



WARRANTY MANUAL

NORTH AMERICA

EFFECTIVE JAN 1ST, 2025

TABLE OF CONTENTS

LIFT REGISTRATION.....	2
WARRANTY STATEMENT	3
NEW PRODUCT WARRANTY AMERICAS	3
NEW PRODUCT WARRANTY NORTH AMERICA.....	4
GENERAL WARRANTY COVERAGE	5
WARRANTY OVERVIEW.....	5
WARRANTY STATEMENT DISCLAIMER	5
WARRANTY REGISTRATION.....	5
WARRANTY COVERAGE.....	5
STANDARD WARRANTY	6
POWERTRAIN WARRANTY	6
STRUCTURAL WARRANTY	7
NEW PARTS WARRANTY.....	7
SERVICE CAMPAIGNS.....	8
SAFETY CAMPAIGNS	8
MAINTENANCE & PDI'S.....	8
ENGINES, TIRES, AND BATTERIES.....	9
DIAGNOSTIC & TROUBLESHOOTING TIME	9
NORMAL WEAR, NORMAL MAINTENANCE, IMPROPER HANDLING, ENVIRONMENTAL CONDITIONS.....	9
VOIDING WARRANTY	11
GENERAL WARRANTY FILING	13
INTRODUCTION TO WARRANTY FILING	13
ESTABLISHING LABOR RATES.....	13
WARRANTY RETURN PARTS / DEFECTIVE PARTS	13
TIME LIMIT FOR FILING CLAIMS.....	14
TIME LIMIT FOR REPAIRS	14
FREIGHT	14
INTRODUCTION TO AUTHORIZED DEALER'S RESPONSIBILITIES	14
AUTHORIZED DEALER/PRODUCT OWNER/END USER LIAISON	14
OPERATION AND MAINTENANCE INSTRUCTIONS.....	14
PRODUCT SERVICE.....	14
PRODUCT RECORDS	15
REPORT OF ACCIDENTS.....	15
DETERMINE COVERAGE	15
PURCHASING PARTS FOR WARRANTY REPAIR.....	15
INSPECTIONS.....	15
TERMS & DEFINITIONS.....	16
NOTES	17



LIFT REGISTRATION

General Information

2647 Hwy 175
Richfield, WI 53076
U.S.A.

☎ +1-262-644-1300

📠 +1-262-644-1320

🌐 www.axcs.com

Service Information

☎ +1-262-297-5195

✉ service@axcs.com

Parts Information

☎ +1-262-297-5196

✉ parts@axcs.com

Registering your MEWP(s) is an ANSI A92.20 requirement.

To register, visit www.axcs.com/RegisterOnline.htm.

Register your AXCS Equipment to:

- ▶ Receive product updates
- ▶ Receive service bulletins, product and part recalls, and other important notifications
- ▶ Provide better records for service



WARRANTY STATEMENT

NEW PRODUCT WARRANTY AMERICAS

AXCS (“AXCS”) warrants its new products to be free from defects in material or workmanship for twenty-four (24) months from the warranty start date.

In addition, AXCS further warrants the structural elements of each new Boom Lift, Scissor Lift, Vertical Mast, and Telehandler, as defined in its then current warranty policies and procedures, to be free from defects in material or workmanship for five (5) years from the warranty start date.

AXCS further warrants the powertrain of each of the new telehandlers, as defined in its then current warranty policies and procedures, to be free from defects in material and workmanship for twenty-four (24) months or 2,000 hours, whichever occurs first.

