

**MAXON<sup>®</sup>**  
THE LEADER IN LIFTGATES

**APPROVED WARRANTY  
FLAT RATE LABOR SCHEDULE**



Effective February 2025



## 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](https://maxonlift.com/support/warrantyflatrateschedule). Our Warranty Flat Rate Schedule is available for download on our website at [maxonlift.com/support/warrantyflatrateschedule](https://maxonlift.com/support/warrantyflatrateschedule).

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.

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.

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#\_\_**

RMA claims can be submit online at [maxonlift.com/supports/rma](https://maxonlift.com/supports/rma). RMA's will ONLY be accepted at the Greenleaf address noted above. Any return that gets shipped to a different Maxon address will incur long processing delays and additional fees. 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.

### CLAIM PROCEDURE

All warranty repairs must be performed by an authorized MAXON warranty facility. For any repairs that may exceed \$2,000, 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 be placed online at [warranty.maxonlift.com](https://warranty.maxonlift.com) or emailed to [warranty@maxonlift.com](mailto:warranty@maxonlift.com). Please note that 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	GPC-LDF SERIES	C2 SERIES	RA SERIES	ONE CYLINDER TUKS	TWO CYLINDER TUKS	GPC SERIES	BMR SERIES	GPS SERIES	GPSLR SERIES	DMD SERIES	RC SERIES
ELECTRICAL COMPONENTS	ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING TIME										
BATTERY CABLE	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
CIRCUIT BREAKER	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
PUMP BOX CONTROLLER/CONTROL UNIT	1.00		2.00			1.00	0.50	1.00	2.00		
CRIMP / BUTT CONNECTOR	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
HAND HELD REMOTE	1.00			1.00	1.00	1.00	1.00	1.00	1.00		
POWER DOWN MODULE				0.50	0.50						
MAX ECU				0.75	0.75					0.75	
MASTER DISCONNECT/CAB CUTOFF	0.75		0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
MOTOR	1.50	1.00	1.50	1.00	1.00	1.50	1.50	1.50	1.50	1.50	1.00
MOTOR SOLENOID	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
- OPERATION CONTROL SWITCH	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
WIRING HARNESS MAIN / INTERCONNECT	1.00	1.00	2.00	1.00	1.00	1.00	2.00	1.00	2.00	1.00	1.00
- FLEX HARNESS			2.00				1.25		2.00		
-PLATFORM LIGHTS (EACH)	1.50		1.00		0.50	1.00	0.50	0.50	1.00		
-RELAY			0.25				0.25		0.25	0.25	
-PLATFORM SENSOR	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75		
-SERVICE SWITCHES	0.75					0.75		0.75			
HYDRAULIC COMPONENTS	ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING TIME										
CARTRIDGE VALVE	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
ELECTRIC "D" LOCK VALVE			0.50	0.50	0.50	0.50	0.50	0.50	0.50		
EQUALIZER							1.00				
FITTING HYDRAULIC	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
HIGH PRESSURE CLOSING FLEX HOSE							1.00			1.50	
-HYDRAULIC DRIVE MOTOR			1.00					1.00	1.00		
HOSE	1.00	1.00	0.25	0.25	0.25	0.25	1.50	0.50	0.50	0.50	1.00
LIFT CYLINDER	1.00	1.00	0.75	0.50	0.50	0.75	2.00	0.75	0.50	2.00	1.00
MANIFOLD ASSY			0.75			2.00	0.75				
PRESSURE COMP VALVE	0.50	0.50	0.75	0.50	0.50	0.50	0.50	0.50	0.50	0.75	0.50
PRESSURE RELIEF VALVE, ADJUST OR REPLACE	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
PUMP / MOTOR ASSEMBLY	1.50	1.50	0.50	1.00	1.00	1.50	1.50	1.50	1.50	1.50	1.00
GEAR PUMP	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50
RESERVOIR	1.00	1.50	1.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
TILT CYLINDER	1.50	1.00	1.00			1.50		1.50			
CLOSING CYLINDER							1.00			1.00	

