



DEALER INSTRUCTIONS AND WARRANTY MANUAL

We at MEC Aerial Platform Sales Corp. appreciate your business. We pledge to go out of our way to provide you with service that is second to none. 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 so we may understand our customer's changing needs. Dealer cooperation is a vital link in this communication.

DEALER INFORMATION

Transportation

All products are shipped FOB Kerman, CA. 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

Upon delivery to your customer OR entering the machine into rental service, the Dealer Registration Card must be completed. Our warranty registration card can be found online at: <https://www.mecawp.com/support/warranty/> (if no registration card is submitted, the warranty period begins on the date of shipment).

Pre-Delivery and Test Report (90742)

Upon the machine's 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 purchase date. Warranty claims within the warranty period shall be limited to repair or replacement at MEC Aerial Platform Sales Corp's option, of the defective part and flat rate 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 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; or 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 MEWP on the market. From time to time there are still instances when a machine may need a repair during the warranty period. The process below is intended to simplify filing your warranty claim and reduce the time before reimbursement.

Warranty Claims Dealer Filing Procedure

1. Troubleshoot and diagnose the problem with the machine (excessive troubleshooting/Diagnostic time will not be reimbursed. Please call MEC Product Support (if you need assistance).
2. Purchase the parts necessary and complete the repair for the machine, MEC will only reimburse the MEC Spare Parts sales price. Freight or dealer price mark-up are not to be reimbursed. Only the faulty part will be eligible for reimbursement with warranty. If additional parts were purchased and did not resolve the issue, those parts should be returned to the MEC parts department for reimbursement.
3. Submit a warranty claim form. The warranty claim form is available online at <https://www.mecawp.com/support/warranty/>. In lieu of a MEC warranty claim form, you may also submit your company work order of service invoice.
 - a. NOTE: MEC allows 60 days from the date of repair to submit a claim. Claims submitted after 60 days are subject to denial.
 - b. NOTE: flat rate labor time is determined by the MEC product support department. Please let us know if there are special circumstances which require more labor time.
4. Provide photos or return parts to MEC, upon request.
 - a. Retain all parts for 60 days after claim submission. If MEC does not request Parts or photos 60 days after claim submission, parts may be discarded.
 - b. If photos are requested, MEC allows 30 days to provide the necessary photos. After this time, the claim may be denied.
 - c. If part returns are requested, MEC allows 60 days for the part(s) to be returned. After this time, the claim may be denied.
 - d. Parts requested for return must be complete and not disassembled as they will be tested upon return.
 - e. Please pack parts so that damage does not occur during shipping. Parts damaged in shipping will not be eligible for reimbursement. The part return form must accompany all requested parts.



- f.* Freight cost associated with part return requests shall be reimbursed provided the tracking information and proof of costs are clearly indicated and submitted to the warranty department.



Paint Warranty

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

Labor will be reimbursed at \$95.00/hour. The MEC Warranty Department pays based on a flat rate scale considering reasonable time required for work performed by a competent technician. Any claimed defective part(s) may be subject to analysis. Warranty will reimburse for defective parts only.

Travel

Travel may be reimbursed up to 3 hours. Both the address of the branch and customer location must be clearly entered on all claims for warranty consideration.



PART SALES AND SHIPPING TERMS

Service Parts Orders

Phone: +1 559-842-1523 (5AM-5PM, Mon-Fri) Email: parts@mecawp.com

Fax: +1 559-842-1520 Website: www.mecawp.com

Mail: 2991 N. Argyle Ave, Fresno, CA 93727

- Please include model, serial number, & part numbers.
- All orders in stock are shipped the same day order is received.
- Cut-off time for next-day orders is 3:30PM 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

MEC provides technical support via phone or email. Phone support is provided from 6:30AM to 5PM PST Monday through Friday. Operator's manuals, service manuals, schematics, and technical documentation are all available on our website. When contacting MEC technical support, be prepared to provide you serial number and a detailed description of the problem needing service.

Phone:	+1 559-842-1537	Toll Free:	+1 877-632-5438
Fax:	+1 559-842-1520	E-Mail:	service@mecawp.com
Website:	www.mecawp.com	Mail:	1401 S. Madera Ave, Kerman, CA 93630

Field Support

In special circumstances, MEC Technical Support may be available at your location or jobsite. Please call the product support department at the numbers above for details.

Training

For training request contact MEC Technical Support department. MEC offers technical training online and in person, if you would like training, please contact the MEC Product Support for additional information.