AXCS agrees only to repair or replace at its own expense, F.O.B. (E.X.W.), the place or places of manufacture, any part or parts of the product found to be defective in material or workmanship, provided AXCS is notified of such defect or defects within the applicable warranty period and given a reasonable time to correct the defect. In no case shall any warranty extend to defects in materials, components, or services furnished by third parties. Defects caused by chemical action or the presence of abrasive materials and defects arising following the operation beyond rated capacity or the improper use or application of any products shall not be considered defects within the scope of this warranty. If any repairs or alterations are made or any parts are replaced during the applicable warranty periods by anyone other than AXCS or an entity authorized by AXCS in accordance with authorized AXCS service manuals or with parts, accessories, or attachments other than authorized by AXCS for use in its products, customer shall pay for such repairs or parts without recourse against AXCS, and AXCS shall be relieved of responsibility for fulfillment of this warranty with respect to such repairs, alterations, or replacements so made. AXCS’s obligations under this warranty shall at all times be subject to its then current warranty policies and procedures. The above-mentioned warranty shall not apply to replacement or service parts made and sold to a customer by AXCS. Routine maintenance, routine maintenance items (including paint and decals), and minor adjustments are excluded from this warranty. Certain components, including, but not limited to, engines, tires, and batteries, which may be a part of the product are not manufactured or warranted by AXCS. Any applicable warranty for such components is provided through the original manufacturer of the component or its distributor organization.

AXCS further warrants that each unit is designed, built, and equipped to meet United States Environmental Protection Agency (“EPA”) and, where applicable, California Air Resources Board (“CARB”) emissions requirements in effect on the date of manufacture. AXCS further warrants that the unit is free from defects in material and workmanship that might prevent the unit from meeting applicable EPA and CARB requirements. Policy holders may obtain such emissions warranty service at no cost, including parts, labor, and diagnostic services, for their equipment from an authorized AXCS Servicer or any authorized servicer of the Engine OEM. Please also note that this Emissions Control System Warranty is required by EPA, and in certain equipment applications, by CARB, and is a distinct and additional warranty from the general commercial warranty described herein that AXCS and its engine suppliers provide to customers who purchase AXCS equipment and associated engines. Please refer to the “AXCS Emissions Warranty Guidelines,” available for download at www.axcs.com, for additional details specific to your machine. End users may also perform their own repairs of emissions-related components, although the cost of labor and diagnostic services provided by other than an authorized AXCS Servicer or OEM are outside the scope of this warranty and will not be paid for by AXCS free of charge. The proper performance of routine maintenance by the customer or a third-party service shall not invalidate this emissions warranty.



NEW PRODUCT WARRANTY NORTH AMERICA

AXCS Warranty Policy covers parts, labor, and travel costs as outlined in AXCS's current warranty policies and procedures. However, it does not cover duties, taxes, environmental fees (including disposal or handling of tires, batteries, and petrochemical items), or any other costs not explicitly stated.

AXCS shall not be liable for any consequential or special damages arising from defects in the product or from any corrections or alterations made by AXCS or others. Consequential or special damages include, but are not limited to, costs of transportation, lost sales, lost orders, lost profits, lost income, increased overhead, labor and material costs, and costs associated with manufacturing variances and operational inefficiencies.

AXCS's maximum liability under this warranty is limited to the purchase price paid for the product. This limitation applies to any and all claims, including those based on negligence, breach of contract, warranty, strict liability, or any other legal theory.

This warranty is the exclusive remedy for any defects in material or workmanship. AXCS disclaims any and all other warranties, including but not limited to any express warranties (except for this exclusive warranty), and any implied warranties of merchantability or fitness for a particular purpose.

This warranty will be void if, in the event of an incident involving any AXCS product resulting in personal injury or property damage, the customer fails to notify AXCS within 48 hours or does not grant AXCS and its representatives immediate access to the product and all related records.



GENERAL WARRANTY COVERAGE

WARRANTY OVERVIEW

AXCS's warranty protects the owner against defects in material and workmanship in the product and parts during a specified period of time or product usage. The warranty also protects AXCS and its Authorized Dealers from unreasonable claims.

The commitments and limitations outlined in AXCS's Warranty Statement are final and cannot be changed or altered. This Warranty Statement is provided to AXCS Authorized Dealers.

