

WARRANTY TERMS and CONDITIONS

CUSTOMER INFORMATION

Warranty Start Period

GMG products can be placed into inventory for up to 6 months without compromising the warranty period. The purpose of this is to allow GMG customers to inventory NEW / NOT IN USE machines without starting the warranty period. In order to take advantage of this grace period the following actions must take place:

1. Customer Registration Card is sent with each machine and can be found in the manual enclosure on the machine. It contains two parts: Owners copy, and Factory copy.
2. Upon delivery to your customer OR entering the machine into rental service, the Customer Registration Card must be completed. The factory copy must be returned to GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA, along with a copy of your invoice indicating the date this machine was sold or placed into service.
3. If the machine was in use prior to its sale, the date of first use.

NOTE: If a Customer Registration card is not on file at GMG the warranty will start on the date the machine left the factory.

Transportation

All products are shipped FOB San Luis Obispo, California USA or De Lier THE NETHERLANDS. This means that you accept ownership at the time the freight company signs the bill of lading at time of collection. It is very important that you inspect each shipment for damages before you accept delivery. If the shipment is damaged, have the driver acknowledge damages on the bill of lading and immediately file a claim with the freight lines.

Pre Delivery Inspection

Upon the machines arrival, the customer is required to perform an inspection to ensure against any malfunctions that may hamper the performance of the unit. We provide a Pre Delivery Inspection form that will guide you through the various inspection points. If an item is found to be unacceptable, make the necessary repairs and check the "Repaired" box. When all items are acceptable the unit is ready for service. Complete the form and return the copy to GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA.

Notification of Sale

If you sell a unit from your rental fleet or re-sell a customer owned unit or purchase a used unit, please contact the factory with the serial number, previous owners and the new owners name, address and phone number. This will help us maintain contact with the machines through its service life.

LIMITED OWNER WARRANTY

GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA, warrants its equipment to the original purchaser against defects in material and/or workmanship under normal use and service for two (2) years from date of registered sale or date the unit left the factory if not registered. This warranty covers the original purchaser of record and/or original owner and is not transferable. GMG further warrants the structural weldments of the main frame and scissor arms, to be free from defects in material or workmanship for five (5) years from date of registered sale or date unit left the factory if not registered. All maintenance must have been carried out as per the written maintenance schedule and proof of such maintenance may be requested by GMG. If the required maintenance documents cannot be presented at time of request by GMG warranty may be voided. Excluded from such warranty are the battery(s) and tires, which carry a one (1) year warranty from described purchase date. Warranty claims within such warranty period shall be limited to repair or replacement of the defective part in question and labor to perform the necessary repair or replacement based on GMG's current flat rate labor allowance provided. The defective part must be held by the customer for no less than sixty (60) days upon receipt by GMG of the warranty claim. The defective part may be requested to be returned to GMG for inspection and or warranty verification. If so requested for return, the defective part is to be shipped prepaid to GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA or a GMG depot determined by GMG upon request by GMG.

GMG shall not be liable for any consequential, incidental, or contingent damages whatsoever. Use of other than factory authorized parts, misuse, improper maintenance or modification of the equipment voids this warranty. The foregoing warranty is exclusive and in lieu of all other warranties, expresses or implied. All such other warranties, including implied warranties of merchantability and of fitness for a particular purpose, are hereby excluded. No Customer, Sales Representative, or other person is authorized to act on behalf of GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA nor are they authorized to alter the terms of this warranty, or in any manner assume on behalf of GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA, any liability or obligation which exceeds GMG's obligations under this warranty.

LIMITED OWNER PAINT WARRANTY

GMG warrants the paint surface finish of their products against defects in materials and workmanship against peeling and flaking only and covers against rust that forms as result of afore mentioned defects only, for a period of two (2) years from the Date of Shipment from GMG. This warranty covers the original purchaser of record and/or original owner and is not transferable. GMG Limited Paint Warranty does not apply to other causes of degradation, including: Warranted finish which has suffered scratching or abrasion or impact damage; has been abused, altered or modified and/or used in a manner not originally intended or in good industry practice; damage due to moisture entrapment during transit, storage or use; has been submerged in water; is stored or used in a way that allows for standing water on the coating or in any chemically aggressive environment containing fumes, ash cement dust, salts or other chemicals, whether naturally occurring or caused by man; is stored or used in a way which allows contact with animal and/or animal waste or its decomposition products; areas that have been repaired or repainted; damage caused by accidents, vandalism acts of nature or other falling objects, explosion, fire, radiation or other external forces; surfaces exposed to damaging chemicals, acid rain or other paints applied accidentally or intentionally; rust originating from within the steel panel. The foregoing warranty is exclusive and in lieu of all other paint and/or surface finish warranties expressed or implied. All such other warranties, including implied warranties of merchantability and of fitness for a particular purpose, are hereby excluded. No Customer, Sales Representative, or other person purporting to act on behalf of GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA, is authorized to alter the terms of this warranty, or in any manner assume on behalf of GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA, any liability or obligation which exceeds GMG's obligations under this warranty.

