

**BLUE GIANT MATERIAL HANDLING DIVISION**

**Big Joe by Blue Giant**  
**AC Power Drive Straddle Trucks (PDS)**  
**AC Power Pallet Trucks (WPT45)**

**I. Warranty Policy- Industrial Trucks**

- (1) Big Joe by Blue Giant warrants to the distributor for the applicable warranty period that all Big Joe by Blue Giant products shall conform to the Big Joe by Blue Giant specifications and will be free from defects in workmanship and materials under normal and proper use, operation, service and maintenance except for the normal wear and tear as expected of any forklift application.

For the distributor to be covered under this warranty agreement, a completed warranty validation form must be received by Big Joe by Blue Giant within 30 business days after delivery to the initial purchaser. Under no circumstances will any Warranty claims be considered if the warranty validation form has not been returned to Big Joe by Blue Giant.

Parts or components which fall under normal usage within the following specified time periods and are proven to be defective will be repaired or replaced by Big Joe by Blue Giant without charge for the parts or labour unless stated otherwise herein, replacement parts will be supplied by F.O.B. factory.

**II. Warranty Periods**

**Labour.....90 days**  
**Parts.....6 months**  
**Frame and Transmission (gears or if the frame cracks).....1 year**

Batteries and chargers are warranted through their respective manufacturers, NOT Big Joe by Blue Giant. Please consult your local Big Joe by Blue Giant dealer for the nearest manufacturer representative.

**Warranty Void If:**

1. Warranty Validation form not completed and returned to Big Joe by Blue Giant within the 10 working days as described above.
2. Equipment has been modified or repaired in any manner not approved by Big Joe by Blue Giant.
3. Equipment failure caused by "overloading" beyond rate capacity.
4. Equipment is used in an abrasive/ corrosive environment, freezer or excessive moisture (unless equipped with a protection package). When equipped with a protective package the warranty shall be limited to 90 days for all components.

**The following are not covered under warranty:**

1. Adjustments, including initial installation set up. Adjustments are considered part of the normal maintenance procedure.

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2. Repairs required as a result of the following:

- Failure to follow maintenance and/ or lubrication procedures as specified in the Operator Maintenance manual.
- Abuse, intentional damage, accident or neglect.
- Shipping damage (claim MUST be made with the freight carrier).

BIG JOE BY BLUE GIANT DOES NOT ASSUME RESPONSIBILITY OR LIABILITY FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, OR FOR THE LOSS OF PROFIT OR DAMAGE TO TRADE OR BUSINESS WHICH RESULTS FROM THE EQUIPMENT. THE ABOVE WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN.

**LIMITATIONS AND EXCLUSIONS**

The aforementioned warranty shall not apply to the malfunction of Big Joe by Blue Giant products if the following is considered to be attributed to:

- a) Failure to follow the maintenance and operation guidelines as described in the Maintenance manual published by Big Joe by Blue Giant.
- b) Lack of operating skills by the operator including carelessness and misuse, which includes overloading, operating the industrial truck without the proper safety items in place, and insufficient or improper maintenance.
- c) Replacement of parts or assemblies which can be repaired by minor adjustments, such as adjustments to misaligned switches, loose hydraulic fittings, loose wiring connectors, dirty or corroded battery terminals.
- d) Any alterations, changes, modifications made without prior written approval by Big Joe by Blue Giant, or use of unauthorized replacement parts or components (non-OEM approved), or servicing performed by anyone other than an authorized Big Joe by Blue Giant servicing dealer.
- e) Any kind of misuse or detrimental exposure, including collision or accident.
- f) Other causes not attributed to Big Joe by Blue Giant such as floods, lightning or other natural disasters.

Notwithstanding the warranty stated above, this warranty shall exclude and will not apply to the following:

- **OILS, LUBRICANTS, FILTERS AND THE LIKE:**  
Oil, grease and any other expendables being replaced during the warranty repair.
- **ELECTRICAL PARTS:**

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Wire connectors, wire ties, control fuses (excluding power fuses), etc.

- **OTHER CONSUMABLE PARTS:**

Cleaning solvents, penetrating oils, bolts, washers, nuts, etc.

