

Rev. October 2015

WARRANTY COVERAGE
LOADING DOCK EQUIPMENT

Dear Valued Customer,

The following outlines the Warranty coverage for Loading Dock Equipment. This document, dated October 15, 2015, renders all previous versions and the Warranty coverage detailed therein, null and void. The Warranty will apply to all Loading Dock Equipment shipped from the Blue Giant factory after October 15, 2015.

Thank You,
Warranty Administration Team

The Manufacturer's Base Warranty covers the following product classes, each of which is covered under additional warranties (if applicable) specific to each class:

- Controls
- Hydraulic Dock Leveler
- Air Cylinder Dock Leveler
- Air Bag Dock Leveler
- Mechanical Dock Leveler
- Vehicle Restraint
- Edge-of-Dock Leveler
- Dock Lift (Elevating Dock)

1.0 BASE WARRANTY

The manufacturer warrants to the original purchaser its loading dock equipment to be free from defective material and workmanship under normal use for a period of 1 year (365 days). All warranty coverage is to commence from the date of receipt by the first user or sixty (60) days after date of shipment, whichever comes first. The said equipment must be properly installed, operated and maintained by trained personnel, and must be operated in compliance with the manufacturer's recommendations with regards to rated capacities, duty cycle limitations, grade limitations and/or design specific application(s) agreed upon in writing at the point of sale, in order to be entitled to the benefits of this warranty.

Initial field set up, adjustment, lubrication and other maintenance are not covered under this warranty and are the sole responsibility of the end user. The **Warranty Registration Form** must be completed in full and returned to the manufacturer within sixty (60) days of receipt in order for the warranty to be deemed valid.

The manufacturer shall remedy any defects covered under this warranty by replacing or repairing at the discretion of Blue Giant, any defective equipment or parts while incurring reasonable expenses for all parts, labor and freight unless otherwise stated herein. Freight expenses for shipping repair/replacement parts will be incurred under conditions of standard Blue Giant shipping terms. Any overnight or special freight requirements will be billed to the end user or Authorized Dealer as recognized by the manufacturer.



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Any Original Equipment Manufacturer (OEM) part that is replaced during the Base Warranty time period will be either: further covered for the remainder of the Base Warranty time period, or for a further 90 days; whichever is longer.

2.0 ADDITIONAL WARRANTY TIME PERIODS

Parts or components which fail under normal usage and are proven to be defective will be deemed eligible for repair or replacement, (providing no special conditions apply, as stated below) providing the failure occurs within the Additional Warranty Time Period of a given Product Class as stated below. Replacement parts will be supplied EX WORKS factory.

3.0 CONTROLS

- Blue Genius™ Touch Controls - additional (2) years warranty parts only
- SP2 and TLC24 – additional (1) year warranty parts only
- SP1 – no further coverage beyond the Base Warranty

4.0 DOCK LEVELERS

4.1 Hydraulic Dock Leveler

- A-Series (HA, XDS)
- U-Series (HU)
- Vertical Storing Leveler (VL)

Structural – Covered for an additional (4) years structural, workmanship, for U-Series and VL, and additional (9) years for A-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip and hinge.

Hydraulics – Covered for an additional (1) year following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses and hydraulic fittings.

4.2 Air Cylinder Dock Leveler U-Series (ACU)

Structural – Covered for an additional (4) years structural, workmanship, for U-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip and hinge.

Air System – Covered for an additional (1) year parts only.

Components include: Compressor, Air Lines, Fittings, Cooler Assembly

4.3 Air Bag Dock Leveler U-Series (AB)

Structural – Covered for an additional (4) years structural, workmanship, for U-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip and hinge.

Air System – covered for an additional (1) year parts only.

Components include: parts only on blower assembly and inflatable air bag only.

4.4 Mechanical Dock Leveler

- A-Series (MA)
- U-Series (MU)

Structural – Covered for an additional (4) years structural, workmanship for U-Series, and (9) years for A-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip and hinge.

Main Lift Springs – Covered for an additional (4) years following expiry of the Base Warranty time period (for parts only).

(4.1 through 4.4): Labor, travel, and freight: No further coverage beyond the Base Warranty time period.

4.5 Edge-of-Dock Leveler MDC Series

- MDC-M
- MDC-H

Labor, Travel, Parts and Freight – No further coverage beyond expiry of the Base Warranty time period.

5.0 VEHICLE RESTRAINTS: STRONGARM™

5.1 Hydraulic Vehicle Restraint StrongArm™ SVR303

Structural – Covered for an additional (4) years following the expiry of the Base Warranty time period.

