



EKKO Advantage Warranty

Revised 7/3/2023

1. Name of Warrantor; Statement of Warranty., EKKO Material Handling Equipment., Inc, located at 1761 W Holt Ave., Pomona, CA 91768 ("warrantor"), warrants that the product described in the warranty ("Product") is free from defects in workmanship and materials for a period specified in section 4 of this agreement for the original purchaser of the product.
2. Exclusions and Limitations: This warranty is void if: (I) The product is operated or stored under abnormal use and maintenance conditions; (II) If the product is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized by the Warrantor in writing; (III) If the product is subject to abuse, neglect, lightning strike, electrical failure or accident; (IV) If the product is installed improperly; (v) if the serial number of the product is defaced or missing; (VI) Equipment is operated in an inappropriate environment, including but not limited to cold storage, extreme heat, corrosive, dry or moist area; (VII) Operation NOT in accordance with official instructions manual and capacity; (VIII) Product's usage exceed its rated capacity (IX) Product is damaged during its transportation. WARRANTOR WILL NOT UNDER ANY CIRCUMSTANCES, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT STRICT LIABILITY OR OTHERWISE, BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY OR PUNITIVE DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS.

Class I

Fully Powered Electric Rider Equipment

- 1) Warrantor provides (1) one year parts warranty. Forks, platforms and handles of normal use as specified in its official instructions manual and capacity.
- 2) Warrantor provides (1) one year warranty on the following parts of its electric equipment to the original purchaser of the product; Transmission (gearbox shaft), Weldments, Traction Motor, SBW Motor and Decoders, Wheel Controller of normal use as specified in its official instructions manual and capacity.
- 3) Warrantor provides parts to the original purchaser of the product: Lift Motor, Hydraulic Pump, SBW Sensor, Built-in chargers and external.
- 4) Manufacturer's warranty provides 30 days on wearable items such as: tires, bulbs, lights etc. Excluding normal wear or abuse.

3-Year full warranty on Frame, Forks and Mast

- 1- year manufacturers warranty against defect on Lithium Batteries excluding normal use, or wear on the following units:
EK15A-189LI, EK18A-189LI (sold prior to 2023)

5-year manufacturers warranty against defect on Lithium Batteries excluding normal use, or wear on the following units:

EK25G-LI, EK25G-212LI, EK20G-LI, EK30F-LI, EK35G-LI, EK18G-LI, EK18G-212LI, EK50G-LI, EK18A-189LI(only new updated 2023 model), EK18A-212LI

- 1- year manufacturers warranty against defect on flooded Battery and charger excluding normal use or wear on the following units:
EK25GB, EK25GHB, EK20GS, EK30GB, EK35GB, EK18GS, EK18GSH

30-Day manufacturer's warranty on wearable items such as: tires, bulbs, lights etc. Excluding normal wear or abuse

Class II

Electric Motor Narrow Aisle Trucks – Order Picker, Reach Truck and Standup End Control

- 1) Warrantor provides (1) one year parts warranty on the following parts of its electric equipment to the original purchaser of the product: Transmission (gearbox shaft), Weldments, Traction Motor, SBW Motor and Decoders, Wheel Controller normal use as specified in its official instructions, manual and capacity. Excluding abuse and/or improper storage.

3-Year Warranty on Frame, Forks and Mast

1-year Manufacturer's warranty against defect on Lithium Batteries. Excludes normal use and/or wear on the following units:

EOP70-LI

5-Year Manufacturer's warranty against defect on Lithium Batteries. Excludes normal use and/or wear on the following units:

EK18F-212LI, EK18R-210LI, EK18R-270LI, EK18R-300LI

1-Year Manufacturer's warranty on Lead acid battery and charger, and Flooded Battery and Charger, excluded normal use and/or wear on the following units:

EK18RF, EK18RFL, EOP70, EOP68, EK18RR, EK18RRL, ER15, ER15L, EH15TH. EH15T

30-Days manufacturer's warranty on wearable items such as tires, bulbs, lights, oil seals etc.. Excluding normal wear or abuse.

Class III

Electric Motor Hand Trucks or Hand / Rider Trucks / Straddle Stacker / Counterbalance

- A. **Manual Equipment:** Warrantor provides (1) one year limited warranty on the following parts of its manual equipment to the original purchaser of the product: Frames, Forks, and Platforms, if normal use as specified in its official instructions manual and capacity. Excluding abuse and/or improper storage.
- B. **Semi-electric and Electric Equipment:** Warrantor provides (1) one year warranty on the following parts: Frames, Forks, Platforms and handles of normal use as specified in its official instructions manual and capacity. Excluding abuse and/or improper storage.
- C. **Full electric equipment (Stackers, Counterbalance Stacker):** Warrantor provides (1) year warranty complete on parts.
- a. Warrantor provides (1) one year parts warranty on the following parts of its electric equipment to the original purchaser of the product: Transmission (gearbox shaft), Weldments, Traction Motor, SBW Motor and Decoders, Wheel Controller if normal use and as specified in the official instructions and capacity. Excluding abuse and/or improper storage.

