



# **OWNER RETAIN FOR YOUR RECORDS**

## **WARRANTY GUIDELINES**

### **Original Series, Railgate Series, and 650 Series Liftgates**

#### **A. STANDARD WARRANTY**

The Tommy Gate Company provides a limited warranty against faulty materials or workmanship. Tommy Gates are guaranteed for one (1) year from the date of user purchase and all pump and motor unit parts are guaranteed for two (2) full years from date of user purchase against faulty materials or workmanship.

All affected parts must be returned to the factory prepaid - with full credit issued for those found to be defective. Warranty replacement parts will be shipped from the factory prepaid.

Labor charges to install warranty replacement parts shall be paid in accordance with Tommy Gate's estimated repair time guide and a flat hourly rate established by Tommy Gate. **DEVIATION FROM THE WARRANTY TIMES LISTED MUST BE AUTHORIZED BY TOMMY GATE COMPANY IN ADVANCE.**

The warranty does not include damage resulting from improper installation procedures. Parts must be installed according to Tommy Gate Company's specifications.

Tommy Gate Company will not pay labor for removing other equipment to gain access to Tommy Gate Equipment. Tommy Gate Company will not pay labor for time on the road to and from a service call.

Tommy Gate Company reserves the right to disallow or reduce claims for parts which have been damaged due to misuse, abuse, accidents or improper shipping; or parts which have been incorrectly or unnecessarily replaced.

The warranty is void if the product has been subjected to other than normal use. **THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTY OF MERCHANTABILITY OR A WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE EXTENDING BEYOND THAT SET FORTH ABOVE.**

#### **B. WARRANTY CLAIMS HANDLING PROCEDURE:**

The following procedures are required when an authorized distributor submits a warranty claim for a defective Tommy Gate part:

1. Before any expense is incurred, but after the problem has been diagnosed, the authorized distributor should contact Tommy Gate Company's Warranty Department to discuss the problem and its correction.
2. If it is determined that the condition is potentially covered by Tommy Gate Company's warranty, the authorized distributor will receive instructions on how to proceed. A decision will be made to either repair or replace the product or part in question.
3. If the product or parts are to be repaired, the authorized distributor will receive a **WARRANTY REQUEST NUMBER**.
4. If the product or parts are to be replaced, the authorized distributor will be instructed to either hold the parts for inspection by a representative, in which case the authorized distributor will receive a **WARRANTY REQUEST NUMBER**, or the authorized distributor will be asked to return the product for inspection to Tommy Gate Company, in which case the authorized distributor will receive a **RETURN GOODS AUTHORIZATION NUMBER**. Under no circumstances are parts to be returned without a **RETURN GOODS AUTHORIZATION NUMBER**.
5. After the repair or replacement work is completed, the authorized distributor will submit the claim to Tommy Gate Company with the following information:
  - a. Tommy Gate Company **WARRANTY REQUEST** and/or **RETURN GOODS AUTHORIZATION NUMBER**.
  - b. Tommy Gate model number.
  - c. Tommy Gate serial number.
  - d. Tommy Gate part number involved and a description of the apparent problem or defect.
  - e. Authorized distributor performing warranty work.
  - f. Person responsible for warranty work (contact).
  - g. Distributor from whom lift gate was purchased.
  - h. Lift gate owner's name, address, and phone number.
  - i. Action taken, cost involved, complete with work orders and parts expense invoices.
6. If defective parts are to be returned to Tommy Gate Company they:
  - a. Must be packaged for each individual warranty return. No multiple warranty claims in the same box.
  - b. Must be returned "freight prepaid" to Tommy Gate Company's location.
  - c. Must be clearly marked with the **RETURN GOODS AUTHORIZATION NUMBER** on the outside of the package.

Warranty claims must be submitted by the Authorized Distributor on behalf of their customer as part of their customer assistance.

Warranty claim acceptance or rejection is based solely upon defective part inspection and a review of the claim date (outlined in step 5 above) as they apply to the requirements of the Tommy Gate Warranty. Claim reimbursement after acceptance is governed by those allowances previously agreed upon between Tommy Gate Company and the Authorized Distributor (as outlined in Steps 1-4 above).

**Any warranty claims submitted without a WARRANTY REQUEST NUMBER or RETURN GOODS AUTHORIZATION NUMBER and the necessary information will be denied.**