In response to valid warranty claims, AXCS may, at its discretion, either:

- ▶ Furnish replacement part(s),
- ▶ Credit the cost of part(s), or
- ▶ Pay reasonable costs to repair any defective part(s).

AXCS's product warranties are country or region-specific and may differ by location. The applicable warranty is determined by the country or region in which the product was originally manufactured or sold.

WARRANTY STATEMENT DISCLAIMER

The Warranty Statement includes important disclaimers that should be read carefully. Two key points in the AXCS Warranty Disclaimer are:

- ▶ No other warranty or promise is implied, except as expressly stated in this document.
- ▶ Any incidental or consequential damages arising from the use of the machine or product are specifically excluded.

WARRANTY REGISTRATION

Warranty Registration Forms MUST be completed and received within six (6) months of the ship date for machines purchased with a Standard Warranty. Warranty Registration Forms are included with the packet of materials shipped with each machine and can also be found on www.axcs.com. Completed forms can be e-mailed to warranty@axcs.com.

If the Warranty Registration Form is not timely received, the machine ship date of the unit will be used as the Warranty Start Date.

WARRANTY COVERAGE

AXCS processes warranty claims for:

- ▶ Standard Warranty
- ▶ Parts Warranty
- ▶ Structural Warranty
- ▶ Service Campaign
- ▶ Safety Campaign
- ▶ Extended Warranties

The warranty tab selection located on www.axcs.com will direct you to the warranty webpage, which allows you to enter and inquire about warranty claims and return parts. A digital paper submittal of claims is also available, by emailing warranty@axcs.com. Warranty claims cannot be completed or processed over the phone.

Claim submittal and processing is performed through an Electronic Warranty System: www.axcs.com or via email.



STANDARD WARRANTY

AXCS's Standard Warranty provides coverage for defects in material and workmanship in AXCS products as follows:

- ▶ **AWP:** 24 months (parts, labor, and travel)
- ▶ **Telehandlers:** 24 months (parts, labor, and travel)

In administering the warranty policy for valid claims, AXCS reserves the right to:

- ▶ Furnish replacement part(s),
- ▶ Credit the cost of part(s) based on the net price paid by the Authorized Dealer, or
- ▶ Pay reasonable costs to repair the defective part(s).

If a repair is made by an outside dealer, an invoice is required at the time of claim submission. Parts and components requested for return to AXCS in connection with a warranty claim must be sent to a location designated by AXCS. All returned parts and components will become the property of AXCS.

Labor reimbursement will follow AXCS's current Warranty Labor Guidelines, with credit issued based on the percentage assigned in the Sales & Service Agreement.

Travel time will be reimbursed according to the percentage assigned in the Sales & Service Agreement, with a maximum travel allowance of two (2) hours per eligible repair. Repairs completed at the Authorized Dealer's repair facility are not eligible for travel reimbursement. Authorized Dealers must maintain valid work orders containing the travel time being requested.

POWERTRAIN WARRANTY

The Powertrain Warranty applies exclusively to AXCS telehandler products and covers defects in material and workmanship for 24 months or 2,000 hours, whichever occurs first, from the Warranty Start Date.

This warranty covers the following components:

- ▶ Axle Housing
- ▶ Drive Hub
- ▶ Differential
- ▶ Drive and Axle Shaft
- ▶ Piston Pump
- ▶ Power Shift Transmission/Torque Converter and Drive Motor
- ▶ Other components included in the Transmission Assembly

You must contact your AXCS Representative prior to any powertrain repairs to verify warranty coverage and ensure proper repair procedures.



STRUCTURAL WARRANTY

All new AXCS products are covered by a Structural Warranty for 60 months from the Warranty Start Date, which applies to defects in the structural weldments of the unit.

Structural components covered include:

- ▶ Platform Support Weldments
- ▶ Boom Section Weldments
- ▶ Frame Weldments
- ▶ Extendable Axle Weldments
- ▶ Outrigger Weldments
- ▶ Scissor Arm Weldments
- ▶ Scissor Platform Deck Weldments
- ▶ Rear Axle Weldments
- ▶ Vertical Production Mast Section

Warranty reimbursement during the Structural Warranty period will cover the replacement or repair of any defective components. You must contact your AXCS Representative for proper repair procedures prior to any structural repairs.

