

**MAXON®**

THE LEADER IN LIFTGATES

**APPROVED WARRANTY  
FLAT RATE LABOR SCHEDULE**

**MAXON**

Effective November 2019



# WARRANTY / RMA POLICY & PROCEDURE

## LIFTGATE WARRANTY

Type of Warranty: Full Parts and Labor  
 Term of Warranty: Standard Liftgates - 2 years from ship date or 6,000 cycles  
 Premium Liftgates - 2 years from ship date or 10,000 cycles

This warranty shall not apply unless the product is installed, operated and maintained in accordance with MAXON Lift's specifications as set forth in MAXON Lift's Installation, Operation and Maintenance manuals. This warranty does not cover normal wear, maintenance or adjustments, damage or malfunction caused by improper handling, installation, abuse, misuse, negligence, or carelessness of operation. In addition, this warranty does not cover equipment that has had unauthorized modifications or alterations made to the product.

MAXON agrees to replace any components which are found to be defective during the first 2 years of service, and will reimburse for labor based on MAXON's Approved Warranty Flat Rate Labor Schedule. This schedule takes into consideration the time required for diagnosis of a problem. (A copy of the Flat Rate is available at [www.maxonlift.com](http://www.maxonlift.com).)

MAXON's warranty policy does not include the reimbursement for travel time, towing, vehicle rental, service calls, oil, batteries, fabricated parts, or loss of income due to downtime. Use of non-MAXON parts is not covered.

## PURCHASE PART WARRANTY

Type of Warranty: Part replacement only  
 Term of Warranty: 1 Year from Date of Purchase

MAXON will guarantee all returned genuine MAXON replacement parts upon receipt and inspection of parts and original invoice.

Note: All warranty replacements parts will be sent out via ground freight. If a rush shipment is requested, all freight charges will be billed to the requesting party.

## RETURN MATERIAL AUTHORIZATION (R.M.A.) POLICY

All components may be subject to return for inspection, prior to the claim being processed. MAXON products may not be returned without prior written approval from MAXON's Technical Service Department. Returns must be accompanied by a copy of the Return Material Authorization (R.M.A.) and are subject to a credit deduction to cover handling charges and any necessary reconditioning costs. Unauthorized returns will be refused and will become the responsibility of the returnee.

Any goods being returned to MAXON Lift must be pre-approved for return, and have the R.M.A. number written on the outside of the package in plain view, and returned freight prepaid. All returns are subject to a 30% handling charge.

Defective parts requested for return must be returned within 30 days of the claim date for consideration to:

MAXON Lift Corp.  
 10321 Greenleaf  
 Santa Fe Springs, CA 90670  
 Attn: RMA#\_\_

All Liftgates returned are subject to inspection and a 30% restocking fee. Any returned Liftgates or components that have been installed or not returned in new condition will be subject to an additional reworking charge which will be based upon the labor and material cost required to return the Liftgate or component to new condition.

Maxon's warranty terms do NOT apply to "pass-through" products that Maxon does not manufacture. Examples for such products are solar charging panels, DC/DC based charging solutions, batteries, etc. For warranty terms on these items please refer to the respective manufacturers warranty policy. Please also contact the manufacturer directly for warranty claims and the correct submission process.

## CLAIM PROCEDURE

All warranty repairs must be performed by an authorized MAXON warranty facility. For any repairs that may exceed \$1,000, including parts and labor, MAXON's Technical Service Department must be notified and an "Authorization Number" obtained.

All claims for warranty must be received within 30 Days of the repair date, and include the following information:

1. Liftgate Model Number and Serial Number
2. End User of the liftgate
3. Detailed description of the problem
4. Corrective action taken, and date of repair
5. Parts used for repair, including MAXON part number(s)
6. MAXON R.M.A. # and/or Authorization # (if applicable)
7. Person contacted at MAXON (if applicable)
8. Claim must show detailed information i.e. Labor rate and hours of work performed

Warranty claims can also be placed online at [www.maxonlift.com](http://www.maxonlift.com) or faxed to (888) 771-7713 Attn: Warranty Department. Online claims will be given priority processing.

All claims for warranty will be denied if paperwork has not been received, or claim submitted via MAXON website for processing by MAXON's Warranty Department, within 30 days of repair date.