WARRANTY PROCEDURES

Warranty Claims Customer Filing Procedure

1. Diagnose problem. Contact GMG Product Support if needed. Excessive troubleshooting time will not be covered.
2. Purchase the necessary part(s) from GMG to make the needed repairs. These parts will be shipped and invoiced and must be paid within GMG's scheduled terms.
3. Make any and all necessary repairs to provide for a complete and safe operation.
4. Allowable labor reimbursements time are established by GMG Product Support. Any special circumstances must be approved in writing by GMG.
5. Contact GMG Warranty Department for your Warranty Claim Number at support@GoGMG.com, fill out the GMG Warranty Claim Form completely. The Warranty Claim Form is available at www.GoGMG.com or by contacting the GMG warranty department directly. E-mail the completed Warranty claim form to support@GoGMG.com

You may also submit your company work order of service invoice along with the Warranty claim form.

Please make certain your submission contains the following:

- Model
 - Serial Number
 - Date of repair
 - Detailed description of repair
 - Detailed description of problem
 - Part number of defective part replaced or repaired
 - Location of machine
 - Labor hours Travel time
 - Contact information
6. You may be requested to return the defective part as indicated in the "LIMITED OWNER WARRANTY" section of this warranty agreement, please retain all defective parts as instructed. All returned defective parts must be accompanied by a Return Material Authorization (RMA) number, this number is to be received from the GMG Warranty department, contact GMG warranty department for your RMA number. Please include this RMA number with the parts returned. If you have not received a RMA within 60 days of your claim submission you may discard the warranty parts. When part returns are not made as requested, the warranty credit will be denied. Return parts must be received at GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA via common carrier or least expensive manor within 25 days of request date.

The following items must be included in your shipment:

- a) The GMG Warranty RMA#
- b) A copy of your warranty claim

c) Requested defective parts

Paint Warranty Claims:

If you have an issue with the powder coat or paint adhesion on a GMG product within the Warranty period, contact GMG Warranty department for authorization before commencing with repairs. Warranty requests involving paint repair performed without prior authorization will be denied.

Battery Warranty:

Before disposing of suspected failed Battery(s) please contact GMG for instructions.

Reimbursement

If part(s) is/are found to be defective, a credit will be issued to the Customer's account for the cost of the part at the GMG Customer net price in effect at the time of the repair. Labor will be reimbursed at \$75/hour for reasonable troubleshooting and repair times. The GMG Warranty Department will base the allowable reimbursement based on reasonable time required for work performed by a competent technician. Travel will be reimbursed at a rate of .55/mile up to 100 miles maximum.

Labor Flat Rate Guide
1330-ED, 1930-ED, 2632-ED, 2646-ED,
3346-ED, 4046-ED, 4646-ED

Part Description	Diagnostic Time	Replace/Adjust Time
LIFT CYLINDER	.5	1.0
STEERING CYLINDER	.5	.5
LIFT HOSE		1.0
ALL OTHER HOSES	.2	.5
VALVES	.5	.5
HYDRAULIC RESERVOIR		1.0
HYDRAULIC PUMP	.5	1.0
TIGHTEN FITTINGS	.2	.1
BRAKE UNIT	.5	.8
ELECTRIC PUMP MOTOR	.5	.5
ELECTRIC DRIVE MOTORS	1.0	.5
MOTOR CONTROLLER	1.0	.5
VALVE COILS	.5	.5
CONTACTOR	.5	.5
FUNCTION SWITCHES	.5	.5
CONT. HANDLE (JOYSTICK)	.5	.8
CONTROLLER CIRCUIT BD	.5	.5
WIRE HARNESS	1.0	1.0
CHARGER	.5	.8
BATTERIES	.5	.2 EA
DC/AC INVERTER	.5	.5
CALIBRATE HEIGHT/LEVEL		.5

MISC.

