



EKKO Advantage Warranty

Revised 1/1/2023

1. Name of Warrantor; Statement of Warranty EKKO Material Handling Equipment Mfg., Inc, located at 1761 W. Holt Ave., Pomona, C . 91768 ("Warrantor"), warrants that the product described in this warranty ("Product") is free from defects in workmanship and materials for a period specified in section 4 of this agreement for the original purchaser of the Product.

2. Exclusions and Limitations This warranty is void if: (i) the Product is operated or stored under abnormal use and maintenance conditions; (ii) if the Product is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized by the Warrantor in writing; (iii) if the Product is subject to abuse, neglect, lightning strike, electrical failure or accident; (iv) if the Product is installed improperly; (v) if the serial number of the Product is defaced or missing; (vi) Equipment is operated in an inappropriate environment, including but not limited to cold storage, extreme heat, corrosive, dry or moist area; (vii) Operation NOT in accordance with official instructions manual and capacity (viii) Product's usage exceed its rated capacity (ix) Product is damaged during its transportation. WARRANTOR WILL NOT UNDER ANY CIRCUMSTANCES, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT, STRICT LIABILITY OR OTHERWISE, BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY OR PUNITIVE DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS

Class I Electric Motor Rider Trucks

Fully Powered Electric Rider Equipment 1) Warrantor provides (1) year Parts warranty.

Forks, Platforms and Handles of normal use as specified in its official instructions manual and capacity.

2) Warrantor provides (1) year warranty on the following parts of its electric equipment to the original purchaser of the Product: Transmission (gearbox shaft), Weldments, Traction Motor,

SBW Motor and Decoders, Wheel Controller of normal use as specified in its official instructions manual and capacity. 3) Warrantor provides equipment's to the original purchaser of the Product: Lift Motor, Hydraulic Pump, SBW Sensor, Built-in chargers and external.

3-Year full warranty on Frame, Forks and Mast

1-Year Manufacturer's warranty, against defect on Lithium batteries. Excludes normal use, or wear

1- Year manufactures warranty, against defects on flooded Battery and charger. Excludes normal use, or wear

30-Day, manufacturer's warranty on wearables items tires, bulbs, lights and etc. Excluding normal wear or abuse.

Class II

Electric Motor Narrow Aisle Trucks- Order Picker, Reach Truck and Standup End Control

A. 1) Warrantor provides (1) year parts warranty on the following parts of its electric equipment to the original purchaser of the Product: Transmission (gearbox shaft), Weldments, Traction Motor, SBW Motor and Decoders, Wheel Controller normal use as specified in its official instructions manual and capacity.

3-Year full warranty on Frame, Forks and Mast

1-Year on Lithium Batteries

1-Year Manufacturer's, warranty on Flooded Battery and charger Excludes normal use, and wear.

1-Year parts warranty

30-Day, manufacturer's warranty on wearables items tires, bulbs, lights and etc... Excluding normal wear or abuse.

Class III

Electric Motor Hand Trucks or Hand/Rider Trucks/ straddle Stackers/ Counterbalance

B. **Manual Equipment** 1) Warrantor provides (1) year limited warranty on the following parts of its manual equipment to the original purchaser of the Product: Frames, Forks, Platforms, normal use as specified in its official instructions manual and capacity.

C. **Semi-Electric and Electric Equipment** 1) Warrantor provides (1) year warranty on the following parts: Frames, Forks, Platforms and Handles of normal use as specified in its official instructions manual and capacity.

2) Warrantor provides (1) year parts warranty on the following parts of its electric equipment to the original purchaser of the Product: Transmission (gearbox shaft), Weldments, Traction Motor, SBW Motor and Decoders, Wheel Controller normal use as specified in its official instructions manual and capacity.

D. **Full Electric Equipment (Stackers, Counterbalance Stacker)** 1) Warrantor provides (1) year warranty complete on parts.

1-Year manufactures warranty against defects on lithiumbatteriesexcludesnormal wear and tear

1-Year manufactures, warranty, against defects on flooded Battery and charger. Excludes normal use, or wear.

30-Day, manufacturer's warranty on wearables items tires, bulbs, lights etc. Excluding normal wear or abuse.

Scissor Lifts (Aerial Lifts)

1-Year Manufacturer's, warranty on Flooded Battery and charger Excludes normal use, or wear

1-Year parts warranty

30-Day, manufacturer's warranty on wearables items tires, bulbs, lights etc. Excluding normal wear or abuse.

Delivery and Warranty Claim Procedures

****Upon delivery you must notate any damage found on the POD (proof of delivery) and take pictures of damage, then notify Warrantor as soon as possible so freight claims can be submitted. Failure to notate the damage can and will result in the freight claim being denied.**

WARRANTOR RESERVES THE RIGHT OF FINAL DETERMINATION OF WARRANTY COMPLIANCE. FOR PROMPT WARRANTY SERVICE, PLEASE CONTACT YOUR AUTHORIZED DEALER OF WARRANTOR.

5. EKKO Warranty begins as soon as the unit is purchased by the dealer. The warranty is non-transferable to a 3rd party service provider. In the even of a defect, malfunction, or other failure of the product under circumstances that do not render this warranty void, the warrantor will remedy the failure or defect by shipping replacement parts upon receipt and approval of a properly submitted claim under this agreement. If the dealer places a purchase order for parts in lieu of a warranty claim, we will be unable to amend the purchase order to warranty. The dealer is responsible for all shipping and handling fees both inbound and outbound. No equipment shall be returned without an approved Return Authorization Number. Certain defective parts must be returned for examination and approval prior to shipment of replacement parts. Items such as electrical controls and drive wheel assemblies must not be opened or altered without prior approval. The dealer must notify EKKO within 30 days of incorrect or missing/defective parts, if more than 30 days no consideration will be given. The Dealer is responsible for contacting EKKO for instructions on how to proceed with a warranty claim. Failure to do so may negate the warranty. All claims must be submitted to Support@ekkolifts.com. The Dealer is responsible for servicing and or locating a tech service for any and all repairs. Any labor fee incurred within the warranty period shall be applied for and approved by EKKO in advance, otherwise, warrantor will not cover any labor fees. Travel fees will not be covered.

A completed claims submission is:

- a. A completed claim form emailed to Support@ekkolifts.com
- b. A picture of the name/data plate.
- c. Pictures and/or video proving the unit is broken and defective. More pictures to better analyze the issue may be requested before a final answer is given.
- d. Explain the failure in as much detail as possible, and justify it as warranty.
- e. Incomplete failure explanations, and/or missing/incomplete forms may result in claim getting denied and returned to the dealer for more information/resubmission and may delay the warranty process.
- f. Warranty claim will not begin until all necessary documentation of the failure is received.

6. Procedures for obtaining performance warranty for the end user. End user must locate the original EKKO authorized dealer for warranty procedures. In order to locate a dealer convenient to you please access Warrantor's website at <http://www.ekkolifts.com>. If for any reason you are dissatisfied with the Service Dealer's analysis or assistance provided, contact EKKO at 1761 W Holt Avenue, Pomona, CA 91768, or call us toll free at 1-877-232-6517. You can also email Info@ekkolifts.com.

7. Variation of Rights According to State this warranty gives you specific legal rights, and you may also have other rights that vary from state-to-state.