

Sinoboom North American Warranty Manual

REV. B/03-2021





Dear Customer:

Thank you for choosing Sinoboom North America to be your new “Partner in Access”.

Please read the product Operation manual, product Maintenance manual and the product Warranty manual in their entirety. Follow this guidance to ensure your equipment is in the best condition and to ensure a smooth warranty process.

Proper use and maintenance as required is the critical for your equipment to get the proper warranty service and to maximize your return on investment. Please carry out regular maintenance in accordance with the product maintenance manual which can be located at

<https://sinoboom.us/manuals/>

For any others questions, please contact our North American office at [\(281\) 729-5425](tel:2817295425).

Upon Delivery of Machine

1. Customers are to ensure a visual check on all products during receiving/delivery period for defect before unloading from trailer/container, and document defect on delivery ticket. Customer will need to make a claim against transport company if defects are found during delivery inspection. Sinoboom will not be able to reimburse claim if defect is caused by transportation.

Warranty Commencement Date

1. CUSTOMER PURCHASED – UTILIZED IN RENTAL FLEET

For dealer-utilized aerial platform lifts, the commencement date for aerial platforms will be defined as the date in which the new unit was placed into service, with the service date being defined as “the date in which the original invoice was generated at Sinoboom N.A. and sent to the authorized dealer.”

2. CUSTOMER PURCHASED - SOLD NEW TO AN END-USER

For a new aerial lift that is sold from an authorized dealer’s inventory directly to an end-user, the warranty commencement date will be defined as “the date in which the original invoice was generated at the authorized dealer and sent to the final end-user.” When a warranty claim is submitted to Sinoboom N.A. from an authorized dealer detailing a claim involving an end-user’s aerial platform, a copy of the original invoice from the authorized dealer to the end-user for the aerial platform when purchased, will be requested as the proof of warranty commencement date.

*When a new aerial lift is sold to end-user, dealer must inform Sinoboom N.A. of Transfer of Ownership. This can be found on our website at <https://sinoboom.us/transfer-of-ownership/>

3. CUSTOMER PURCHASED - SOLD USED TO AN END-USER

If a used aerial platform is sold to an end-user from the rental inventory of an authorized dealer, and the aerial platform has original warranty time remaining, the warranty commencement date shall be defined as “the date in which the original invoice was first generated by Sinoboom N.A. and was sent to the authorized dealer.”

*When a used aerial lift is sold to end-user, dealer must inform Sinoboom N.A. of Transfer of Ownership. This can be found on our website at <https://sinoboom.us/transfer-of-ownership/>

Warranty Registration

1. Registering your new product will ensure that your warranty coverage period is accurate and that you can receive any product updates or service announcements applicable to your machine. Please complete machine registration within 30 days of delivery. If not registered within 30 days, warranty coverage will start at the date in which the original invoice was generated at Sinoboom N.A. and sent to the authorized distributor.

To register your new machine, please visit <https://sinoboom.us/warranty-registration/>

2. For Stock purchase, submit and declare on warranty registration form within 1 month of delivery. The maximum extension warranty date shall be 6 months from the registration date. After the 6-month period ends, warranty coverage will begin.

Warranty Statement – www.sinoboom.us/warranty

Non-warranty scope

Sinoboom has the right to deny warranty reimbursement or service if:

- Improper use of machine (overload, illegal operation, etc.), negligence, accident and wrong adjustment and repair.
- Unauthorized modification (installation or disassembly) of the accessory by customer.
- Damage and defect caused by natural disaster or other force majeure.
- The normal range of noise, vibration, natural fading, stain, and wear & tear during normal operation not covered by the warranty.
- Wearable parts such as grease, seals, various oils, coolant, sliders, and all filters are not covered by the warranty.
- Defect caused by incorrectly installed or misused; used under abnormal conditions; used inappropriate specifications or poor-quality material such as fuel, oil and lubrication, accidents, fires, or unforeseen events; respectively if the product is used in very hazardous environment or extreme conditions.
- If user found the problem but did not repair it in time, instead continued to use it resulting in further damage to the machine.
- Replacement of entire component rather than defective part within component assembly.

Additional and indirect costs:

Sinoboom is not responsible for the time loss, economic loss and other indirect expenses incurred during product warranty period.