SEAL KITS REPLACE (in addition to cylinder removal) .5

Structural Components are assessed on a case-by-case basis

Equipment transportation costs are not covered under warranty

2669-RT, 3369-RT, 4069-RT

Part Description	Diagnostic Time	Replace/Adjust Time
LIFT CYLINDER	.5	1.5
STEERING CYLINDER	.5	.5
HOSES: Steer supply, Rear Drive, Lift. Outrigger		1.0
HOSES: Front Drive, Steer crossover, all others		.5
VALVES	.5	.5
WHEEL DRIVE MOTORS	1.0	1.0
HYDRAULIC PUMP	1.0	.5
HYD PUMP ADJUST (RT)		.5
RELIEF, C/B VALVE ADJUST	.5	.5
ELECTRICAL MOTOR (ES)	.5	.5
VALVE COILS	.5	.3
FUNCTION SWITCHES	.5	.5
POTENTIOMETER	.5	.5
CONT. HANDLE (JOYSTICK)	.5	1.0
WIRE HARNESSSES	1.0	1.0
BATTERY	.5	.2
DC/AC CONVERTER	.5	.5
ANGLE TRANSDUCER	.5	.5
HEIGHT, LEVEL CALIBRATE	.5	.5
OVERLOAD CALIBRATE (CE)	.5	1.0
LIMIT SWITCH	.5	.5
THROT, CHOKE SOLENOID	.3	.5
FUEL PUMP	.3	.5
ENGINE OIL PRESSURE SW	.5	.5
O/R PRESSURE SWITCH	.5	.3
MISC.		
SEAL KITS (in addition to part removal)		1.0
STEERING LINKAGE REPAIR	.2	1.0

Structural Components are assessed on a case-by-case basis

Equipment transportation costs are not covered under warranty

PARTS SALES AND SHIPPING TERMS

Service Parts Orders

GMG USA:

By Phone: +1 805-303-2066 7:00 a.m. to 5:00 p.m. PST Monday thru Friday

By E-mail: parts@GoGMG.com

Via the Web: www.GoGMG.com click on the parts link.

Mail: GMG USA
3428 Bullock Lane
San Luis Obispo,
California 93401

GMG Euro:

By Phone: +31 6 54 70 58 83 7:00 a.m. to 5:00 p.m. Monday thru Friday

By E-mail: parts@GoGMG.com

Via the Web: www.GoGMG.com click on the parts link.

Mail: GMG Euro
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2678ME De Lier,
THE NETHERLANDS

Please include model and serial number along with part numbers. All orders in stock are shipped the same day order is received. Cut-off time for orders is 5:00 p.m. There is no minimum order quantity.

Orders will be combined when possible without causing delays in shipping or additional expenses. Drop Shipments are accepted for parts orders with approved credit. Special shipping/packaging will require additional shipping charges based on time and material. All orders should be confirmed with written purchase order.

Prices and Payment Terms

Prices and terms are subject to change without notice. For purchasers with established credit, terms are net 30 from date of shipment. If credit is not established, please include payment with order through Visa, Master Card, American Express, or Discovery or by wire transfer. Cash payments are not allowed. Past due accounts will be charged 1.5% per month on any unpaid overdue balance.

Parts Purchased for Warranty Repairs

Parts purchased for replacement under the Limited Dealer Warranty must be purchased from GMG, 3428 Bullock Lane, San Luis Obispo, California 93401 USA, except for Batteries which must be sourced locally. In the rare event a part must be sourced locally, either due to time constraints or unavailability from GMG Aerial Platform Sales Corp., you must receive prior written approval from our service department and provide a copy of the purchase invoice with the warranty claim.

Spare Parts Limited Warranty

All spare parts purchased from GMG carry a one (1) year limited warranty

Technical Support

Technical Support

GMG USA:

By Phone: +1 805-303-2066 7:00 a.m. to 5:00 p.m. PST Monday thru Friday

By E-mail: support@GoGMG.com

Via the Web: www.GoGMG.com click on the parts link.

Mail: GMG USA

3428 Bullock Lane

San Luis Obispo,

California 93401

GMG Euro:

By Phone: +31 6 54 70 58 83 7:00 a.m. to 5:00 p.m. Monday thru Friday

By E-mail: support@GoGMG.com

Via the Web: www.GoGMG.com click on the parts link.

Mail: GMG Euro

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2678ME De Lier,

THE NETHERLANDS

Please include model and serial number and a detailed description of the problem.

Field Support

In special circumstances GMG, may provide on-site technical support.

Training

For training request contact GMG Technical Support Department.