



24 Month 1000 Hour Limited Warranty

Standard on all Class III Industrial Trucks

All BIG JOE Class III Series Lift Trucks & ESTEP are warranted for six (6) months from all date of installation to the first original end user for parts and labor. Exclusions to this warranty are listed as below. BIG Joe warrants the new equipment shall be free from defects in material and/or workmanship when purchased directly through your authorized Big Joe Distributor.

ALL FRAME, TRANSMISSION AND WELDMENTS (POWERTRAIN) FAILURES WILL BE WARRANTED FOR PARTS ONLY - NO LABOR FOR TWENTY FOUR (24) MONTHS /730 DAYS LIMITED TO 1000 HOURS FROM THE DATE OF INSTALLATION TO THE FIRST ORIGINAL END USER.

Warranty Coverage

Six (6) Months / 180 Days or 1000 Hours (whichever occurs first)
Full Parts and Labor Coverage. Excludes wearables.

Big Joe Battery and Charger Coverage

Absorbed Glass Mat (AGM) batteries with built in chargers will be covered for (12) months/ 365 days to the original first end user.

Warranty does not apply to NON Big Joe attachments, batteries and chargers. All other attachments, industrial and stand-alone chargers installed are covered by the manufacturer of those products.

Coverage

Big Joe Canada will repair or at its sole option, substitute with new or remanufactured parts any item that may have failed due to a defect in material and/ or workmanship that is covered under this warranty. All parts replaced under warranty must be a Big Joe OEM replacement parts.

All warranty work must be performed by an Authorized Big Joe distributor during normal business hours. Defective parts removed under this warranty period are the property of Big Joe Canada.

Warranty issues/claims will not be authorized if required parts are not returned or pictures are not submitted as written in the Big Joe Canada Warranty Policy & Procedure Manual. Warranty is void if equipment is used in brine, corrosive or excessive moisture conditions or outside use.

The manufacturer reserves the right to make product improvements or changes but shall not incur responsibility to incorporate such product improvements or changes in any products previously shipped or currently in service.

Limitations

The warranties contained herein shall not apply to or include: (a) periodic and/or normal maintenance outlined in the Operation and Service Maintenance Manual including but limited to filters, adjustments or lubricants. (b) normal wear items including but not limited to hoses, fuses, bearings, leaks, seals and O-rings and tires. (c) accidents and abuse including but not limited to storage and fire. (d) excessive exposure to salt, brine, acid, heat, cold, excessive moisture and other adverse environmental conditions. (e) improper maintenance, alterations or modifications not approved in writing by Big Joe. (f) warranty work performed by a non-authorized Big Joe distributor. (g) non-OEM Big Joe parts installed during the warranty period. (h) this warranty does not apply to attachments not manufactured by Big Joe. The warranties herein shall be void if (a) the hour meter or data plate has been altered or tampered with. (b) the equipment is not serviced according to the maintenance schedule found in the Operation and Service Manual.

BEFORE WARRANTY CAN BE CONSIDERED, A WARRANTY REGISTRATION AND INSTALLATION REPORT MUST BE COMPLETED AND SUBMITTED TO BIG JOE CANADA.

Limited Remedy

The remedy under the warranties herein is limited solely to the repair of defects in material and/ or workmanship by an authorized Big Joe distributor. Big Joe Canada is not responsible for rentals, loaners, overtime or cartage of equipment. Big Joe Canada will not be liable for incidental or consequential damage such as the inconvenience of loss of use of the Big Joe trucks to the user resulting from the breach of written warranty or any implied warranty.

THE WARRANTIES CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF BIG JOE, INCLUDING EXPENSE, LOSS OR DAMAGES WHETHER DIRECT, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY, ARISING IN CONNECTION WITH THE SALE OR USE OR INABILITY TO USE THE BIG JOE TRUCK FOR ANY PURPOSE.

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