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STRUCTURAL COMPONENTS	ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING TIME										
BEARING \ BUSHING			1.00	1.00	1.00		1.00		1.00		1.00
CAM FOLLOWER ASSEMBLY R/R											1.00
CAM FOLLOWER HANDLE											0.50
CAM FOLLOWER SPRING											1.00
CART STOP RAMP \ ARR			1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	
CHAIN ANCHOR		0.50					1.00			1.00	1.00
PINS (EACH)	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
DOOR SEAL						1.50					
EMERGENCY CABLE BRAKE											1.00
PLATFORM	1.25	1.00	2.00	1.50	1.50	1.25	3.00	2.00	2.00	2.00	2.00
EXTENSION PLATE \ BRIDGE	1.00			2.00	2.00		2.00				
FIXED RAMP							2.00				2.00
LIFT FRAME ASSEMBLY	2.00	2.00	3.00	2.00	2.00	2.00		2.00	3.00		
PARALLEL ARM (EACH)		0.50	2.00	0.50	0.50				2.00		
- PLATFORM EAR/STOPS			0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
- PLATFORM FOLDING ARM HUB							2.00				
HINGE	1.00	0.50	1.00	1.00	1.00		1.00	1.00	1.00	1.00	1.00
- SAFETY HOOK/LATCH		0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25	
OPENER ARMS				0.50	0.50		0.75				
PLATFORM PINS (EACH)	0.50	1.00	0.25	0.50	0.50	0.25	1.00	0.50	0.50	0.50	0.50
PULLEY COVER											0.25
ROLLER AND AXLE TANDEM (EACH)							0.50				
ROLLERS			0.75				0.50		0.75		1.50
-SLIDE RACK			0.50						0.50		
-DRIVE TUBE			0.50						0.50		
- PINION GEAR			0.50						0.50		
-DRIVE GEAR			0.50						0.50		
- COLUMN							5.00				
RUNNER ASSEMBLY							4.00			4.00	
SHACKLES				0.50	0.50						
SHEAVE \ PULLEY ASSEMBLY (EACH)											0.50
SLIDE PADS (BMR)							0.50				
TORSION BAR		1.00	0.50	0.50	0.50				0.50	1.00	
WIRE ROPE/CHAIN ASSEMBLY (EACH) R/R											2.50

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<b>STRUCTURAL COMPONENTS</b>	<b>ALLOWABLE LABOR HOURS INCLUDING TROUBLESHOOTING TIME</b>										
CAM											1.00
PLATFORM SUPPORT CHAINS (EACH)		0.50					0.50			0.50	0.50
PLATFORM TORSION SPRINGS R/R				0.75	0.75						1.00

# 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 \$2,000**

If Labor Hours Will Be Exceeded, Prior Approval Is Required

**MAXON®**

1-800-227-4116

4

**PERFORM NECESSARY REPAIRS**

5

**GENERATE INVOICE  
PER THE MAXON WARRANTY POLICY**

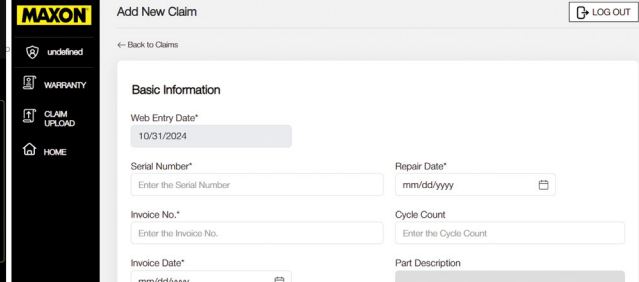
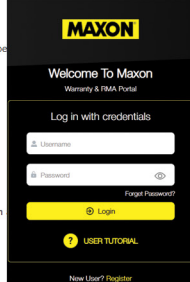
6

**SUBMIT CLAIMS ONLINE  
TO MAXON WITHIN 30 DAYS**

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

Phone: (888) 771-7713

- Maxon Invoice # (or Order #)
- Part # and Qty. of each.





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

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

**1.800.227.4116**