraulic pressures above specified limits).
7. Using the product only on safe, approved applications and using only attachments approved by Gradall.
8. Complying with Factory initiated Field Campaigns.
9. Using only Company approved components for maintenance and replacement parts.

12/12/22
P/N 41200002



AREAS NOT COVERED

1. All normal preventive maintenance items and shop supplies. Fluids and filters are not considered normal Warranty items. Coverage for these items will only be considered on a per item basis once all the facts surrounding the situation are reviewed.
2. Damage to machine during shipment must be filed with freight carrier.
3. Any abuse, neglect, misapplication or overloading of the machine, accessory or part can void warranty.
4. Major components produced by other manufacturers, including, but not limited to engines, transmissions, batteries and tires, are warranted as provided and administered by the original manufacturer's warranty.
5. Customer-installed parts do not carry Warranty, as Gradall has no way of knowing the condition of the parts, machine or the competence of the technician who performed the installation.
6. Modifying machine design without written authorization by Gradall Industries will void machine Warranty.
7. Failure to shut down a machine for a repair after a problem is identified may make the owner responsible for the cost of the repair.
8. Use of non-approved components for repair, especially items critical to the design and operation such as boom hoses.
9. Disassembly of specific major components listed in item 4.
10. Consumable items such as belts, light bulbs, batteries, fuses, filters, etc.
11. Temporary or repeat repairs on a machine are not supported by Warranty.
12. Charges or expense of transporting, towing, loading, or unloading incurred for a machine.
13. Cost of loaner/rental machines.
14. Environmental fees, parts disposal, surcharges, tolls and parking.





REQUIRED REPORTS AND WARRANTY CLAIMS

REQUIRED REPORTS

All required reports must be on record at the Gradall Factory.

Machine Receipt Report (MRR) Within 10 days of receiving machine
Machine Warranty Registration. Within 10 days of machine delivery
Electronic Warranty Claim Form Within 30 calendar days of repair

Note! Inspections and delivery to the customer are the Distributor's responsibility and are not covered by this Warranty.

WARRANTY CLAIMS

Claims must be submitted electronically, with all appropriate information recorded, within 30 calendar days of the repair date. Items such as hour meter readings, job location (city, state and zip code), dates, etc. are necessities for claim processing.

Also critical for a claim is a complete cause of failure, investigation description, and repair explanation of the warranty claim. The defect in material or workmanship must be substantiated to justify the submittal of a warranty claim.

If a warranty claim contains miscellaneous or outside charges, a copy of the invoice must be faxed or e-mailed to the Gradall Product Support Department. The invoice, with the claim number written on it, must be faxed or e-mailed to the attention of the Warranty Administrator. Claims must be submitted in US dollars.

Claims filed later than 30 days after the Standard Warranty period expires will not be considered. Claims for units with open campaigns will be rejected.

Rental units must have a warranty registration on file before warranty claims may be submitted.

- One issue per claim.
- All claims are considered final 60 days after date of submittal of the claim. Claims that are considered final cannot be resubmitted.

REPLACEMENT PARTS WARRANTY

- Only genuine Gradall replacement parts are to be used for repair.
- Only with pre-authorization by the Factory will the Factory allow a part to be repaired instead of being replaced. When a component is repaired, any and all future warranty is the responsibility of the entity that performed the repairs.
- New Gradall parts installed as Warranty during the Warranty period carry the remaining months or hours of the Warranty period.
- All Gradall replacement parts purchased or installed after Warranty expires are warranted for 12 months from date of installation by Dealer. The Replacement Parts Warranty does not include labor, mileage or freight. Claims must be supported by documentation showing machine hours at date of installation.
- All parts claimed must have been purchased new from Gradall and not modified in any way. Parts reimbursements will be based on claim/invoice.
- If Gradall requests parts to be returned for analysis, each part must be tagged with the Gradall part number and claim number and must be received at the Factory within 15 days of the request. A copy of the claim must be placed inside the return shipping container, and the claim number must be written on the outside of the container. Parts must be completely assembled and properly protected. Parts must be shipped, either pre-paid, or collect as determined by Gradall. Parts received without proper documentation will be scrapped and Warranty denied for those components. Documentation critical to maintenance and/or adjustment may also be requested.
- Disassembly of components must be pre-authorized by the Factory. Components include, but are not limited to: starters, alternators, radiators, transmissions, hydraulic pumps and motors. Due to commercial restraints, not adhering to this policy could void warranty coverage or support. If disassembly of a component part is necessary, it must be re-assembled correctly and completely prior to return to the Factory. If damage occurs during removal, disassembly, storing or shipping of a component, this could void the Warranty coverage.
- The use of replacement components, either remanufactured or new, does not eliminate the Distributor's responsibility for a complete cause of failure investigation in preparation for the completion of the failure description portion of the warranty claim. The defect in material or workmanship must be substantiated to justify the submittal of a warranty claim.
- Claims with major components replaced must have the serial number or date code of the new and old component recorded on the claim. (Including, but not limited to, Hydraulic Pumps, Hydraulic Motors, Valves & Cylinders)





PARTS FREIGHT AND WARRANTY PARTS

PARTS FREIGHT

Reimbursement of freight charges on returned warranty parts are at the discretion of the Company. If Gradall agrees to pay freight charges on return parts, freight charges will be paid at surface delivery rates only and a carrier designated by Gradall must be used.

The shipper will be obligated for freight charges if the carrier designated by Gradall is not used.

