

HeLi Class I , II , IV, V Product Warranty Policy

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1、 Service and Warranty Documentation

Receiving Documentation

Upon receipt of new product the dealer is required to inspect the product(s) for damage/miss-adjustments that may have occurred as part of the shipping and handling process. All noted damages should be indicated on the shipping Bill of Lading and signed for by the delivery driver. The delivery company should be contacted by the dealer and all damage settlements should be conducted between the dealer and the shipping company. Heli America Inc is not responsible for any damages that may occur as part of the shipping and handling process.

Storage

The dealer is responsible for providing adequate indoor storage facilities that will insure that the new product they receive remains in good condition until such time as it is delivered to the end user. Heli America Inc will not be responsible for any damages or expenses incurred by the dealer for returning the product to like new condition prior to retail sale.

New Equipment Receipt Inspection and Make Ready Report

The dealer is required to complete and submit the New Equipment Receipt Inspection & Make Ready Report within 15 days of receipt of the unit at the dealer's location. This form outlines the areas of inspection each new product sold. The cost to perform and file this inspection report is the dealer's expense. Once this form is completed it must be mailed to Heli America Inc within 5 days of completion. Failure to provide this inspection and submit this form prior to any warranty claim submission will prevent payment of such claim(s) by Heli America Inc. No consideration will be given to any claim(s) filed before the receipt of this form by Heli America Inc.

Delivery Reporting

The Delivery Report is used to document the date of delivery to the initial user or to dealer's rental and/or demo fleet. The warranty period will start with the "date installed" as reported on the Delivery Report. The Delivery Report also documents that a delivery service has been properly performed with the user and the items listed on the form were reviewed and discussed with the user prior to taking possession. This discussion assures the user has received necessary instructions on the proper

operation, maintenance, and warranty coverage of the lift truck. The Delivery Report is to be completed by the delivering dealer and signed by the customer at time of delivery.

Warranty Registration Form

The Warranty Registration Form must be completed and be signed by an authorized signatory of the company purchasing the unit(s). This document must be complete with all areas of the form completed prior to submitting to Heli America Inc. Only one unit may be listed on each registration form, this form must be sent to and received by Heli America Inc within 15 days of delivery of the unit listed on the registration form.

Failure to provide this registration form prior to any warranty claim submission will prevent payment of such claim(s) by Heli America Inc. No consideration will be given to any claim(s) filed before the receipt of this form by Heli America Inc. All claims will be denied if the Registration is not filed with Heli America Inc within 90 days of the sale to the end user. The warranty period will automatically commence on all units in a dealer/distributors stock inventory that have not been sold and/or registered to an end user or the dealer/distributor after six months from the date of the invoice to the dealer and/or distributor.

Rental and Lease Units

If the dealer should use any new product for the purpose of rental or lease the unit will be considered sold and the dealer will be required to complete the Pre-delivery & Product Inspection form and submit it as outline in section above.

Resale, Returned or Transferred

Should a new product be returned to the dealer, be sold by the first end user to the dealer or any other end user the new product warranty will be null and void at the time of the sale or return.

Products Sold Out of Territory

When a new product sale occurs out of territory or the end user within the selling Heli dealer's territory transfers a new product into another Heli dealer's territory within the first 120 days after initial delivery it is the responsibility of the selling Heli dealer to report such action. In the case of a new product that is sold out side of the selling Heli dealer's territory, it is the selling Heli dealer's responsibility to contact the Heli dealer in the territory where the unit is being shipped.

It is also the selling Heli dealer's responsibility to compensate the receiving Heli dealer with a ship in fee that is mutually agreeable by both parties.If the selling Heli Dealer fails to perform the above, Heli America Inc reserves the right to contact the selling Heli Dealer and debit the selling Heli Dealers parts account for what Heli America Inc feels is an adequate settlement.

Credit Invoice

When the warranty claims are done, HELI will not provide check to dealers, and dealers will receive a credit invoice, the amount on the credit invoice can use to purchase parts from HELI.

2、 Warranty Coverage on New Equipment

Time Period

Heli warrants each new Class 1,2,4&5 to be free, under normal use and when the manufactures maintenance guidelines are followed, of defects in material and workmanship for the first twenty-four (24) months from the date of delivery to the original customer from an authorized Dealer or 4,000 operating hours (whichever occurs first) from the date of first use by the original purchaser from an Authorized Dealer or Heli Distributor. The drive train (engine, transmission and drive axle) is warranted for the first thirty-six (36) months from the date of delivery to the original customer from an authorized Dealer or 6,000 operating hours (whichever occurs first) from the date of first use by the original purchaser from an Authorized Dealer or Heli Distributor. The battery and charger are warranted for the first twelve (12) months from the date of delivery to the original customer from an authorized Dealer. Read the Heli Warranty Certificate for detailed terms and conditions.

The warranty period will automatically commence on all units in a dealer/distributors stock inventory that have not been sold and/or registered to an end user or the dealer/distributor after six months from the date of the invoice to the dealer and/or distributor.