# APPROVED WARRANTY FLAT RATE LABOR SCHEDULE

WARRANTY SERVICE ITEMS	One Cyl Tuks & SL's	Two Cyl Tuks	GPC Series	RCM Series	RC Series	BMR	GPS	Mighty Max/ Me2	DMD	GPSLR
<b>ELECTRICAL COMPONENTS</b>	<b>ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING</b>									
E001 - BATTERY CABLE	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
E002 - CIRCUIT BREAKER	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
E004 - CONTROL BOX ASSY		1.00	2.00	0.50	0.50	1.00	3.00			SS 3.00 NSS 1.50
E005 - CRIMP / BUTT CONNECTOR	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
E006 - HAND HELD REMOTE	0.75	0.75	1.00	0.50	0.50	0.50	0.50	0.50		
E007 - MASTER DISCONNECT/CAB CUTOFF	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50		0.50
E008 - MOTOR	1.00	1.00	1.50	1.50	1.25	1.50	1.50	1.00	1.50	1.00
E009 - MOTOR SOLENOID	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.75	0.75
E010 - TOGGLE SWITCH	0.50	0.50	0.50	0.50	0.50	1.50	0.75	0.50	1.00	SS 2.50 NSS 1.00
E011 - WIRING HARNESS MAIN / INTERCONNECT	1.00	1.00	1.00	1.00	1.00	2.50	3.00	1.00		2.50
E020 - RUNNER SPRING HARNESS (BMR)						2.00				
E021 - LVTS/LVS Module	0.50	0.50			0.50	0.75				
<b>PLATFORM LIGHTS</b>						0.25 ea				
RELAY						0.50 ea				
LATCHING RELAY - POWER DOWN						1.00				
SERVICE SWITCH							1.50			
<b>HYDRAULIC COMPONENTS</b>	<b>ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING</b>									
H001 - AUXILIARY HAND PUMP	1.00	1.00	1.00	0.50	0.50	0.50				
H002 - CARTRIDGE VALVE	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
H003 - ELECTRIC "D" LOCK VALVE		0.50				1.00			1.00	.50 W/Harness 1.50
H004 - EQUALIZER						1.00				
H005 - FITTING HYDRAULIC	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
H006 - HIGH PRESSURE CLOSING HOSE					1.00	1.50	1.00			
H007 - HOSE	0.50	0.50	0.50	1.00	1.00	1.00	1.00	0.75	1.00	1.00
H008 - LIFT CYLINDER	1.00	1.00	1.50	1.50	1.50	3.00	1.50	1.00	3.00	3.00
H009 - MANIFOLD ASSY		1.00	1.00		1.00	1.25				1.50
H010 - PRESSURE COMP VALVE	0.50	0.50	0.50	0.50	0.50	0.75	0.50	0.75	1.00	.75ea
H011 - PRESSURE RELIEF VALVE, R/R or Reset	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	.75ea
H012 - PUMP / MOTOR ASSEMBLY	1.50	1.50	1.50	1.50	1.50	2.00	1.50	1.50	2.00	2.00
H013 - GEAR PUMP	1.50	2.00	2.00	1.50	1.50	2.50	2.00	1.00	3.00	3.00
H014 - RESERVOIR	1.00	1.00	1.50	1.00	1.50	5.00	1.00	1.00	2.50	2.50
H016 - TILT CYLINDER			1.50				1.50			
H026 - CLOSING CYLINDER					1.50	2.00			2.00	

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<b>STRUCTURAL COMPONENTS</b>	<b>ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING</b>									
S001 - BEARING \ BUSHING	0.50	0.50	0.50	0.50	1.00	1.00	0.75	0.50		25 ea
S002 - CAM FOLLOWER ASSEMBLY R/R	1.00			1.00	1.50					
S003 - CAM FOLLOWER HANDLE	0.50			0.50	0.50					
S004 - CAM FOLLOWER SPRING	0.50			0.50	0.50					
S005 - CART STOP RAMP \ ARR	1.00	1.00	1.00	1.00	1.00	1.00	1.00			1.00
S006 - CHAIN ANCHOR					1.00	0.75				
S008 - PINS - ALL	2.50	3.00	2.50	1.00	1.00		6.00	0.50		8.00
S009 - DOOR SEAL			1.00							
S010 - EMERGENCY CABLE BRAKE					1.00					
S011 - PLATFORM	1.50	2.00	2.00	1.00	2.00	2.50	2.00	1.00	2.00	2.00
S012 - EXTENSION PLATE \ BRIDGE	2.25	2.25		1.50	1.50	2.25		1.50		
S013 - FIXED RAMP					1.00	1.00		0.50		
S017 - LIFT FRAME ASSEMBLY	1.00	1.00	1.50					1.00		4.00
S020 - PARALLEL ARM EACH	0.75	1.00						0.75		1.50
S022 - PLATFORM BOTTOM STOPS					1.50	2.00				.50ea
S023 - PLATFORM COUPLERS						3.00				
S025 - HINGE	0.75	1.00		0.75	1.50	1.50	1.50	0.75		2.00
S026 - SAFETY HOOK/CHAIN/LATCH	0.75	0.75		1.00			0.75	0.50		0.50
S028 - OPENER ARMS	0.50	0.75				0.50				0.50
S029 - PLATFORM PINS (EACH)	0.50	0.50	0.50	0.50	0.50	1.00				1.00
S030 - SPRING	1.00	1.00	1.50	0.50	1.00	2.50	2.00	1.00		.50ea
S031 - PULLEY COVER				0.50	0.50					
S032 - RCT TUBE STOP WELDMENT					1.00					
S034 - ROLLER AND AXLE TANDEM					1.50	1.25				
S035 - ROLLERS					1.50	0.50				
S036 - RUNNER ASSEMBLY				1.50	1.50	4.00			2.00	
S039 - SADDLE ASSY		0.75								
S040 - SHACKLES	0.50	0.50								
S041 - SHEAVE \ PULLEY ASSEMBLY (Each)				0.75	0.75					
S044 - SLIDE PADS (BMR)				1.00	1.00	0.50 ea	0.50		2.50	
S046 - SUPPORT CHAINS					0.50	1.00				
S048 - TORSION BAR	0.50	0.50		0.50				1.00		1.50
S049 - WIRE ROPE/CHAIN ASSEMBLY (Each) R/R				2.50	2.50					

