



An EFCO Company

SWAPLOADER®
"Hooked on Quality"

U.S.A. LTD.

LIMITED WARRANTY STATEMENT

Effective August 1, 2023

SwapLoader U.S.A., Ltd., (SwapLoader), warrants to the original purchaser of any new SwapLoader product sold by an authorized SwapLoader distributor or service center, that such products are free of defects in material and workmanship. All SwapLoader products with an original factory in-service date of August 1, 2023, or later qualify for warranty as defined in this Limited Warranty Statement.

		1 YEAR	4 YEAR	5 YEAR
		Not to extend beyond 24 months from the original factory ship date	Not to extend beyond 60 months from the original factory ship date	Not to extend beyond 72 months from the original factory ship date
HOIST	Manufactured Components			
	SwapLoader Manufactured Parts (excludes replacement or service parts) includes but not limited to:			
	- Weldments - Pins - Hardware - Piece Parts			
	Repair Labor	✓		
	Vendor Supplied Components			
	Cylinders		✓	
	Hoses		✓	
	Fittings		✓	
	Jib Lockout Valve		✓	
	Hydraulic Body Lock Cylinder		✓	
	Repair Labor	✓		

		1 YEAR	4 YEAR	5 YEAR
		Not to extend beyond 24 months from the original factory ship date	Not to extend beyond 60 months from the original factory ship date	Not to extend beyond 72 months from the original factory ship date
OPTIONS & ACCESSORIES	Manufactured Components			
	SwapLoader Manufactured Parts (excludes replacement or service parts) includes but not limited to:			
	- Bumpers - Sub-Frames - Stabilizers (structural) - Dual Rollers			
	Repair Labor	✓		
	Vendor Supplied Components			
	Includes but not limited to:			
	- Pumps - EHVs - Valves - Controls - Sensors - Tanks - Toolboxes - Tarps - Lights - Fenders - PTOs - All vendor replacement parts			
	Repair Labor			
	Reverts to Vendor Warranty			



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Coverage Start Date:

- Derived from the completed warranty registration at www.swaploader.com/warranty-registration/. In the event warranty registration is not completed, the factory ship date will be used.
- Items under "hoists" or "manufactured components" on page 1 are allowed a 12-month period between factory shipment and in service date to account for distributor stock.

Warranty Process:

- Unless otherwise stated the following warranty process must be followed for repairs and/or replacement parts to be covered:
 - Prior to any parts orders or repair work, contact SwapLoader at 888-767-8000 or warranty@swaploader.net to initiate a claim and pre-authorize repairs.
 - Distributor will then order replacement parts and SwapLoader will invoice the distributor for the replacement parts and freight.
 - After authorized repair is completed the distributor must submit a fully completed warranty claim form.
 - If required by SwapLoader, defective parts will be assigned an RGA (return goods authorization) number, and those parts must be returned freight prepaid with a copy of the RGA form within 30 days of repair or credit consideration will not be given.
 - Upon evaluation of the returned parts if warranty is approved credit will be issued to the appropriate distributor account for the approved warranty costs which may include parts, labor, and/or freight.
 - SwapLoader will, at its discretion, adjust labor credit to pre-authorized or known repair times for covered repairs or service.

Warranty Limitations & Responsibilities:

- Warranty service must be performed by a distributor or service center authorized by SwapLoader to sell and/or service SwapLoader products. Distributors or service centers will use only new or remanufactured parts or components furnished by SwapLoader U.S.A. LTD.
- Defects in material and workmanship must be reported to SwapLoader immediately at time of discovery, subsequent damage caused by delay of defect reporting and repair will not be covered under warranty.
- Defects observed inside of the active warranty period and reported outside of the active warranty period will not be covered.
- Warranty service, repairs or returns must be pre-authorized by SwapLoader to be considered for credit.
- SwapLoader will, at its discretion, either repair defective parts or replace them with equivalent parts.
- SwapLoader will ship any replacement parts by the most economical, yet expedient means possible. Expedited freight delivery will be at the expense of the owner.
- Labor rates and credits are determined by the SwapLoader Distributor agreement.
- This warranty covers only defective material and workmanship. It does not cover depreciation or damage caused by normal wear and tear, accident, mishap, untrained operators, or improper or unintended use. The owner has the obligation of performing routine care and maintenance duties as stated in SwapLoader's written instructions, recommendations, and specifications. Any damage resulting from owner/operator failure to perform such duties shall void the coverage of this warranty. The cost of labor and supplies associated with routine maintenance will be paid by the owner.
- Warranty Registration must be submitted within 15 days of Retail Sale of SwapLoader hoist to www.swaploader.com. If unit has not been registered, then the warranty start date will revert to the original factory ship date. Warranty Registration is the ultimate responsibility of the owner. If the owner is unsure product registration has been completed, contact SwapLoader at 888-767-8000 or send email sales@swaploader.net to confirm.
- In no event will SwapLoader, the SwapLoader distributor or any company affiliated with SwapLoader be liable for business interruptions, costs of delay, or for any special, indirect, incidental, or consequential costs or damages. Such costs may include, but are not limited to:

○ loss of time	○ commissions	○ travel
○ loss of revenue	○ lodging	○ mileage
○ loss of use	○ meals	○ any other incidental costs
○ wages	○ towing	
○ salaries	○ hydraulic fluid	
- Warranty shall not apply if the equipment is operated in abnormal conditions or operated at capacities more than factory ratings.
- Warranty is expressly void if the seal on the main relief control valve has been tampered with or broken.
- Warranty is expressly void if serial number plate or stamping is tampered with.
- Paint, plating, and coatings are not covered under this warranty policy.
- All products purchased by SwapLoader from outside vendors shall be covered by the warranty offered by that respective manufacturer unless defined otherwise on page 1.

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT THERE ARE NO WARRANTIES MADE BY THE MANUFACTURER OR ITS AGENTS, REPRESENTATIVES OR DISTRIBUTORS, EITHER EXPRESSED, IMPLIED, OR IMPLIED BY LAW, EXCEPT THOSE EXPRESSLY STATED ABOVE IN THIS STANDARD LIMITED WARRANTY AGAINST DEFECTS IN MATERIAL AND WORKMANSHIP. THE MANUFACTURER AND ITS AGENTS, REPRESENTATIVES AND DISTRIBUTORS SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.