Labor and travel reimbursement will follow the guidelines outlined in the Standard Warranty Policy above. All structural claims will require either the return of defective part(s) or pictures of the defective part(s), at AXCS's discretion.

NEW PARTS WARRANTY

Coverage:

- ▶ The New Parts Warranty covers replacement parts that were installed on a unit and fail within six (6) months of installation.

Exclusions:

- ▶ Labor costs and inbound shipping for warranty claims related to parts are not covered.
- ▶ AXCS may request that the parts or components be returned for diagnosis and evaluation. If this is required, the Authorized Dealer must follow the return instructions outlined in the **Warranty Return Parts** section.

Ownership of Returned Parts:

- ▶ Any parts or components returned for warranty evaluation will become the property of AXCS after they are received.

Use of Genuine AXCS Parts:

- ▶ AXCS strongly recommends using **genuine AXCS replacement parts** for repairs to ensure the parts meet the company's engineering design and quality standards.
- ▶ **Only genuine AXCS parts** are eligible for warranty coverage.



SERVICE CAMPAIGNS

Purpose:

- ▶ Service Campaigns are aimed at addressing enhancements or improvements to products, typically based on safety, performance, or quality issues.

Reimbursement:

- ▶ In some cases, **reimbursement for parts or labor** may be offered for work completed under a Service Campaign.
- ▶ The **reimbursement** and the **time allowed for completion** can vary depending on the specific campaign.

Time Frame:

- ▶ Warranty reimbursement will be honored for work **completed** under the Service Campaign, but only if the work is done within the **designated time period** provided in the campaign.

SAFETY CAMPAIGNS

Purpose:

- ▶ **Safety Campaigns** are issued to address safety concerns related to specific units manufactured by AXCS.
- ▶ These campaigns could take the form of **letter campaigns**, **field memos**, or **letters**.

Policy:

- ▶ AXCS strictly follows the guidelines outlined in each Safety Campaign to ensure that safety issues are effectively addressed.

Reimbursement:

- ▶ In some cases, **reimbursement for parts or labor** may be provided for work completed as part of a Safety Campaign.
- ▶ The **reimbursement** and **time allowed for completion** of the campaign may vary depending on the specifics of each Safety Campaign.

Time Frame:

- ▶ Safety Campaigns must be **completed** within the **designated time period** provided in the campaign. AXCS may not honor claims if the work is done after the campaign's designated completion window.

MAINTENANCE & PDI'S

Routine Maintenance & Maintenance Items:

- ▶ **Routine maintenance**, including tasks like lubrication, replacing filters, wear pads, switches, and buttons, is **not covered** under the warranty policy.

Pre-Delivery Inspections (PDI):

- ▶ **Pre-Delivery Inspections** are done to ensure that the unit is functioning properly before being delivered to the customer.
- ▶ **PDIs are not covered** under the warranty policy.

Minor Adjustments:

- ▶ Minor adjustments such as fixing loose fittings, hardware (bolts, nuts, screws), recalibrations, and machine settings are **not covered** under warranty except under specific conditions.
- ▶ These adjustments are only covered under warranty if they are detected and repaired **during initial machine delivery** or within **30 days after initial delivery** from AXCS.



ENGINES, TIRES, AND BATTERIES

Exclusions:

- ▶ Engines, tires, and batteries are excluded from AXCS warranty coverage.
- ▶ AXCS advises Authorized Dealers to contact the OEM suppliers directly for warranty repair consideration and coverage for these components.

Lithium Battery Installations:

- ▶ For lithium batteries, Authorized Dealers should contact AXCS directly for directions on lithium battery warranty claims.