WARRANTY PARTS (miscellaneous)

1. Local purchases over \$100.00 must be:
 - Pre-authorized by Gradall.
 - Accompanied by an invoice faxed or e-mailed to Gradall Product Support Department, Attention: Warranty Administrator with the claim number written on the invoice.
2. Local purchases must not exceed the cost of the replaced part as though purchased from Gradall. When purchasing locally, the part number of the Gradall part must be on the claim.
3. Hydraulic oil, lubricants, and fluids can be claimed only if authorized by the Company. Oils, lubricants and fluids will only be reimbursed at bulk rate prices.
4. All miscellaneous expenses must be thoroughly explained, itemized and documented.

LABOR

Gradall will pay labor at 100% of the Distributor shop charge-out rate on file at the Factory. The labor rate may be changed once a year only and requires a formal request on company letterhead. This rate must be approved by Gradall before being implemented. Only shop rates will be considered. Reimbursable travel time to and from the job site is a maximum of three hours per claim. Labor claimed will be for the actual time to complete the repair.

Gradall's decision concerning a labor request is based on repairs being performed by fully qualified/trained and properly equipped personnel. Excessive labor to perform a repair will be adjusted or rejected based on past job experience and records. Excessive time resulting from work being performed by unqualified personnel will be rejected. Repair jobs that exceed 8 hours must be pre-authorized by Gradall. In addition:

- No overtime premiums are covered.
- Distributor re-work due to faulty repair work will not be covered.
- Only qualified distributor technician labor qualifies for Warranty.
- Inspections are The Distributor's responsibility and are not covered by this Warranty.
- No meals or lodging will be paid.

Sublet repairs are acceptable as a warranty repair but are reimbursed at the Distributor's allowable labor rate.





WARRANTY

DIAGNOSTIC CALLS AND TROUBLESHOOTING TIME

Diagnostic calls and troubleshooting time - i.e. trips to the machine just to determine the problem, with no repairs performed - are not covered by the Warranty. Any reimbursement for diagnostic or troubleshooting time must be pre-approved by the Factory.

OUT-OF-TERRITORY SERVICE

The selling Distributor is required to support the machine. It is permissible to contract service with the Gradall Distributor nearest to the machine; however, notification must be given to Gradall when this occurs. Warranty and other reports will then be accepted from the contracted servicing Distributor. Warranty requests will be based on the repair being performed by the authorized Distributor closest to the machine. Warranty reimbursement will be based on the Repairing Distributor's rates.

FACTORY-INITIATED FIELD CAMPAIGNS

Campaign reimbursement will be as stated in the campaign bulletin. The standard Gradall On-Line Warranty Claim Form must be used to request reimbursement for performing the repair. All instructions will be detailed in an explanatory letter prior to the start of any campaign.

PROVISIONAL CREDITS

There may be times when circumstances dictate issuing credit for an apparent warranted repair before a complete or thorough analysis of the failed parts can be performed. If, upon return of the requested part(s) to Gradall and completion of the analysis, the parts do not prove to be defective-and the repair is not a true warranted situation-a debit invoice will be issued for the previously allowed credit against the submitted claim.

DISTRIBUTOR/OWNER RESPONSIBILITY

DISTRIBUTOR RESPONSIBILITY

The Distributor must provide the following:

1. Qualified Service.
2. Properly trained and experienced service personnel to do all maintenance/repair work.
3. Adequate tools for service personnel to perform required work in a minimum amount of time.
4. Properly equipped vehicles for field service.
5. Adequate parts inventory to support the machine population within territory.
6. Education/Training for all Distributor personnel in aspects of the Gradall product line.
7. Proper maintenance of parts and machines in inventory to “like-new” condition as received from Gradall. New units placed into Dealer inventory must be maintained and inspected, including starting the unit and operating all hydraulic functions to operating temperatures, lubricating, and maintaining the fuel and fuel additive integrity.
8. Machine Receipt Report (MRR) and Machine Warranty Registration as outlined in Required Reports section. If the forms are not timely submitted, claim(s) will be denied.

OWNER RESPONSIBILITY

1. Lubricating the machine as shown in the Operator and Safety Manual.
2. Keeping bolts torqued to specifications as listed in the Operator and Safety Manual.
3. Keeping the machine in proper working condition and replacing damaged items.
4. Keeping all filters clean and replacing as required.
5. Replacing filters and fluids per the published maintenance guidelines, using only Factory filters and fluids.
6. Repairing minor hydraulic leaks.
7. Repairing minor air leaks.
8. Using only clean and correct specification hydraulic, engine and gearbox oils and fluid, as well as fuel and fuel additives.
9. Performing all other preventative maintenance, procedures and guidelines as described in the Operator and Safety Manual and Service Manuals.
10. Performing normal maintenance, such as lubricants, filters and perishable seals.
11. Maintaining supporting documentation of machine inspection and maintenance history and providing to the Factory, if requested.
12. Keeping the Operator and Safety Manual available to the operator/user(s)
13. Having the operator use the machine in accordance with the Operator and Safety Manual and warning/instruction decals.
14. Using qualified operators who have read and thoroughly understand the Operator and Safety Manual and warning/instruction decals.
15. Releasing machine for warranty work.
16. Reporting accidents immediately to the Distributor and Gradall.
17. Operating the product safely and properly within the machine design specifications only.
18. Using the product only on safe, approved applications and using only attachments approved by Gradall.
19. Complying with Factory initiated field campaigns.
20. Using only Company approved components for maintenance and replacement parts.

