

Warranty Policy & Claims Conditions

Thank you for purchasing a new Loadmac forklift from GoLoadmac. At GoLoadmac, we value your trust and are committed to providing you with the highest quality products and services. Our warranty policy is designed to ensure you have a clear understanding of the coverage and claims process associated with your purchase.

Please read through this policy carefully, as it contains important information regarding the terms and conditions of our warranty, including the specific coverage details, the duration of the warranty, and the steps you need to follow in the event of a claim.

If you have any questions or need further assistance, our customer service team is here to help support you throughout your experience with our products.

Important Contact Information:

We are committed to your success and are here to assist you at every step of the way. Please reach out to our support team for any questions or needs.

- General: Info@GoLoadmac.com, 888.266.2885
- Website: GoLoadmac.com
- Service: Service@GoLoadmac.com
- Warranty: Warranty@GoLoadmac.com

The Importance of Regular Equipment Maintenance and Operator Training:

As a forklift owner, it is essential to perform regular mechanical maintenance to ensure that your forklifts operate efficiently and safely. By adhering to a consistent maintenance schedule, you can significantly reduce the risk of unexpected downtime caused by mechanical failures. Proactively addressing minor issues before they escalate helps prevent costly repairs and the need for part replacements. Additionally, well-maintained equipment is less likely to require a warranty claim, protecting your operational budget and ensuring uninterrupted productivity.

You should also provide proper orientation and training for your forklift operators. Well-trained operators are better equipped to handle the equipment safely and effectively, minimizing the risk of accidents that can lead to breakdowns and damage.

For resources like checklists, maintenance information, training videos, and manuals, visit our Online Owner Resources page at [GoLoadmac.com](https://goloadmac.com).

Your proactive approach can extend the life of your forklift and boost productivity!

Limited Warranty Statement:

A1 Service by Graber & Sons, LLC, doing business as GoLoadmac ("GoLoadmac," "we," or "us"), is the authorized U.S. distributor of Loadmac-brand truck mounted forklifts. GoLoadmac warrants each new Loadmac-brand truck mounted forklift to the original retail Purchaser ("Purchaser" or "you") to be free from defects in material and workmanship under normal use, operation, and maintenance, subject to the terms, conditions, and exclusions set out below. **This statement applies to new Loadmac 255 Ultra and Loadmac 855 Super Reach units delivered by GoLoadmac or an authorized GoLoadmac dealer within the United States.**

1. Warranty Period

Coverage begins on the date the unit is delivered to the original Purchaser and continues for **twenty-four (24) months or two thousand (2,000) hours of operation, whichever occurs first**. Hours are measured from the unit's hour meter. This warranty applies only to the original retail Purchaser and is not transferable to any subsequent owner unless GoLoadmac agrees to a transfer in writing.

2. What Is Covered

During the warranty period, GoLoadmac will repair or replace, at its option and free of charge for both parts and labor, any component of the unit found upon inspection by GoLoadmac or an authorized GoLoadmac dealer to be defective in material or workmanship under normal use (except as excluded below, including the engine – see Section 3). Warranty repairs must be performed by GoLoadmac or an authorized GoLoadmac dealer using genuine, GoLoadmac-approved parts. Replaced parts become the property of GoLoadmac.

3. Engine Warranty – Coverage Provided by the Engine Manufacturer

The engine installed in your Loadmac unit is manufactured by a third party and is not warranted by GoLoadmac. Engine coverage is provided solely by the engine manufacturer under its own published warranty terms, which may differ in length, coverage, and claims procedure from this GoLoadmac warranty:

- **Loadmac 255 Ultra** – equipped with a **Kubota diesel engine**, covered under the Kubota engine warranty.
- **Loadmac 855 Super Reach** – equipped with a **Hatz diesel engine**, covered under the Hatz engine warranty.

For engine-related claims (including fuel system, DEF/emissions components where applicable, and internal engine parts), contact Kubota or Hatz directly, or an authorized Kubota or Hatz service center, using the documentation provided with your unit at delivery. GoLoadmac can help direct you to the appropriate engine service network but does not administer, extend, or guarantee the engine manufacturer's warranty terms.

4. What Is Not Covered

This warranty does not cover, and GoLoadmac is not responsible for:

- The engine and engine-related components – see Section 3 above.
- Towing or roadside transport of a disabled unit to or from a service location, for any reason including breakdown, is not covered and is the Purchaser's responsibility.
- Normal wear items, including but not limited to tires, filters, hoses, belts, brake linings/pads, batteries, fuses, and light bulbs.
- Routine or scheduled maintenance and adjustments (e.g., oil and filter changes, lubrication, torque checks, hydraulic fluid service) and the labor associated with performing them, whether or not performed by GoLoadmac or a dealer.
- Damage resulting from misuse, abuse, neglect, accident, overloading beyond rated capacity, improper mounting or installation on the transport vehicle, or operation in violation of the Owner's Manual.
- Damage resulting from failure to perform required maintenance, use of contaminated or improper fuel/fluids, or continued operation after a defect or malfunction has been identified.
- Repairs, alterations, or modifications performed by anyone other than GoLoadmac or an authorized GoLoadmac dealer, or the use of parts not approved by GoLoadmac.
- Normal deterioration of appearance items such as paint, finish, or rust that does not affect the structural integrity or function of the unit.

- Transportation, travel time, mileage, or living/lodging expenses for technicians, and the cost of a rental or loaner unit while the unit is out of service.
- Incidental or consequential damages of any kind, including but not limited to loss of use, downtime, loss of profits, or freight/delivery delay costs.

5. How to Make a Warranty Claim

If you believe your unit has a defect covered by this warranty, contact GoLoadmac or your authorized GoLoadmac dealer promptly – and in any case within thirty (30) days of discovering the issue – and before the warranty period expires.

A completed Warranty Claim Form is required before any repair work begins. Complete Sections 1 and 2 of the GoLoadmac Warranty Claim Form – business and contact details, forklift model and serial number, hours in service, and a description of the problem – and submit it, along with supporting photos, to Warranty@GoLoadmac.com. **The claim must be reviewed and approved by GoLoadmac before work starts; repairs performed prior to approval may not be reimbursed or covered.** GoLoadmac reserves the right to inspect the unit and to require reasonable documentation of maintenance history before approving a claim.

The Warranty Claim Form, operator and parts manuals, engine documentation, maintenance information, and training videos are available on the GoLoadmac Owner Resources page:

GoLoadmac.com/about/owner/resources.

6. Limitation of Liability and Disclaimer

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. GOLOADMAC'S SOLE OBLIGATION UNDER THIS WARRANTY IS THE REPAIR OR REPLACEMENT OF DEFECTIVE COVERED COMPONENTS AS DESCRIBED ABOVE, AND GOLOADMAC'S TOTAL LIABILITY UNDER THIS WARRANTY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE OF THE UNIT. GOLOADMAC SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES. NO PERSON, INCLUDING ANY DEALER, EMPLOYEE, OR AGENT OF GOLOADMAC, IS AUTHORIZED TO MAKE ANY WARRANTY, REPRESENTATION, OR PROMISE ON BEHALF OF GOLOADMAC OTHER THAN AS STATED IN THIS DOCUMENT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL/CONSEQUENTIAL DAMAGES, SO THE ABOVE MAY NOT APPLY TO YOU.