

# HELI Class1&2 Lithium Battery Forklift Warranty Policy

From October 1, 2020, the new Lithium battery counterbalanced forklifts will start to carry out this warranty policy, not including pallet jack and stacking series. This warranty policy is a market pilot, and the region is limited to North America.

## Warranty Coverage

### Basic Warranty Coverage – 24 months or 4,000 hours

Heli America warrants each new Heli Lithium Battery Counterbalanced Forklift 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 or 4,000 operating hours (whichever occurs first) from the date of first use by the original purchaser from an Authorized Heli Dealer or Heli Distributor.

### Drive Train Warranty Coverage – 36 months or 6,000 hours

Heli America warrants each new Heli forklift Electric Drive Motor, Motor Controller and Drive Axle to be free, under normal use and when the manufactures maintenance guidelines are followed, of defects in material and workmanship for thirty-six (36) months or 6,000 operating hours (whichever occurs first) from the date of first use by the original purchaser from an Authorized Heli Dealer or Heli Distributor.

### Lithium Battery Warranty Coverage – 120 months or 20,000 hours

Heli America warrants each new Lithium Battery to be free, under normal use and when the manufactures maintenance guidelines are allowed, of defects in material and workmanship for the first One hundred and twenty (120) months or 20,000 operating hours (whichever occurs first) from the date of first use by the original purchaser from an Authorized Heli Dealer or Heli Distributor.

## Exclusions & Limitations

1. Items that require replacement during normal operation (such as, but not limited to, load wheels, drive tires, contact tips, contact coils, etc.)
2. 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 OEM 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.
3. Normal service repairs (such as but not limited to, P.M. maintenance, tire replacement, adjustments, tightening of loose hardware etc.)
4. Accessories or parts either installed by a Heli Authorized Dealer or that may be warranted by the OEM (such as, but not limited to, attachments, tires, batteries, chargers, etc.)

Effective July 30, 2021

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