What the Heli Warranty Coverage Includes

During the specified period, any defect in material or workmanship of the warranted item shall be repaired or replaced at Heli's option, by an Authorized Heli Dealer or Heli Distributor. Troubleshooting /diagnostic time is not covered beyond the allowable repair labor time.

Circumstances That Would Void the Warranty

The implied warranty would become null and void :

- If the new unit was sold, transferred or otherwise was not in use by the first reported end user.
- If the unit was found to be used in an application where it was not designed to function.

- The application or use of non OEM (Original Equipment Manufacturer) parts.
- Performing welding on any New Product without receiving prior written approval.
- Any repair to a Heli Forklift on which the hour meter has been altered, so that the forklift true hours cannot be determined with regard to Warranty coverage, where the number of hours is a condition of the Warranty.

Warranty Exceptions:

- Items that require replacement during normal operation (such as, but not limited to, brakes, tune-ups, oil & filters, light bulbs, belts, tires & wheels)
- Repair or replacement required as a result of: (a) accident, (b) lack of proper maintenance, as outlined in the Heli Service Manual, (c) repairs or replacement of parts not properly performed, (d) use of replacement parts not of Original Equipment Manufactures origin that adversely affect the proper operation , performance, and/or durability, (e) Alterations or modifications performed without Heli’s prior written approval, (f) deterioration of appearance or performance due to normal use or exposure.
- Normal service repairs (such as but not limited to, tune-ups, P.M. maintenance, tire replacement, adjustments, tightening of loose hardware, etc.)
- Accessories or parts either installed by the Heli Authorized Dealer or that may be warranted by the original manufacturer (such as, but not limited to, attachments, tires, batteries, etc.)

3、 Replacement Parts Warranty

Parts Replacement Policy

Replacement parts installed by the dealer or sold over the counter to an end user will be covered under the Heli America Inc warranty for a period of 90 days from date of sale. This Parts Replacement covers the parts only; labor is not covered under this warranty.

When submitting a parts warranty claim, the following information is required:

- Warranty type “PART”

- Actual machine serial number.
- Correct Failed Heli Part Number.
- Major components Serial Number. .
- Customer purchase date (original purchase date) in story section of claim. This will be the parts warranty start date. The customer invoice showing the purchase date of the part should be retained on file for audit purposes.
- Part usage hours (hours from part installation until failure).
- Description and cause of failure

Warranty Exceptions

- Items that require replacement during normal operation (such as, but not limited to, brakes, tune-ups, oil & filters, light bulbs, belts, tires & wheels)
- Repair or replacement required as a result of: (a) accident, (b) lack of proper maintenance, as outlined in the Heli Service Manual, (c) repairs or replacement of parts not properly performed, (d) use of replacement parts not of Original Equipment Manufactures origin that adversely affect the proper operation , performance, and/or durability, (e) Alterations or modifications performed without Heli America prior written approval, (f) deterioration of appearance or performance due to normal use or exposure.
- Normal service repairs (such as but not limited to, tune-ups, P.M. maintenance, tire replacement, adjustments, tightening of loose hardware, etc.)

Documentation

Warranty claims for replacement parts must include a copy of the original Service Repair Order or Parts Counter Ticket signed by the customer, and must include the customers name and address. All Parts Warranty Claims must be submitted within 30 days of failure.

4、 Warranty Approval Conditions

Processing of Claims

A delay in processing will occur if the claim(s) submitted by the dealer are not properly documented and correctly completed. In this case the amount of time to process a claim(s) will be in direct response to the time it takes to receive the proper information from the dealer.

Filing Time Frame:

The dealer will be allowed 30 days from the completion of the repairs to file the warranty claim with Heli America Inc. Any warranty claim submitted after the 30 day filing period will be rejected by Heli America Inc and will be returned to the dealer.

Component Replacement:

Heli America Inc warranty is limited to the replacement of a failed part due to material or workmanship. If the failed part is part of a component, as listed but not limited to the examples below, only the defective part is covered under the warranty not the component.

- Mast Assembly
- Transmission Assembly
- Engine Assembly
- Hydraulic Cylinders
- Differential Assemblies
- Electric Motors
- Diesel Engine Injection Pumps

Exceptions

In case where the component part(s) is not available, where damage caused by the failure of the part makes it quicker and more economical to repair the problem, the dealer can request written approval from Heli America an exception to the policy for replacement of the entire component.

Warranty Claim Appeal Process:

The dealer has 15 days from the rejection of a warranty claim by Heli America Inc. This claim appeal must be in writing from the dealer and must include all of the

documentation to support the dealers appeal. Heli America Inc has 15 days from the date of receipt of the appeal in which to review the dealers claim and respond, in writing, their final decision.

Warranty Return Parts:

The dealer is required to retain any and all parts submitted to Heli America Inc for a period of 120 days from the date of filing the warranty claim(s) to Heli America Inc. Heli America Inc reserves the right to recall these parts within the 120 day time frame for the purpose of inspection and testing. These parts will be returned at the dealer's expense. All parts held for warranty consideration may be disposed of upon successful completion of warranty claim process.