OEM Responsibilities:

- ▶ The Authorized Dealer is responsible for following the applicable OEM policies and procedures when filing warranty claims for engines, tires, and batteries.
- ▶ Warranty consideration and coverage will be determined by the respective OEM suppliers.

Required Information for Engine Warranty Claims:

When filing a warranty claim for engines, ensure that the following details are readily available for the OEM:

- ▶ Local Authorized Dealer's name and contact person.
- ▶ Local Authorized Dealer's phone number.
- ▶ Serial number of the component.
- ▶ Serial number of the AXCS product.
- ▶ Hours of use.
- ▶ A description of the complaint/failure.

DIAGNOSTIC & TROUBLESHOOTING TIME

Diagnostic Time Not Covered:

- ▶ Warranty reimbursement does not cover the time spent diagnosing or troubleshooting the problem or failure on the unit. This includes time spent identifying the cause of the issue.

Available Resources:

- ▶ AXCS has available analyzers, troubleshooting guides, and training seminars to help in diagnosing and troubleshooting failures.
- ▶ Fault code guides (specific to each model) and Service & Parts Manuals are available through [AXCS.com](https://www.axcs.com) to assist with troubleshooting.

NORMAL WEAR, NORMAL MAINTENANCE, IMPROPER HANDLING, ENVIRONMENTAL CONDITIONS

AXCS's warranty policy does NOT cover:

Abuse or Improper Use:

- ▶ Failures caused by abuse, use for improper applications, or use above the rated capacity (e.g., tampered, altered, or disconnected hour meters, tachographs, or odometers).

Exposure to Hazardous Conditions:

- ▶ Exposure to chemicals, electrical, or radioactive elements or situations.
- ▶ Improper installation, use, fuels, lubricants, operation, maintenance, transportation, or packing.



Environmental and External Damage:

- ▶ Improper preservation of the unit due to abusive environmental conditions.
- ▶ Damage caused by external events, including theft, war, terrorism, natural disasters (e.g., earthquakes, flooding, windstorm, hail), and weather conditions.

Liabilities and Damages:

- ▶ Liability for bodily injury or property damage resulting from machine failure or malfunction.
- ▶ Loss or damage caused by theft or attempts at theft.

Normal Wear and Tear:

- ▶ Normal maintenance or the replacement/repair of parts as part of normal maintenance.
- ▶ Normal wear and tear, exposure to contaminants, corrosion, or damage caused by improper storage (e.g., paint and decal damage).

Overtime Charges:

- ▶ Premium charges for overtime and shift labor.

Unauthorized Repairs:

- ▶ Repairs completed by Non-Authorized Dealers (individuals or companies not authorized under the warranty agreement).

Inspections:

- ▶ Daily walkaround inspections and other routine inspections are not covered under the warranty.

Types of Damages:

- ▶ Consequential, incidental, or special damages are excluded from the warranty.

Fees and Costs:

- ▶ Duties, shop supplies, taxes, environmental fees, and disposal and handling fees are not covered.

Emergency Orders:

- ▶ Emergency order changes are not covered.

Transport and Freight Costs:

- ▶ Equipment transport and part freight costs are excluded.

Adjustments and Modifications:

- ▶ Minor adjustments and modifications made after the initial sale are not covered under the warranty.

Attachments and Carriages:

- ▶ Attachments and carriages purchased after the initial sale of the machine are excluded from coverage.

Machine Fluids:

- ▶ Machine fluids are not covered.

Recalibrations and Machine Settings:

- ▶ Recalibrations and adjustments to machine settings are not covered under the warranty.



VOIDING WARRANTY

Warranty Voidance:

- ▶ While AXCS cannot void or cancel the warranty, it may decline warranty coverage if the failure is caused by misuse, modification, or misadjustment.
- ▶ AXCS may also deny coverage if the failure is not due to a defect in factory material or workmanship or if invalid or untrue information is provided in a claim.

Modifications and Alterations:

- ▶ Customers must receive written permission from AXCS before making any modifications, alterations, or added adjustments to the machine.

