



4105 Globeville Rd. Denver, CO 80216 Ph: (303)292-5438 Fax: (303)297-3426

## **Industrial Forklifts Supplemental Warranty (I.C. & Elec. Forklifts)**

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Industrial Forklifts warrants that they will without charge, except for applicable deductibles, as they may apply, make covered repairs due to defects in workmanship or materials. This warranty includes repairs at no charge for parts and/or labor during the term specified below and in line with the terms and conditions specified below. This warranty is NOT transferable with the ownership of the forklift.

### **I. Period**

The Heli Drivetrain Warranty Period is effective for 24 months or 4,000 hours of use (whichever occurs first). The warranty begins from the date the industrial forklift truck was delivered to the first customer, or put into the dealer's rental fleet. This coverage is supplemental to the HELI Standard Warranty which takes precedent for the first 12 months / 2,000 hours of use (whichever occurs first).

### **II. Items Covered**

- **ENGINE:** Cylinder block, cylinder head(s), rocker assembly and internal components. (Drive motors or traction motors on electric forklifts). This includes bearing cases, bearings and armature. It does not include engine accessories.
- **TRANSMISSION:** Control valve, torque convertor, clutch housing, shafts and internal gears.
- **DRIVE AXLE:** Final drive axle, housing, differential carrier, reducing drive, axle shafts and front wheel hubs, including wet brakes.
- **ELECTRIC CONTROL PANEL:** Drive systems/drive motor, drive transistors, contactor coils, current sensor and drive circuits included on logic card or drive board. Does not include contactor tips and fuses.

### **III. Coverage Requirements**

- All warranty work must be authorized and performed by an Industrial Forklifts dealer.
- An Industrial Forklifts dealer Planned Maintenance (PM) Contract must be in force during warranty period, or customer must keep a DOCUMENTED log of maintenance performed on the forklift. Service records must be complete and available for inspection.
- Hour meter must be in good repair, not altered or disconnected. Hour meter shall

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be the original meter delivered with the covered forklift or if replaced there must be documentation to support a true and accurate representation of total forklift hours.

- Parts replaced under this agreement are warranted only for the remainder of this Industrial Forklifts extended warranty period.
- Forklift must be made available for repair within a reasonable time.

#### **IV. Warranty Limitations and Exclusions**

- Mechanical breakdowns, failures, or parts failures occurring while the forklift is under the original manufacturer's warranty.
- Transportation expense for forklift or travel expense for technicians or the cost of a rental replacement unit while repairs are being made.
- Repairs, parts replacements or modifications not authorized by Industrial Forklifts. Repair of engine valves, rings, guides or bearings are not covered where the only malfunction is low compression or oil use. This is considered normal wear and is not included in warranty coverage.
- Gaskets and seals are not covered as a cause of a breakdown, as they are considered wear items unless shown to be defective. Gaskets and seals are covered as components of repair to a covered item, such as an engine, transmission or drive axle.
- Adjustments necessary to correct performance problems are not covered. There must be an actual component failure for warranty coverage to apply.
- Any parts or accessories installed on the forklift which were not installed by the manufacturer or approved by Industrial Forklifts which affect the powertrain operation.
- Use beyond the forklift's rated capacity, or excessive hours that would make the forklift ineligible for standard warranty.
- Troubleshooting labor is not covered and is the customer's responsibility. Only Flat Rate Labor covering component removal and installation will be covered.
- Defects or repairs which result from any incident, misuse, abuse, accident, lack of proper maintenance, improper repairs, improper storage, improper use or parts replacement, or use of parts not conforming to Manufacturer's or Industrial Forklifts' standards.
- Routine replacement of wear items, such as belts, hoses, tune up parts, oil, fluids, motor brushes, contact tips, fuses, switches.
- Industrial Forklifts will not be responsible for loss of use, loss of time, inconvenience or other incidental charges or damages connected with a breakdown.
- Special Service campaigns involving product improvement or product support may support the Industrial Forklifts Supplemental Warranty.

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- Consequential damages to non-listed items are not covered, as well as consequential damages to a listed part by a non-listed parts failure are not covered.

#### V. Dealer Responsibility

Industrial Forklift dealers must ensure the following steps have been followed prior to the submission of warranty claims, both for Standard Warranty and Powertrain Warranty.

- PDI (pre-delivery inspection) has been done on all new Heli equipment **prior to delivery to customer**. New equipment **Make Ready** reports can be found in the **Dealer Portal ([www.industrialforklifts.com](http://www.industrialforklifts.com))** under **Forms** for both I.C. and Electric Trucks.
- Completed **Delivery Reports** must be on file prior to submission of warranty claims. This Delivery Report may also be found under **Forms** in the dealer portal.
- **Warranty Claim Forms** must be submitted in accordance with Industrial Forklifts **Warranty Claim Procedures** in order for claims to be considered.
- **Transmission filter on new Heli must be replaced at 200 Hours (per attached bulletin)** or transmission warranty will be voided. OEM filter must be used. **DO NOT USE AFTERMARKET FILTERS** from another source. Charge for filter replacement should be included in first 200 hour PM service.

#### VI. Customer Responsibility

- All transportation or travel expenses related to any claim under this warranty.
- Any taxes relating to any claim under this warranty.
- Any component shipping charges in excess of those considered usual and customary. No priority shipping charges to warranty parts will be covered.
- Overtime or premium time labor required to complete warranty repairs will not be covered.
- Expenses to investigate complaints unless such complaint is caused by a defect in forklift materials or workmanship.
- To give timely notice of claim under this warranty and to promptly make the forklift available for repairs.
- To immediately remove from service any forklift known to have failures or defective parts.

