



Warranty Statements - Material Handling Products

Included Products:

- **Lifter by Pramac Pallet Trucks** {Hand Pallet Trucks, Scissor Lifts, Agile Pallet Trucks, Electric Pallet Trucks}.
- **Lifter by Pramac Stackers** {Manual and Semi-Electric Stackers, Electric Stackers, Stackers Straddle}.
- **Lifter by Pramac Task Assist Vehicles** {Lifting Tables, Lifting Platforms, Order Pickers}.
- **Lifter by Pramac Inox and Galv Range** {Hand pallet truck GS EVO GALV - GS EVO INOX, Pallet truck with weighing system, Manual and electric scissor lift}.
- **Lifter by Pramac Mobile weighing range** {GS/P25, PX 20/25, HX10E SCALE}.
- **Lifter by Pramac Mobile Robotics** {APTIX, HYBRIX, AMRIX}.
- **Lifter Easy Line products** that include {Electric Pallet Truck EY, Scale Pallet Truck PY, Manual scissor lift HY and Lifting Table LTY}.

NOTE: ALL UNITS MUST HAVE A START-UP INSPECTION PERFORMED BY AN AUTHORIZED SERVICE DEALER

The Manufacturer will, at its discretion, repair or replace any part(s) that, upon examination, inspection, and testing by our service engineers or Authorized Service Dealer (ASD), or branch thereof, is found to be defective under normal use and service, in accordance with the warranty schedule set forth below. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty period. Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest ASD, or branch thereof. It is highly recommended that scheduled maintenance, as outlined by the owner's manual and any component documentation, be performed by ASD, or branch thereof. This will verify service has been performed on the unit throughout the warranty period.

Warranty Coverage: Warranty coverage starts from the date of shipment from our factory, Registration of the unit will restart the warranty period up to six months from date of shipment.

- Lifter BY PRAMAC

Product Category	Product Group	Warranty Period (Years)	Limitation
Pallet Trucks-Green line	Hand Pallet Trucks GS and GS Evo	3	N/A
Pallet Trucks	Scissor Lifts HX , Agile Pallet Trucks, Electric Pallet Trucks CX12 , CX14	1	N/A
Electric Stackers	Electric Stackers RX , GX , LX , NX	3	1500 HRs excluding Batteries.
Manual Stackers	MX and Semi-Electric Stackers TX ,	1	N/A
Task Assist Vehicles	Lifting Tables LT , Lifting Platforms LP , Order Pickers OP	1	N/A
Inox and Galv Range	Hand pallet truck GS EVO GALV - GS EVO INOX , Pallet truck with weighing system, Manual and electric scissor lift	1	N/A
Mobile weighing range	GS/P25 , PX 25 , HX10E SCALE	1	N/A
AGV	APTIX , HYBRIX , AMRIX	1	3000HRs excluding Batteries.

- Lifer Easy Line

Product Category	Product Group	Warranty Period (Years)	Limitation
Electric Pallet Truck	EY	1	N/A
Scale Pallet Truck	PY	1	N/A
Manual Scissor Lift	HY	1	N/A
Lifting Table	LTY	1	N/A

**Guidelines:**

- All warranty repairs must be performed and/or addressed by ASD, or branch thereof, Repairs or diagnostics performed by individuals other than Independent not authorized in writing by our company will not be covered.
- Unit must be registered and/or proof of purchase available.
- This warranty is non-transferable from the original owner.
- Our company may choose to repair, replace, or refund a piece of equipment in its sole discretion.
- Damage to any covered components or consequential damage caused by the use of non-OEM parts will not be covered by the warranty.
- The warranty is limited for spare parts only and no labor reimbursement is covered.
- Proof of performance of all required maintenance must be available.
- All warranty expense allowances are subject to the conditions defined in Claim Policy Manual.
- To be eligible for the warranty, proof of purchase clearly defining date of purchase must be provided.
- Our company reserves the right to make final decisions regarding the approval of warranty claims.
- Each product must be subjected to regular maintenance according to the documentation supplied and only original spare parts must be used.
- Any component replaced under warranty becomes the property of our company.
- All replacement components substituted under the warranty will be considered as a part of the original product and, consequently, the warranty for such components will expire along with the original product.
- The warranty does not cover any other liability and/or obligation as regards additional expenses, as well as direct and/or indirect damage or losses due to both total and partial use and/or impossibility of use.

The Followings will NOT be covered by this warranty:

1. Costs of normal routine maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up).
2. Any failure caused by using wrong oils, or lack of proper maintenance or Damage/failures caused by operation with speeds, loads or installations other than what's recommended or specified by our company, or damage/failures caused by using of non-genuine parts.
3. Pickup or delivery of unit charges, Shipping costs associated with expedited freight.
4. Damage to the product caused by accidents, shipping, handling, or improper storage.
5. Steel components that rust as a result of improper installation, location in a harsh or saltwater environment, or are scratched where the integrity of applied paint is compromised.
6. Failures caused by any act of God or external cause such as, but not limited to, collision, fire, theft, freezing, vandalism, riot or wars, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado, hurricane, terrorist acts, or any other matters which are reasonably beyond the manufacturer's control.
7. Products that are modified or altered in a manner not authorized by our company in writing.
8. Failures due to, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing.
9. Any incidental, consequential or indirect damage caused by defects in materials or workmanship, or any delay in repair or replacement of the defective parts.
10. Damage related to rodent and/or insect infestation.
11. Overnight freight costs for replacement parts.
12. Costs due to delays in repairs or replacement of defective parts or rental of equipment used during repairs.
13. Batteries are considered as wear components, subject to maintenance and operation instructions described on user manuals, Warranty voids in case of user manual instructions are not punctually applied on batteries, **in case of any manufacturer defect the batteries can be covered for the first year only.**



The manufacturer excludes all other warranty conditions, terms, representations and undertaking whether express or implied. manufacturer makes no other warranties as to the merchantability or fitness for a particular purpose. notwithstanding anything else, to the extent permitted by the applicable law, the total liability, in the aggregate, of manufacturer, its affiliates, and subcontractors, and their respective employees and agents shall be limited to the price paid by the purchaser for the specific product/service giving rise to the claim. under no circumstances shall manufacturer, its affiliates, or subcontractors, or their respective employees or agents be liable for any consequential, incidental, indirect, special, or punitive damages (whether for lost profits or revenue, work stoppage, downtime costs, lost business, or otherwise), even if advised of the possibility of such damages or if such damages are foreseeable.

This warranty may be modified only by the manufacturer in writing. this warranty does not exclude the warranties and conditions implied by statutory rights and obligations that by any applicable law cannot be excluded, restricted, or modified ("mandatory rights").

In cases of warranty claim, notification of the product failure or the functional impairment is to be made by submitting a warranty claim form that available online on <https://support.pramac.com/> , please ensure that you have provided the following information to quickly confirm that the product is within warranty period:

- a- Full description of the failure with provides some supportive photos.
- b- Failure date.
- c- Start-up / commissioning date, with provide copy for the commissioning report.
- d- Product model and serial number, with provide photo for the product data plate.
- e- Maintenance History.

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