Warranty Policy Adjustments:

This may NOT be used for late claims. Heli America Inc will review any dealers request for a Warranty Policy Adjustment. The dealer must submit in writing the reason for the request, supported with all of the documentation that justifies a one time adjustment in our Standard Warranty Policy. Heli America Inc has 30 days from receipt of the request to respond in writing of our decision.

Use of Non OEM Parts:

The application and use of non OEM (original Equipment Manufacture) parts is not permitted by Heli America Inc in any case. The use of non OEM parts will void the New Product warranty unless written prior approval was received by the dealer from Heli America Inc Warranty Manager prior to the application of the Non OEM Part.

Welding:

The dealer shall not perform any welding on a new product without receiving, in writing, prior approval from Heli America Inc. Welding of any kind without Heli America Inc written consent will void the New Product Warranty.

5、 Warranty Filing Procedures

Labor Allowance:

The dealer will be allowed to submit all reasonable and supported labor necessary to perform the warranty repairs required. Heli America Inc reserves the right to adjust the labor hours where they feel the supportive information does not warrant the labor involved or through prior experiences where less time was needed for the same documented repair. The dealer will be reimbursed at 80% of their published retail labor rate for in warranty repairs. Heli America Inc allows for a one-time flat rate travel charge of 1.5 labor hours at 80% of the current posted labor rate per warranty claim



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unless prior approval is received from the Warranty Administrator.Heli America Inc does not cover excessive diagnostic time as part of the New Product warranty.

Labor Rate Allowance:

The dealer is allowed to submit in writing a maximum of twice a year a revised Retail Labor Rate. This rate must be the same rate that you are charging your best retail customer.

Replacement Parts Allowance:

The dealer will be reimbursed for all allowable OEM warranty parts at a rate of dealer net plus 15%. The 15% additional allowance is meant to cover the cost of handling and freight.

Pick up & Delivery:

Heli Americas Inc will consider pick up & delivery charges for the purpose of in warranty repairs on a case by case basis. The dealer is required to submit in writing a request for approval, this request must indicate in detail the need for this action. Heli Americas Inc will respond in writing their decision.

Rental Replacement Equipment:

Heli America Inc New Product warranty does not cover the use of replacement rentals for the purpose of in Warranty repairs.

Sublet Repairs and Parts:

The dealer must get in writing from Heli America Inc prior written approval to sublet repairs of any component or to use other than OEM (Original Equipment Manufacture) parts.

Replacement Fluids:

Heli America New Product Warranty does not cover replacement fluids unless the dealer has received in writing prior approval from Heli America.

Other Required Warranty Documentation:

The dealer will be required to submit, along with the warranty claim a copy of the signed Service Repair Order. Depending on the severity of the claim the dealer required to submit any or all of the following information

- Diagnostic Technical Report
- Application Survey form
- Photographs of the Warranty Repairs
- Component Serial Numbers

Types of Warranty Forms

- Application Survey
- Engine Diagnostic Report
- Transmission Diagnostic Report
- Cooling System Diagnostic Report
- Hydraulic Diagnostic Report

Claim Submission Method

Each failure resulting from a defect in material and/or workmanship during the warranty period must be submitted to Industrial Forklifts within 30 days of the repair date. Only one failure per claim is permitted and must contain the following information:

- Warranty Type
- Machine Serial Number
- Correct Hour Meter Reading
- Failure Date
- Repair Date (date and write up for each day worked on)
- Actual Part No. Causing Failure
- Labor Segmented
- All Parts Replaced
- Customer Complaint
- Probable Cause of Failure
- Repairs /Correction Made

Wearable Components

The standard warranty is intended to cover failures resulting from defects in material and/or workmanship. Wearable components are considered serviceable or consumable items and are usually replaced as part of planned maintenance. Wear items are not

considered warranty unless a defect in material or workmanship is established during the standard warranty period.

Examples of wear items include:

- Battery Connectors (Trucks)
- Brake Shoes
- Contactor Tips
- Electric Motor Brushes
- Fan Belts
- Filters / Elements
- Fuses
- Hoses (moving)
- Hydraulic O-rings (moving)
- Light Bulbs
- Load Wheels and Related Bearings
- Paint
- Spark Plugs / Tune-up Parts
- Wheel Cylinder Seals & Cups
- Oil Lite Bearings
- Bushings
- Mast and Side Shift wear pads
- Tires

Engine Warranty

Anhui Heli does not support the Engines used in the Heli Forklifts. Engine Warranty is handled by the respective Engine Manufacturer.

Some engines used in the Heli Forklifts are not supported by Heli America Inc.Example: Cummins and Kubota Diesel engines.

Warranty repairs must be performed by a local Cummins or Kubota Engine Dealer. The dealer must register the engine with the respective engine manufacturer. The warranty guidelines and labor times within respect to the engine manufacturer.

Some engines used in the Heli Forklifts are supported by the engine manufacturer through Heli America Inc. Example: GM and Mitsubishi LPG/ Gas engines. The warranty repairs are performed by the Heli Dealer through Heli America Inc and the engine manufacturer.The warranty guidelines and labor times for the engine are with respect to the engine manufacturer.

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