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- One Hundred Dollars (\$100.00) per claim to be paid as deductible. Only one failure allowed per claim.

### **Notice**

This Industrial Forklifts Supplemental Warranty requires proper and timely maintenance and periodic inspections of the COVERED FORKLIFT. If the required maintenance is not done by an Industrial Forklifts dealer, receipts showing dates of services performed must be kept by the customer and furnished to Industrial Forklifts. All fluids, lubricants and parts must meet Original Equipment Manufacturer's (OEM) and Industrial Forklifts specifications.



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# HELLI LIMITED WARRANTY

**12 MONTHS**

Industrial Forklifts warrants that a new or unused HELLI forklift (product) shall be free from defects in material and/or workmanship at the time of manufacture, for a period of **twelve (12) months from the date of delivery** to the original customer from an authorized Industrial Forklifts dealer.

## **WARRANTY PERIOD**

Should any part or parts of the product covered by this limited warranty be defective with respect to material and or workmanship under normal use and maintenance, during the period specified herein following the delivery of the product to the original purchaser/user, Industrial Forklifts will replace or repair such defective parts, without charge, during normal working hours, with new or repaired part(s) (whichever Industrial Forklifts elects). Industrial Forklifts' obligations under the warranty stated herein shall continue only for the following period: **Twelve (12) months or two thousand (2,000) hours of use** following the first delivery of the HELLI product, whichever expires first, with respect to the whole parts originally incorporated in the said HELLI product.

## **CHANGES AND IMPROVEMENTS**

Industrial Forklifts is constantly striving to improve its products. Changes in design and improvement will be made whenever the efficiency of its products is improved thereby, but without incurring any obligation to incorporate such improvements to any products that have been shipped or are already in service.

Notwithstanding the warranty stated above, this warranty should **exclude**, and not apply to, but is not limited to:

- OIL, LUBRICANTS, FILTERS AND THE LIKE: Oil, grease, fuel, antifreeze, electrolyte, brake fluid engine oil filters, air filters, fuel filters, hydraulic filters, etc.
- ELECTRIC PARTS: Points, plugs, condenser rotor, distributor cap, battery, fuse, electric bulb, wire harness, glow plug.
- OTHER CONSUMABLE PARTS: Tires, tubes, brake disc, brake pad and lining, belts, nozzles, rubber hose, seal, packing gasket, O-rings, hydraulic brakes rubber parts, glassware, grease fitting, nut, bolt, washer, cotter pins, bushings.

## **WARRANTY LIMITATIONS AND EXCLUSIONS**

The obligation of this warranty shall be limited to replacement or repair cost only, of such defective parts. This warranty specifically excludes all liabilities for damage arising from loss of use or profits, incurrence of costs or expenses or injury to business, credit, reputation or financial standing and for all other consequential damages.

*The warranty stated shall not apply to the malfunction of the HELLI product, if such is considered to be attributed to:*

- Failure to observe the instructions described in the Operations & Maintenance Manuals published by the Manufacturer.
- Lack of operating skill of the operator, including carelessness and abusive use, overloading and insufficient or improper maintenance.
- Replacement of parts or assemblies which can be repaired by minor adjustments, such as adjustments for master, wheel, steer, hydraulic cylinder, inching valve, linkage, mast rollers, steer axle or tightening of all fittings, etc.
- Any alterations, changes or modifications without prior written consent by Industrial Forklifts, or use of unauthorized replacement parts or components, or servicing performed by anyone other than Industrial Forklifts authorized servicing representatives.
- Any other kind of misuse or detrimental exposure, including collision or accident.
- Use of a lift truck within a facility in which the lift truck is not equipped for (i.e. an extremely dusty facility/no fan on lift truck engine).
- Other causes not attributable to HELLI such as flood, lightning, and other Acts of God.
- Industrial Forklifts does not authorize or allow any other company or person to assume for it any liability in connection with the sale or service of this equipment.
- Industrial Forklifts reserves the exclusive rights to change, modify and administer this warranty. This warranty is non-transferable.

**THIS WARRANTY IS DEFINITIVE AND EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES. NO IMPLIED OR STATUTORY WARRANTIES OF MERCHANTABILITY FOR A PARTICULAR PURPOSE SHALL APPLY.**

**FAILURE TO COMPLETE AND RETURN THE DELIVERY REPORT OR A TRANSFER OF OWNERSHIP REPORT MAY AFFECT CLAIMS UNDER THIS WARRANTY.**

Distributed by: Industrial Forklifts  
4105 Globeville Road  
Denver, CO 80216  
1-888-639-4354  
Fax 303-297-3426  
[www.IndustrialForklifts.com](http://www.IndustrialForklifts.com)

## Service Bulletin

Subject: Initial 200 Hour Transmission Filter Replacement

Models: ALL

Please be advised the Anhui Heli requires the transmission filter on All Heli forklifts be initially replaced after the first 200 hours of operation. Thereafter every 1,200 hours with the fluid change.

The necessity of this filter replacement is due to the fact that the transmission case is a casting and even with very stringent cleaning operations after the machining of this case there is still a chance of casting powder from the machining operation becoming trapped in the porous openings in the casting.

Therefore during the first 200 hours of operation the transmission fluid can and will wash out any remaining casting powder which will be trapped in the transmission filter.

Also be advised that even though the spin on transmission filter may look like a typical automotive engine filter it is not and must be replaced with an OEM filter. The use of any other filter will not adequately protect the transmission, cause premature transmission failure and will void the OEM warranty.