Warranty Exclusions

The Sinoboom N.A. warranty shall not apply to general maintenance replacement parts, or to general consumable items (including hydraulic fluid, lamps, wear pads etc.). In addition, the following items are exclusions to warranty and not subject to distributor compensation/reimbursement:

1. Frequent Inspections

‘Pre-Deliver Inspection’ or any other type or form of ‘Commissioning’ or ‘Inspection’ fees or assessments for inspection or set-up (unless specifically referenced, outlined, and/or detailed in a published Service Bulletin or Technical Advisory Bulletin)

2. Consumables

Repairs and labor costs incurred due to ‘normal wear and tear’ (Gate spring, hoses, brakes, wear pads, wheels, fluids, o-rings, gaskets)

3. Damage

Damage occurring during and/or caused by the transportation of the equipment, lack of proper maintenance, operator error, improper storage, environmental or climatic conditions, accidents, improper mechanical, hydraulic, or electrical repairs.

This exclusion includes any damage attributable to any accidental or intentional abuse of the product and includes improper operation, exceeding the rated capacity, or any other operation of the equipment beyond limits set forth in the machine documentation.

4. Preventive Maintenance (labor/material)

Preventative maintenance and any failure attributed to lack of scheduled or routine maintenance on any structural or mechanical part (pins, bearings, bushings)

5. Modifications to design of machine

'Non-authorized' changes or modifications of any kind or type to the product may void all product warranty.

Note: ANY change or modification must be authorized in writing by Sinoboom N.A. Service & Engineering Departments.

6. Engines & Batteries

For claims against engines and batteries, please refer to the warranty guidelines set by the appropriate manufacturer of those components.

.

Warranty Claim and Return Goods Procedure

A Sinoboom N.A warranty claim form is completed by the distributor/dealer. A blank warranty claim form can be requested via email to warranty@sinoboom.us or by contacting our warranty department at (281)729-5425

Please ensure that all warranty claim reports are filled out COMPLETELY prior to submitting for warranty reimbursement. Claims missing specific, accurate, and complete information will be returned to distributor for clarification and delay the warranty approval process.

Submit the completed warranty claim form along with a copy of the work order via email to warranty@sinoboom.us

Warranty Claim Report Submission Process

1. Obtain Warranty Claim Report from Sinoboom N.A. or from our website <https://sinoboom.us/warranty/>
2. Properly fill out claim report. If more space is needed to describe the failure and corrective action, or to list additional parts used, attach a separate piece of paper with the Warranty Claim number clearly indicated on it.
 - A. The shop work order must include a detailed listing of any reimbursable labor and a listing of any reimbursable authorized repair parts.
 - B. A copy of the original parts invoice (for all parts purchased from Sinoboom N.A. or from a pre-approved local supplier) is required for all warranty submissions.
 - C. Pictures of failed component and/or damage to machine must be submitted within warranty claim.
3. Email warranty@sinoboom.us the original copy to the warranty claim department, including copies of shop work orders, parts invoices, and pictures.
4. Sinoboom N.A. warranty department will contact the originating distributor for any further processing information or is a parts return authorization is required.

Returned Material Authorization (RMA) -

Sinoboom N.A. reserves the right to request any defective, damaged, or failed parts be returned to Sinoboom N.A. for evaluation and/or examination purposes. We reserve the right to inspect any item submitted for warranty consideration. If required, Sinoboom N.A. warranty department will issue an RMA # for parts to be returned for inspection.

Please Retain parts used under warranty for 60 days from the claim date or until you have received a return authorization from Sinoboom N.A. warranty department. If no return authorization is received within 60 days, part can be discarded.

For parts being returned to Sinoboom N.A. –

- Please have part returned within 15 days of request date to ensure an on time approval.



- Enclose ONE COPY of the Warranty Claim Report, Shop work order, and RMA # with any parts returns being sent back to Sinoboom N.A. Attention: Warranty.

ANY parts that are returned to Sinoboom N.A. for reimbursement should be carefully packaged and MUST be drained of all oil or fluids and properly capped or plugged to prevent seepage or leakage. DO NOT disassemble any items that are to be submitted for warranty reimbursement. Returned goods that are damaged because of improper shipping procedures may not be eligible for warranty reimbursement.

Warranty compensation

Compensation to an authorized Sinoboom N.A. customer will be made as follows:

1. Warranty Labor Compensation

Sinoboom N.A. will pay the Dealer based upon a valid and legitimate Shop Work Order at the current authorized labor rate of \$85.00/hr to repair or replace any defective parts using standard factory time allowances. Claims for loose wires, hardware and switches are generally not covered. The Sinoboom N.A. warranty department will base the reimbursement rate based on the time required to complete work by a competent technician. Troubleshooting/diagnosis time will not be reimbursed in warranty. Our warranty department can provide additional guidelines.

- For repairs that occur outside of the dealer's service facilities, a maximum of two (2) hours of "travel time" (round trip) will be allowed, compensated at the current authorized travel time rate of \$85.00.

