



## DEALER INSTRUCTIONS AND WARRANTY MANUAL

We at MEC Aerial Platform Sales Corp. appreciate your business and as such, we will go out of our way to provide you with service that is second to none. In order to provide this level of service and to continually provide a product that is of the highest quality, we ask that our dealers maintain an open line of communication by which we at the factory can better understand our customer's changing needs. Dealer cooperation is a vital link in this communication.

### DEALER INFORMATION

#### Transportation

All products are shipped FOB Kerman, California. This means that you accept ownership at the time the trucking company signs the bill of lading at the factory in Kerman, Ca. It is very important that you inspect each shipment for damages before you accept delivery. If the shipment is damaged, have the driver acknowledge damages on the bill of lading and immediately file a claim with the truck lines.

#### Dealer Registration Card (part # 90745)

The Dealer Registration Card is sent with each machine and can be found in the information packet on the machine. It contains two parts: Owners/Dealers copy, and Factory copy. Upon delivery to your customer OR entering the machine into rental service, the Dealer Registration Card must be completed. The factory copy must be returned to MEC Aerial Platform Sales Corp. along with:

- a) A copy of your invoice indicating the date this machine was sold, OR
- b) If the machine was in use prior to its sale, the date of first use and the date of sale.

NOTE: If no Dealer Registration card is on file the warranty will start on the date the machine left the factory.

#### Pre Delivery and Test Report (part # 90742)

Upon the machines arrival, the dealer is required to perform an inspection to ensure against any malfunctions that may hamper the performance of the unit. We provide a Pre Delivery and Inspection form that will guide you through the various inspection points. If an item is found to be unacceptable, make the necessary repairs and check the "Repaired" box. When all items are acceptable the unit is ready for service. Complete the form and return the White copy to the factory.

#### Notification of Sale

If you sell a unit from your rental fleet or re-sell a customer owned unit or purchase a used unit, please contact the factory with the serial number, previous owners and the new owners name, address and phone number. This will help us maintain contact with the machines through its service life.



## LIMITED OWNER WARRANTY

MEC Aerial Platform Sales Corp. warrants its equipment to the original purchaser against defects in material and/or workmanship under normal use and service for one (1) year from date of registered sale or date the unit left the factory if not registered. MEC Aerial Platform Sales Corp. further warrants the structural weldments of the main frame and scissor arms, to be free from defects in material or workmanship for five (5) years from date of registered sale or date unit left the factory if not registered. Excluded from such warranty is the battery(s), which carry a ninety (90) day warranty from described purchase date. Warranty claims within such warranty period shall be limited to repair or replacement, MEC Aerial Platform Sales Corp's option, of the defective part in question and labor to perform the necessary repair or replacement based on MEC Aerial Platform Sales Corp's then current flat rate provided the defective part in question is shipped prepaid to MEC Aerial Platform Sales Corp. and is found upon inspection by MEC Aerial Platform Sales Corp. to be defective in material and/or workmanship. MEC Aerial Platform Sales Corp. shall not be liable for any consequential, incidental, or contingent damages whatsoever. Use of other than factory authorized parts, misuse, improper maintenance or modification of the equipment voids this warranty. The foregoing warranty is exclusive and in lieu of all other warranties, expresses or implied. All such other warranties, including implied warranties of merchantability and of fitness for a particular purpose, are hereby excluded. No Dealer, Sales Representative, or other person purporting to act on behalf of MEC Aerial Platform Sales Corp. is authorized to alter the terms of this warranty, or in any manner assume on behalf of MEC Aerial Platform Sales Corp. any liability or obligation which exceeds MEC Aerial Platform Sales Corp's obligations under this warranty.



## LIMITED OWNER PAINT WARRANTY

MEC Aerials warrants the paint surface finish of their products against defects in materials and workmanship; against peeling, flaking, chipping, cracking only and covers against rust that forms as result of afore mentioned defects only for a period of two (2) years from the first date of shipment from the MEC factory. This warranty covers the original purchaser of record and/or original owner of the MEC product. MEC Aerials Limited Paint Warranty does not apply to other causes of degradation, including: Warranted finish which has suffered scratching or abrasion or impact damage; has been abused, altered or modified and/or used in a manner not originally intended or in good industry practice; damage due to moisture entrapment during transit, storage or use; has been submerged in water; is stored or used in a way that allows for standing water on the coating or in any chemically aggressive environment containing fumes, ash cement dust, salts or other chemicals, whether naturally occurring or caused by man; is stored or used in a way which allows contact with animal and/or animal waste or its decomposition products; areas that have been repaired or repainted; damage caused by accidents, vandalism acts of nature or other falling objects, explosion, fire, radiation or other external forces; surfaces exposed to damaging chemicals, acid rain or other paints applied accidentally or intentionally; rust originating from within the steel panel. The foregoing warranty is exclusive and in lieu of all other paint and/or surface finish warranties expressed or implied. All such other warranties, including implied warranties of merchantability and of fitness for a particular purpose, are hereby excluded. No Dealer, Sales Representative, or other person purporting to act on behalf of MEC Aerial Platform Sales Corp. is authorized to alter the terms of this warranty, or in any manner assume on behalf of MEC Aerial Platform Sales Corp. any liability or obligation which exceeds MEC Aerial Platform Sales Corp's obligations under this warranty.



