

Effective Date: February 1, 2021/Last Updated: September 29, 2025

Noblelift North America Warranty Policy

Warranty Definitions

Standard Warranty

The Standard Warranty Period provides coverage for 12 months or 2,000 hours of operation, whichever occurs first, commencing from the date the Noblelift Equipment is delivered to the customer or placed into the dealer's rental fleet. This warranty covers defects in materials or workmanship for the entire vehicle, excluding items subject to normal wear and tear.

Major Component Warranty (Class I, through 7 Products)

The Major Component Warranty Period provides coverage for 24 months or 4,000 hours of operation, whichever occurs first, commencing from the same date as the Standard Warranty. Covered major components include:

- Drive Motor and Drive Controller
- Pump Motor and Pump Controller
- Steer Motor and Steer Controller
- Steer Axle and Steer Orbital
- Mast Channels
- Transmission
- Hydraulic Valve
- Lift Cylinder

EXCLUSIONS AND LIMITATIONS FOR MAJOR COMPONENT WARRANTY

The following exclusions and limitations apply to the Major Component Warranty provided by Noblift North America. Compliance with these requirements is mandatory to ensure warranty claims are processed successfully.

- **Steer Wheels and Wheel Bearings:** These components are not covered under the Major Component Warranty.
- **Hydraulic Components:** A hydraulic oil sample may be required to accompany the return of any hydraulic component to Noblift North America. Failure to provide the requested sample will result in denial of the warranty claim.
- **Internal Combustion (IC) Engines:** Warranty claims for IC engines may require submission of an oil sample (or a fuel sample for diesel units) along with Preventive Maintenance (PM) records demonstrating that proper maintenance has been performed in accordance with manufacturer guidelines. Non-compliance may result in claim denial.
- **Transmissions:** Warranty claims for transmissions may require a transmission fluid sample, along with equipment usage hours and PM records verifying that proper maintenance has been conducted. Failure to provide these may result in denial of the warranty claim.

All warranty claims must adhere to these conditions to be eligible for approval. Dealers are responsible for ensuring all required documentation and samples are provided as requested.

Warranty Coverage for Travel

Warranty coverage for travel time is limited to or (within) the total listed hours per class.

Warranty Labor Rates

Warranty labor rates are determined individually for each authorized dealer.

Warranty Labor Hour Guidelines by Forklift Class

The following labor hour limits represent the maximum approved reimbursement for warranty repairs, inclusive of travel time, based on forklift class. These limits serve as guidelines and may not apply in all cases. Only the actual labor hours required for the repair, at fair market rates, will be reimbursed, up to the maximum specified. For example, straightforward repairs such as battery or starter replacements may require only a portion of the maximum approved hours and will be reimbursed accordingly. Repairs exceeding these maximum limits require dealers to submit a detailed quote or obtain written pre-authorization from Noblift Technical Services for approval.

Warranty Reimbursements/Credits

Warranty submissions are credited based on provided information, benchmarked against industry-standard repair timelines on the work order, with parts reimbursed per listed details. Claims lacking internal references or supporting documentation will be denied until supplied. This ensures efficient processing; partial credits may be appealed via resubmission. Accounts are credited on the 15th and 30th of each month.

- **Class 1:** Up to 9 hours of labor
- **Class 2:** Up to 5 hours of labor.
- **Class 3:** Up to 5 hours of labor.
- **Class 3.1** Edge and Smaller Jacks: Up to 3 hours of labor.
- **Class 4:** Up to 10 hours of labor.
- **Class 5:** Up to 10 hours of labor.
- **Class 6:** Up to 5 hours of labor.
- **Class 7:** Up to 10 hours of labor.
- **AWP** (scissor lifts) : Up to 7 hours of labor.

Warranty Claim Requirements

All claims must be submitted through an authorized dealer and adhere to the following:

1. **Documentation:** A completed Noblelift Warranty Repair Claim Form, accompanied by the dealer's invoice, must be submitted.
2. **Photographic Evidence:** All claims must include clear, high-quality photographs of:
 - The defective part and the specific issue (e.g., a leak or other visible defect).
 - The data plate showing the model and serial number.
 - The hour meter.

Claims submitted without these required photographs may be delayed or returned until the necessary documentation is provided.

3. **Parts Retention:** Parts not required for return must be retained by the dealer for a minimum of 30 days post-submission.
4. **Authorization for High-Value Repairs:** Repairs exceeding listed hours, require prior authorization from Noblelift Technical Services team.

Range of Covered Repairs

Warranty coverage applies to repairs or replacements necessitated by defects in materials or workmanship, subject to exclusions below.

Range of Repairs Not Covered

Exclusions include:

- Routine maintenance items (e.g., filters, fluids).
- Items subject to normal wear and tear, noise, vibration, or deterioration.
- Abnormal noises or odors caused by foreign substances.

Contact Information

For further details, to submit a warranty claim, or to request authorization for extended labor hours, contact the Noblelift Technical Services Department. Ensure all required documentation is complete and accurate to expedite the claims process.