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<b>STRUCTURAL COMPONENTS</b>	<b>ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING</b>									
S062 - CAM	1.00				1.00					
S072 - PLATFORM SUPPORT CHAINS (Each)					0.50	1.00 ea				
S073 - PLATFORM OPENER (Each) R/R	0.50	1.00								
S074 - CART STOP or ARR LATCH (Each) R/R				0.50	0.50	0.50				
S075 - PLATFORM TORSION SPRINGS R/R	1.00	1.00			1.00	1.50				
Drive sprocket asm										3.00

# 6-Steps to Easy Warranty Claims

1  
GATE IN NEED OF REPAIR



2  
DIAGNOSE  
Review Approved Warranty Flat Rate Labor Schedule for Appropriate Labor Hours



3  
CALL FOR APPROVAL ON MAJOR REPAIRS  
FOR PARTS AND LABOR GREATER THAN \$1,000  
If Labor Hours Will Be Exceeded, Prior Approval Is Required

**MAXON**<sup>®</sup>

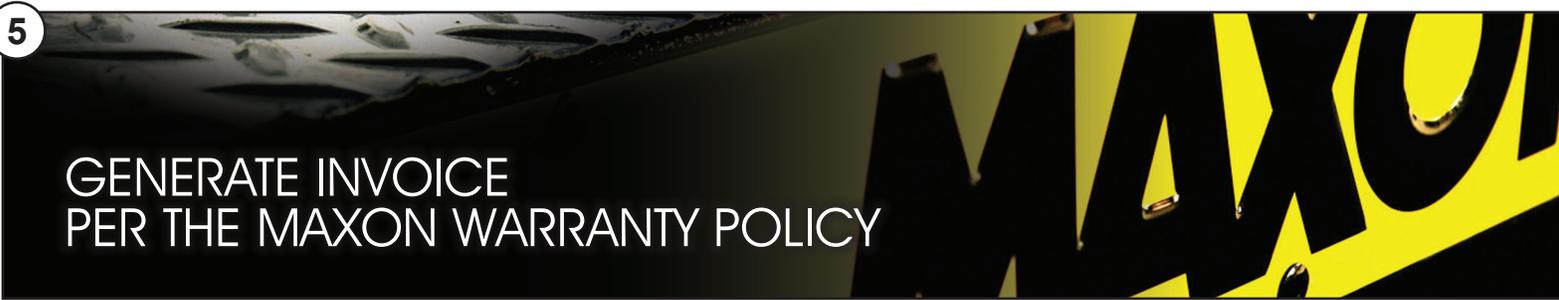
1-800-227-4116



4  
PERFORM NECESSARY REPAIRS



5  
GENERATE INVOICE  
PER THE MAXON WARRANTY POLICY



6  
SUBMIT CLAIMS ONLINE OR VIA FAX  
TO MAXON WITHIN 30 DAYS

[www.maxonlift.com](http://www.maxonlift.com)

Fax: (562) 693-1868 or (888) 771-7713 Attn: Warranty Dept.

**MAXON**<sup>®</sup>



11921 Slauson Avenue  
Santa Fe Springs, CA 90670-2221  
(800) 227-4116  
(562) 464-0099  
FAX (888) 771-7713





**MAXON Lift Corp.  
11921 Slauson Avenue  
Santa Fe Springs, CA 90670**

**[www.maxonlift.com](http://www.maxonlift.com)**

**1.800.227.4116**