2. Warranty Repair Part Compensation

In some occurrences, unique warranty coverage may apply. Sinoboom reserves the right to substitute a reconditioned/rebuilt part as the method of part value replacement. It is the repairing party's obligation to use the most economic repair methods possible, within the administrations policies of this document.

When new, used, or reconditioned/rebuilt parts are used for a warranty repair and installed onto a unit with remaining warranty, those parts will be subject to the machine's remaining warranty time period. Under no circumstance will installing new, used, or reconditioned repair parts extend the machine's original warranty time period.

Customer will need to indicate on the warranty claim form whether they want their labor/parts reimbursement to be applied to their parts account or direct payment. Parts account credit will be issued instantly; direct payment Sinoboom N.A. has 60 days to reimburse. On any past due account, reimbursement cost will be applied to past due amount or withheld until parts account balance is current.

Once repair parts are received, repair needs to be completed and claim submitted back to Sinoboom N.A. warranty department within 15 days. Once repair is complete and warranty claim is submitted to Sinoboom N.A. warranty department, Sinoboom N.A. warranty will have 30 days to approve/deny claim.



Authorized Repair Parts

The following provisions apply to Sinoboom N.A. repair parts.

Repair parts utilized for the repair on any Sinoboom mobile elevating work platforms -

- Must be purchased or obtained from Sinoboom N.A or purchased from a local vendor with prior approval from Sinoboom N.A.
- Requests for local repair part procurement approval must be made directly to the Sinoboom N.A. Warranty Department.
- New repair parts obtained through Sinoboom that are utilized for non-warranty repairs carry a non-transferable 6-month warranty. The warranty commencement date for new repair parts shall be defined as "the date in which the original invoice for the repair part was generated at Sinoboom N.A. and sent to the authorized distributor."
- Consumables do not have a warranty, along with any other wear & tear parts.
- Engine & Batteries warranty coverage is supported by the appropriate local dealer and/or manufacturer.

Repair Parts Ordering:

Authorized dealers may place orders via telephone, email, or sinoboom.us/parts

- Telephone: 1-281-729-5425
- Email: parts@sinoboom.us
- www.sinoboom.us
- To ensure accuracy of parts ordering, please provide the model and serial number along with any relevant part numbers in your request.

Parts Department Hours (CST):

Monday-Friday - 8:00 a.m. to 5:00 p.m.

Orders received before 3:00 p.m. (CST) will be processed the same business day.

Parts Pricing, Payments, & Shipping

Prices and terms are subject to change without notice. For purchasers who establish credit, terms are net 30 from date of shipment. If credit is not established, please include payment with order through Visa, Master Card, American Express, or Discover or by ACH transfer. Past due accounts will be charge 1.5% per month on any unpaid balance.

The following provisions apply to all Parts Orders regardless of whether they are being ordered for warranty repairs, spare parts inventory, or for immediate installation on a unit:

- All Parts Orders invoiced and mailed are based on a 'Net 30-day' payment term.
- Parts placed on Back-Ordered Status will ship as they become available, via the same shipping instructions as the initial order.

- All Freight charges will be the responsibility of the customer and will be added to the Parts Invoice.
- All orders will be shipped pre-paid UPS ground, unless otherwise specified.
- Parts Sales are treated as F.O.B. factory (except orders that are 'Drop Shipped' from vendors and/or other suppliers)
- Parts ordered in error by the customer may be returned to Sinoboom N.A. within 30 days of shipment. After receipt and inspection of parts, credit will be issued at the original invoice price, plus 25% restocking fee.
- If incorrect parts were shipped by Sinoboom N.A., the customer must report the discrepancy within five (5) days after receipt to Sinoboom N.A. After return and inspection of parts, credit will be issued for parts and will include applicable freight charges. No restocking fee will be assessed.
- All electrical components are non-returnable.

Approved/Denied Warranty Claims -

- When your warranty claim or parts return request has been processed and approved for credit, you will receive a numbered Sinoboom N.A. 'Credit Memo' issued against the original Warranty Claim/Return Goods request.
- If your warranty claim is denied or adjusted, a copy of your original Warranty Claim will be returned to you with a written response listing the reason(s) why.
- A Warranty Claim/Warranty Return Goods request may be 'Closed Out' after 30 days, if warranty repair parts are not returned to Sinoboom N.A, a 'Closed Out' warranty claim can be considered to have been denied.
- A dealer may submit for reconsideration of any warranty 'Denial,' 'Adjustment' or 'Close Out' decision. Please contact Sinoboom N.A warranty department for process instructions.

THANK YOU!