For modifications or adjustments, customers can contact AXCS via:

- ▶ **Email:** warranty@axcs.com
- ▶ **Phone:** 1-262-644-1300
- ▶ Warranty claims may be denied if modifications or misuse are involved, or if false information is submitted, and prior written permission is required for any machine modifications



THIS PAGE WAS INTENTIONALLY LEFT BLANK



GENERAL WARRANTY FILING

INTRODUCTION TO WARRANTY FILING

Each product line has specific Warranty Guidelines that define the allowable repair and/or replacement times for any given issue. If warranty repairs require labor or hours exceeding the stated guidelines, a detailed description must be provided in the “cause for replacement” section of the warranty claim. Claims with excessive warranty labor hours will be automatically reviewed by the manufacturer. Therefore, a thorough claim description is necessary for determining appropriate warranty coverage. This may include analyzer readings, flash codes, pressure settings, and other relevant technical or troubleshooting data.

Labor-only claims require a valid AXCS part number and a description of the cause of failure for processing.

Repair Description Summary should include:

- ▶ **Complaint** - Description of the failure
- ▶ **Cause** - Cause of the failure
- ▶ **Correction** - Action taken to correct the failure

ESTABLISHING LABOR RATES

- ▶ New Authorized Dealers must complete and return the Authorized Dealer Labor Rate form to establish a labor rate with AXCS before submitting claims. AXCS’s labor reimbursement is not dollar-for-dollar based on the Authorized Dealer’s labor rate but is determined by the Authorized Dealer’s classification and individual Sales & Service Agreement with AXCS.
- ▶ Authorized Dealers may request a labor rate review once annually by completing and returning the labor rate form.

WARRANTY RETURN PARTS / DEFECTIVE PARTS

Parts should be retained at the Authorized Dealer’s location until the warranty claim has been processed, as AXCS may require parts to be returned for evaluation. All returned parts become the property of AXCS.

When a part needs to be returned, AXCS will provide a packing slip with return instructions, including the designated return address. The packing slip must be printed and included with each returned part, and the part must be returned within 30 days of the claim submission.

Return Part Preparation:

- ▶ Include the packing slip inside the box.
- ▶ Attach the packing slip in a waterproof envelope for freight shipments.
- ▶ Write the warranty claim number on the outside of the box/packaging.
- ▶ Ensure parts are adequately packaged to prevent damage during transit.
- ▶ Small components should be in plastic bags, not loose in the box.
- ▶ Parts on pallets/crates must be banded and secured to prevent shifting.
- ▶ Protect machined surfaces to avoid rust, corrosion, and physical damage.
- ▶ Do not disassemble complete assemblies.
- ▶ Ensure wire harnesses and joysticks are intact. Cutting wires will result in a denied warranty claim.
- ▶ Drain fluids (hydraulic fluid, diesel fuel, oil, DEF, etc.) and seal ports/plugs to prevent contamination.

Parts received with obvious transit damage due to inadequate packaging will result in no warranty coverage. Parts not requested to be returned must be held for 45 days before disposal. Occasionally, AXCS may request a digital photo of parts instead of the actual part.

To expedite processing, provide essential claim information (Complaint, Cause, and Correction). Vague explanations



such as “unit won’t work” or “component defective” may delay processing or result in rejection. If a component is determined to be outside of warranty (e.g., abuse, disassembled, no fault found), the Authorized Dealer will be notified, and the claim will be rejected.

TIME LIMIT FOR FILING CLAIMS

Claims must be submitted within 30 days of repair. Claims filed after this period can be denied. Claims denied initially must be escalated within 10 days for further consideration. AXCS may request documentation such as photos, work orders, or invoices to assist with the review. Failure to provide requested documentation after two attempts will result in the claim being rejected.

TIME LIMIT FOR REPAIRS

Claims for repairs made more than 45 days after failure may be denied.