## WARRANTY PROCEDURES

At MEC we strive to make the most reliable AWP on the market. From time to time there are still instances when a machine may need a warranty repair during the warranty period. The process below is intended to simplify filing your warranty claim and speed the time of reimbursement.

### Warranty Claims Dealer Filing Procedure

1. Diagnose problem. Contact MEC Product Support as needed. Excessive troubleshooting time will not be covered.
2. Purchase the necessary part(s) to make the needed repairs. These parts will be shipped and invoiced and must be paid within our scheduled terms.
3. Make any and all necessary repairs to provide for a complete and safe operation.
4. Allowable labor reimbursement times are established by MEC Product Support. Please let us know of any special circumstances so we can calculate reimbursement accurately.
5. Fill out a MEC Aerial Platform Sales Corp. Warranty Claim Form completely, (MEC part # 94478). The Warranty Claim Form is available at [MECAWP.com](http://MECAWP.com) in the Product Support section or by contacting the MEC warranty Department directly. Email the completed Warranty claim form to [Warranty@MECAWP.com](mailto:Warranty@MECAWP.com)  
Alternately, you may also submit your company work order of service invoice in lieu of the Warranty claim form. Please make certain your submission contains the following:
  - Model
  - Serial #
  - Date of repair
  - Detailed description of the problem encountered
  - Details of the repair
  - Parts and part # used in the repair
  - Location of the machine
  - Labor hours
  - Travel time, if any
  - Contact information in case of questions
6. You will likely be required to return parts that cost \$100.00 or more, and in some cases, you may be asked to return parts regardless of value. Please retain all parts used under Warranty for 60 days from claim date or until you have received a Return Material Authorization (RMA) number by the MEC Warranty department. Please include this RMA# with the parts returned. If you have not received a RMA within 60



days of your claim submission to us, you may discard the warranty parts. *When parts returns are not made as requested, the warranty credit will be denied.* Ship the defective parts via UPS ground, common carrier or least expensive manor within 21 days of request date.

The following items must be included in your shipment:

- a) The MEC Warranty RMA#
- b) A copy of your warranty claim or work order
- c) Requested defective parts

**Paint Warranty Claims:**

If you have an issue with the powder coat or paint adhesion on a MEC product within the warranty period, contact MEC Warranty department for authorization before commencing with repairs. Warranty requests involving paint repair performed without prior authorization will be denied.

**Battery Warranty:**

Before disposing of suspected failed Battery(s) please call MEC Aerial Platform Sales Corp Service Department (559) 842 1500 for instructions.

**Reimbursement**

If part(s) is/are found to be defective, a credit will be issued to the Dealer's account for the cost of the part at the MEC Dealer net price in effect at the time of the repair. Labor will be reimbursed at \$85/hour for reasonable troubleshooting and repair times. The MEC Warranty Department will base the allowable reimbursement based on reasonable time required for work performed by a competent technician.

Travel will be reimbursed at a rate of .54/mile up to 100 miles maximum.



## PARTS SALES AND SHIPPING TERMS

### Service Parts Orders

By Phone: +1 559-845-1500 7:00 a.m. to 5:00 p.m. PST Monday thru Friday

By Fax: +1 559-842-1520

By E-mail: [parts@mecawp.com](mailto:parts@mecawp.com)

Via the Web: [www.mecawp.com](http://www.mecawp.com) click on the parts link.

Mail: MEC Aerial Platform Sales Corp.,  
1401 S. Madera Ave.  
Kerman, CA. 93630

Please include model and serial number along with part numbers. All orders in stock are shipped the same day order is received. Cut-off time for orders is 5:00 p.m. PST. Parcel shipments are shipped using UPS unless otherwise specified. There is no minimum order quantity.

Orders will be combined when possible without causing delays in shipping or additional expenses. Drop Shipments are accepted for parts orders with approved credit. Special shipping/packaging will require additional shipping charges based on time and material. All orders should be confirmed with written purchase order.

### Prices and payment terms

Prices and terms are subject to change without notice. For purchasers with established credit, terms are net 30 from date of shipment. International exports may require special payment terms. If credit is not established, please include payment with order through Visa, Master Card, American Express, or Discovery or by wire transfer. Cash payments are not allowed. All payments must be in US dollars. Past due accounts will be charged 1.5% per month on any unpaid overdue balance.

### Parts Purchased for Warranty Repairs

Parts purchased for replacement under the Limited Dealer Warranty must be purchased from MEC Aerial Platform Sales Corp. except for Batteries which must be sourced locally. In the rare event a part must be sourced locally, either due to time constraints or unavailability from MEC Aerial Platform Sales Corp., you must receive prior written approval from our service department and provide a copy of the purchase invoice with the warranty claim.

### Spare Parts Limited Warranty

All spare parts purchased from MEC Aerial Platform Sales Corp. carry a one (1) year limited warranty



## Technical Support

### Technical Support

By Phone: 1.877.MEC LIFT (632.5438) or +1 559-842-1500 7:00 a.m. to 5:00 p.m. PST  
Monday thru Friday with a 24/7 emergency hotline.

By Fax: +1 559-842-1520

E-mail: [info@mecawp.com](mailto:info@mecawp.com)

By Mail: MEC Aerial Platform Sales Corp.,  
1401 S. Madera Ave  
Kerman, CA 93630

Please include model and serial number and a detailed description of the problem.

### Field Support

In special circumstances MEC Aerial Platform Sales Corp. may provide on-site technical support.

### Training

For training request contact MEC Technical Support Department.