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**GENERAL WARRANTY POLICY**

**VERY IMPORTANT:**

Big Joe by Blue Giant will only provide warranty for equipment failure caused by original quality problems, and only extends to the original purchaser.

The warranty policy from Big Joe by Blue Giant is available but not limited to any of the following:

1. Warranty validation form not returned to Big Joe by Blue Giant within the 10 working days as described previously.
2. Equipment modified or design changed (parts replaced but not approved by Big Joe by Blue Giant), to include use of other than OEM parts.
3. Equipment being used in an improper environment, such as a cold storage area (except those trucks equipped with cold storage protection), When equipped with a protection package, the warranty shall be limited to 90 days for all components.
4. Equipment damaged by improper storage / usage or accident.
5. Equipment failure caused by "overloading" beyond truck rated capacity.
6. Equipment not properly scheduled for routine maintenance.
7. Failure to instruct the operator(s) on the proper use of the equipment.

**BIG JOE BY BLUE GIANT WARRANTY LABOUR:**

Big Joe by Blue Giant warranty for labour will be provided on self propelled equipment only, rate to be 75% of published Dealer Service, repair time per Big Joe by Blue Giant flat rate hours (this labour rate information must be forwarded to Big Joe by Blue Giant and can be adjusted one time a year), and a maximum travel time not to exceed two (2) hours.

Warranty for labour is available for, but not limited to the following:

1. Repair or replacement for attachments, accessories used on Big Joe by Blue Giant equipment but not manufactured by Big Joe by Blue Giant.
2. Normal adjustments of equipment.
3. Improper repairs or replacement outside of Big Joe by Blue Giant service maintenance instructions.
4. Normal maintenance repairs; hydraulic oil change, transmission fluid, lubrication.

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5. Fast moving replacements parts, seal gaskets, O rings, wheels plastic covers, switches.

**BIG JOE WARRANTY FOR PARTS:**

1. Warranty is for parts. See detailed warranty parts and valid time for each equipment warranty.
2. Warranty parts are provided by Big Joe by Blue Giant.

**WARRANTY STARTING DATE:**

1. Warranty starting date begins at the time of delivery to the first user. A complete warranty validation form must be returned to Big Joe by Blue Giant no later than ten (10) days after delivery.
2. Support dealers, stock equipment in dealer locations as requested by Big Joe by Blue Giant will start warranty from the day received but not to exceed 90 days. Notification of receivership to Big Joe by Blue Giant.

**WARRANTY DUE TO SHIPMENT:**

If it is found that the shipment has been damaged in transit, equipment should NOT be shipped back to Big Joe by Blue Giant. Damage should be immediately brought to the attention of the carrier and notification (with pictures if possible) should also be forwarded to Big Joe by Blue Giant. Failure to follow this procedure could result in refusal by the carrier to honour any claims with a consequent loss to the dealer and ultimately the customer.

**WARRANTY FOR BATTERIES AND CHARGERS:**

Batteries and chargers are warranted through their respective manufacturers, NOT Big Joe by Blue Giant and the dealer network will be glad to assist in finding the nearest Battery and Charger Representative.

**STOCK PARTS REQUEST:**

To provide better service to our customers all Big Joe by Blue Giant authorized dealers are requested to purchase and maintain a recommended spare parts inventory per Big Joe by Blue Giant Recommended Spare Parts List.

1. Big Joe by Blue Giant will review and recall overstocked parts from supporting dealers once a year.  
These parts would also include parts no longer available due to product improvement and give credit to the dealer at the time.
2. Credit for parts will be issued to the dealer for usage in warranty repairs with a complete Service work order request returned to Big Joe by Blue Giant for review.

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**CHANGES AND IMPROVEMENTS:**

Big Joe by Blue Giant is constantly striving to improve their products. Changes in design and improvements will be made whenever the efficiency of their products is improved thereby, but not without incurring any obligation to incorporate such improvements in any products which have been shipped or are in service.

**THE ABOVE WARRANTY IS PROVIDED FOR AUTHORIZED BIG JOE BY BLUE GIANT DEALERS ONLY**