FREIGHT

Inbound freight costs are the responsibility of the Authorized Dealer. Freight is not reimbursed under warranty, except for parts returned for analysis. Return freight charges will be reimbursed at ground delivery rates only, and an accompanying return freight invoice may be required. Reimbursement will occur after part inspection and claim approval. Damage from shipment should be filed with the freight carrier directly.

INTRODUCTION TO AUTHORIZED DEALER’S RESPONSIBILITIES

This section provides guidelines to assist Authorized Dealer personnel in complying with established policies, procedures, and obligations under the Sales & Service Agreement. The Authorized Dealer must take all necessary actions to ensure high customer satisfaction and the best possible service for every AXCS product.

AUTHORIZED DEALER/PRODUCT OWNER/END USER LIAISON

The Authorized Dealer should maintain close contact with the Product Owner/End User to address any service, parts, and sales issues. Timely communication helps identify safety or service-related problems early and ensures proper operation and maintenance of the equipment. It is essential to notify the user about any conditions that could make the equipment unsafe or inoperable.

OPERATION AND MAINTENANCE INSTRUCTIONS

The Product Owner/End User must receive comprehensive instructions on the proper operation, use, and maintenance of the product. This includes reviewing safety, operating, and service procedures, handbooks, and manuals at the time of delivery. The Authorized Dealer must ensure that the Product Owner/End User signs an acknowledgment of receipt for all instructions and manuals provided.

PRODUCT SERVICE

The Authorized Dealer must offer prompt and qualified service support, ensuring sufficient service facilities, trained personnel, and parts inventory. Only trained personnel should perform repairs and maintenance on AXCS products.

If the Product Owner/End User maintains the product, the Authorized Dealer must be prepared to provide necessary technical assistance. The Authorized Dealer is responsible for service decisions, including whether to repair or replace parts, and should always consult with AXCS service representatives when unsure.



PRODUCT RECORDS

Detailed records for each AXCS product must be maintained from delivery through its entire service life. These records should indicate the product's condition and provide the necessary data to establish repair, maintenance, and inspection schedules. All service and maintenance dates should be kept available for inspection by AXCS or other OEMs.

REPORT OF ACCIDENTS

The Authorized Dealer must immediately report any accident involving an AXCS product to AXCS. Reporting should not be delayed due to missing information. AXCS may initiate an on-site investigation depending on the reported details.

The Authorized Dealer must accommodate this investigation.

Contact Information:

- ▶ Email: service@axcs.com
- ▶ Call: 1-262-644-1300

DETERMINE COVERAGE

To determine if a service repair is covered under warranty, Authorized Dealers should:

- ▶ Identify the product type (AWP, Telehandler, Vertical Mast, Boom Lift, etc.)
- ▶ Identify the applicable warranty category (Standard, Structural, Parts Warranty, or Service/Safety Campaign).

PURCHASING PARTS FOR WARRANTY REPAIR

The Authorized Dealer may need to consult AXCS when purchasing parts for warranty repairs. The factory can provide additional information to ensure timely and efficient repairs. Failure to follow AXCS guidelines may delay credits or exclude the repair from warranty coverage.

INSPECTIONS

Delivery Inspections:

- ▶ The carrier is responsible for any damage during transit. A visual inspection should be conducted before accepting delivery. If any damage is found, it must be noted on the Bill of Lading. Signing without noting damage may result in the carrier denying reimbursement and AXCS denying related warranty claims.

Country Required Inspections:

- ▶ Inspection requirements vary by country. The Authorized Dealer is responsible for verifying and completing necessary inspections and certifications based on country-specific regulations.

New Machine Inspections (NMI) / Pre-Delivery Inspections (PDI):

- ▶ A New Machine Inspection (NMI) or Pre-Delivery Inspection (PDI) must be performed upon the unit's arrival to monitor its quality. Discrepancies should be noted on the form, which is included in the manual packet with each unit.
- ▶ NMI submission does not initiate warranty on a unit.