Components include: vehicle restraint body and locking arm (not including pins, bushings, cylinders and wearable items).

Labor and Travel – covered for an additional (1) year following the expiry of the Base Warranty time period.

Hydraulics – covered for an additional (3) years parts only.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, hydraulic fittings, and cylinders.

Freight – covered under the Base Warranty time period only for any components (including options) not listed above.

5.1.1 Air Powered Vehicle Restraint StrongArm™ SVR303A

Structural – Covered for an additional (4) years following the expiry of the Base Warranty time period.

Components include: Vehicle restraint body and locking arm (not including pins, bushings, cylinders and wearable items).

Labor and Travel – covered for an additional (1) year following the expiry of the Base Warranty time period.

Air System – covered for an additional (1) year parts only.

Components include: Compressor, air lines, fittings, cooler assembly

Freight – covered under the Base Warranty time period only for any components (including options) not listed above.



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5.2 Recessed Vehicle Restraint StrongArm™ RVR303

Structural – Covered for an additional (4) years following the expiry of the Base Warranty time period.

Components include: Vehicle restraint frame and hook (not including cylinders and wearable items).

Electrical Components – covered an additional (1) year on the sensors and guidance channel assembly.

Labor and Travel – covered for an additional (1) year following the expiry of the Base Warranty time period.

Hydraulics – covered for an additional (4) years parts only.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, hydraulic fittings, and cylinders.

Freight – covered under the Base Warranty time period only for any components (including options) not listed above.

5.3 Electrical Vehicle Restraint StrongArm™ HVR303

Structural – Covered for an additional (1) year, parts only, following expiry of the Base Warranty time period.

Components include: Channel weldment, carriage weldment and rotating hook.

Electrical Components – An additional (1) year on the electric motor assembly. (excluding clutch brake adjustments)

Labor and Travel – Covered for an additional (1) year following the expiry of the Base Warranty time period.

Freight – Covered under the Base Warranty time period only for any components (including options) not listed above.

5.4 Hydraulic Vehicle Restraint StrongArm™ TL85

Structural – Covered for an additional four (4) years, parts only, following expiry of the Base Warranty time period.

Components include: Vehicle restraint body and locking arm (not including pins, bushings, cylinder and wearable items).

Hydraulics – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

Labor, Travel, Parts and Freight – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

5.5 Mechanical Vehicle Restraint StrongArm™ ML10

Structural – Covered for an additional (4) years, parts only, following expiry of the Base Warranty time period.



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Components include: Vehicle restraint body and locking arm (not including pins, bushings and wearable items).

Parts, Labor, Travel and Freight – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

6.0 DOCK LIFT (ELEVATING DOCK)

- Stationary Series (ED)
- Semi-Portable (S)

Structural – Covered for an additional (4) years following expiry of the Base Warranty time period.

Components include: Deck, scissor leg and frame assemblies, support beams, lip(s) and hinge(s).

Freight – Covered under the Base Warranty time period only.

Hydraulics – Covered for an additional (1) year following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses and hydraulic fittings.

Parts, Labor, Travel and Freight: No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

7.0 WARRANTY IS VOID IF:

1. The original purchaser does not notify the manufacturer of the defect within (30) days after the defect has been detected and repairs are not made to correct defect in a timely fashion.
2. Equipment is modified in any manner not approved by the manufacturer.
3. Equipment has been operated: beyond its rated capacity, in excess of its determined duty cycle, or operated in excess of its determined maximum grade, or combination of the above therein, which can directly be attributed to be the cause of failure.
4. Equipment is used in abrasive or corrosive conditions or conditions of excessive cold or moisture without having proper product specifications to withstand such conditions.
5. **Warranty Registration Form** is not completed and returned to the manufacturer within sixty (60) days of receipt.

8.0 THE FOLLOWING ARE NOT COVERED UNDER WARRANTY:

1. Adjustments, including initial field set-up. Adjustments are considered part of normal maintenance procedures.
2. Repairs required as a result of:
 - Failure to follow maintenance and/or lubrication procedures specified in the Owner's and/or Installation manual.
 - Abuse, willful damage, accident, or neglect.
 - Shipping damage (claim must be made with the freight carrier).



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3. Power conditions resulting in transformer and/or fuse(s) damages.
4. Maintenance and wearable items i.e. bushings, bearings, rollers pins, axles, springs.

The manufacturer does not assume responsibility or liability for incidental, consequential or special damages, or for loss of profit or damage to trade or business which results from the equipment.

The above warranties are in lieu of any other warranties, either expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. There are no warranties which extend beyond the description contained herein.