

Manitou Warranty and Service Information

Congratulations on your new **Manitou** purchase from **LiftRite Hire & Sales**! We're committed to ensuring your machine delivers peak performance.

Should a warranty issue arise, we're here to help you get back to work quickly. The following outlines key information regarding the **Manitou Factory Warranty** process.

Key Warranty Information

- **Travel and Transport:** The Manitou Factory Warranty is based on the machine being returned to our workshop, and it does not cover transport costs to or from your site. We can arrange transport, but the costs will be on-charged to you.
- **Travel and Transport:** LiftRite Hire & Sales will cover up to **300km's / 3hour** for travel and diagnostics.
- **On-Site Service:** Our mobile technicians are available to service your machine at your yard or site. A service charge of **\$45 per call out and \$157.50 + GST per hour** covers technician travel and, if required, induction time.
- **Non-Warranty Repairs:** If an issue is inspected and determined not to be covered by warranty, our technician will stop work immediately. They will require your approval, such as a purchase order or authority, to proceed with any chargeable repairs.
- **Warranty-Covered Labour:** Time spent on a warranted repair is covered by the Manitou Factory Warranty and will not be charged to you.

Documentation and Claim Process

- **Booking Authority:** To book a technician for on-site service, LiftRite may request a Purchase Order or Credit Card number. This serves as the authority for the visit and potential coverage for any non-warranty costs as outlined above.
- **Claim Submission:** All warranty claims and required documentation must be completed within 30 days of the works being finished.
 - LiftRite will cover costs if all required parts and information were supplied on time but the claim was submitted late by us.
 - If the owner fails to provide required items (photos/parts/information) within the allocated time, the warranty claim may be nullified, and all outstanding costs will be charged to the owner.

Our primary goal is to keep your equipment running smoothly and efficiently. We look forward to supporting you with your new Manitou.

Liftrite Team