Annual Machine Inspections (ANSI):

- ▶ The American National Standards Institute (ANSI) requires a routine inspection of aerial work platforms. While AXCS does not require the submission of Annual Machine Inspection forms, they are available to Authorized Dealers through the AXCS Parts Department or on the AXCS website.



TERMS & DEFINITIONS

This final section provides definitions and terms relevant to AXCS warranty policies, helping clarify the meanings of key terms used throughout the warranty manual. Here is a summary of the most important terms and their meanings:

- ▶ **Authorized Dealer:** A company that has a Sales & Service Agreement with AXCS, such as a dealer or service provider, responsible for representing AXCS and providing service, sales, and support.
- ▶ **Consequential Damages:** Costs not covered under warranty, including transportation, lost profits, inventory charges, and other indirect losses.
- ▶ **End of Warranty:** The date when warranty coverage expires.
- ▶ **End User:** The person who uses the product.
- ▶ **Excluded Items:** Items that are not covered under warranty.
- ▶ **Independent Rental Center (IRC):** A privately-owned company that rents equipment.
- ▶ **Inspection Date:** The date when an inspection is completed.
- ▶ **Labor:** Time allowed for warranty repairs.
- ▶ **Mobile Elevating Work Platform (MEWP):** A device that has an adjustable platform, supported by a structure and either manually or self-propelled.
- ▶ **New Machine Inspection (NMI) Forms:** Forms used to report discrepancies when a unit arrives at the Authorized Dealer's location.
- ▶ **Original Equipment Manufacturer (OEM):** The company that manufactures parts and provides warranty coverage for those parts.
- ▶ **Parts Warranty:** Coverage for parts replaced on a unit, covering the cost of the part only.
- ▶ **Powertrain Warranty:** Coverage for key components like the axle housing, drive hub, transmission, etc.
- ▶ **Pre-Delivery Inspections (PDI):** Inspections completed before delivering a unit to the End User.
- ▶ **Product Owner:** The registered owner of a unit.
- ▶ **Rejected Claims:** Claims denied for reasons like abuse, modifications without approval, minor adjustments, or expired warranty.
- ▶ **Repair Date:** The date when repairs on a unit are completed.
- ▶ **Returned Parts:** Parts replaced during the warranty period and returned for evaluation.
- ▶ **Safety Campaign:** A program addressing safety-related issues in products.
- ▶ **Sales & Service Organization (SSO):** AXCS's operation that provides sales, support, training, and repairs.
- ▶ **Service Campaign:** A notice for product enhancements or improvements requiring action.
- ▶ **Service Memo:** A notification of a product improvement applicable to specific models.
- ▶ **Standard Warranty:** Coverage for defects in material and workmanship.
- ▶ **Structural Warranty:** Coverage for defects in structural components of the unit, like the frame or boom sections.
- ▶ **Telehandler Products (TMH):** Machines with extendable booms used for lifting materials.
- ▶ **Travel:** The time allowed for travel to evaluate or repair a unit under warranty.
- ▶ **Warranty Registration Forms:** Forms used to register a unit for warranty coverage, required within six months of the ship date for standard warranty.
- ▶ **Warranty Repair:** A repair that restores the product to its operating condition and is performed during the warranty period.
- ▶ **Warranty Start Date:** The date on which the warranty begins, either when registration is received or based on the ship date if the registration is delayed.

These terms and definitions are essential for understanding the warranty process, ensuring accurate claims, and clarifying the responsibilities and rights of both the Authorized Dealer and AXCS.



NOTES



Lined area for writing or drawing.





Warranty Manual

North America

Effective Jan 1st, 2025

AXCS Equipment

2647 Highway 175
Richfield, WI 53076
U.S.A.

☎ [+1.262.644.1300](tel:+12626441300)

📠 [+1.262.644.1320](tel:+12626441320)

🌐 axcs.com

“AXCS” is a trademark of Custom
Equipment, LLC.

Revision Date: April 2025

Printed in the U.S.A.