1-Year Manufacturer's warranty against defects on Lithium Batteries Excludes normal wear and tear on the following units:

EP30A-LI, EP20LI, EP18LI, EPF15LI, EPF18LI, EPF20LI, EP15SLI, EP18SLI, EP15JLI, EP18JLI, EP20JLI, EK14S-189LI, EK14-130LI, EB16EAS-189LI, EB13E-LI, EB13E-138LI, EB13E-145LI, EB13ES-145LI, EB13ES-LI, EB12E-98LI,

1-Year Manufacturer's warranty against Lead Acid Battery, and flooded Battery and charger. Excludes normal use and/or wear on the following units:

EPC30A, EP30A, EP25E, EP20E, EG30, EK14S-130, EK13S-177, EK14-138, EK14-130, EK14, EK07S, EB16EA, EB20E, EB18E, EB13E, EB13E-138, EB12EA, EB12E, EB12E-138, EA15B, EA15D, EA15C

1-Year Parts warranty.

30-Day, Manufacturer's warranty on wearable items such as: Tires, Bulbs, Lights, oil seals, etc. Excluding normal wear or abuse.

Scissor Lifts

Aerial Work Platforms

- 1- Year manufacturer's warranty on Lead Acid Battery, Flooded Battery and charger. Excludes normal use and/or wear.**
- 1- Year Manufacturer's warranty on Lithium batteries and charger. Excludes normal use and/or wear.**
- 1- Year parts Warranty.**
- 30-Day Manufacturer's warranty on wearable items, bulbs, lights, oil seals, etc. Excluding normal wear and/or abuse.**

Delivery and Warranty Claim Procedures

****Upon Delivery you must notate any damages found on the POD (proof of delivery) and take pictures of any damage incurred during freight. Then notify warrantor as soon as possible so freight claims can be submitted. Failure to notate the damage can and will result in freight claims being denied.**

- 1. Ekko Warranty begins as soon as the unit is purchased by the dealer. The warranty is non-transferable to a 3rd party service provider. In the event of a defect, malfunction, or other failure of the product under circumstances that do not render this warranty void, the warrantor will remedy the failure or defect by shipping replacement parts upon receipt and approval of a properly submitted claim under this agreement. If the dealer places a purchase order for parts in lieu of a warranty claim, we will be unable to amend the purchase order to warranty. The dealer is responsible for all shipping and handling fees both inbound and outbound. No equipment shall be returned without an approved Return Authorization Number. Certain defective parts must be returned for examination and approval prior to shipment of replacement parts. Items such as electrical controls and drive wheel assemblies must not be opened or altered without prior approval. The dealer must notify EKKO**

within 30 days of incorrect or missing/defective parts, if more than 30 days no consideration will be given. The dealer is responsible for contacting EKKO for instructions on how to proceed with a warranty claim. Failure to do so may negate the warranty. All claims must be submitted to Support@ekkolifts.com. The dealer is responsible for servicing and or locating a tech service for any and all repairs. Any labor fee incurred within the warranty period shall be applied for and approved by EKKO in advance, otherwise, warrantor will not cover any labor fees. Travel fees will not be covered.

A completed claims submission is:

- a. A completed claim form emailed to Support@ekkolifts.com
 - b. A picture of the name/data plate.
 - c. Pictures and/or video proving the unit is broken and defective. More pictures to better analyze the issue may be requested before a final answer is given.
 - d. Explain the failure in as much detail as possible, and justify it as warranty.
 - e. Incomplete failure explanations, and/or missing/incomplete forms may result in claim getting denied and returned to the dealer for more information/resubmission and may delay the warranty process.
 - f. Warranty claim will not begin until all necessary documentation of the failure is received.
2. Procedures for obtaining performance warranty for the end user. End user must locate the original EKKO authorized dealer for warranty procedures. In order to locate a dealer convenient to you please access Warrantor's website at <http://www.ekkolifts.com>. If for any reason you are dissatisfied with the Service Dealer's analysis or assistance provided, contact EKKO at 1761 W Holt Avenue, Pomona, CA 91768, or call us toll free at 1-877-232-6517. You can also email Info@ekkolifts.com.
3. Variation of Rights According to State this warranty gives you specific legal rights, and you may also have other rights that vary from state-to-state.

WARRANTOR RESERVES THE RIGHT OF FINAL DETERMINATION OF WARRANTY COMPLIANCE. FOR PROMPT WARRANTY SERVICE, PLEASE CONTACT YOUR AUTHORIZED DEALER OF WARRANTOR.



This product comes with a limited warranty from the manufacturer, details of which are provided above. As Dwixt distributes material handling equipment across the United States, we do not include service and maintenance in our offerings. Instead, it is the responsibility of our customers to engage a service contractor of their choice and at their own expense for any maintenance needs.



Parts Return Policy

All returns must be authorized by our support team at:

Support@ekkolifts.com

- 1)** In the case that the part arrives damaged or defective you must notify our support team within 1 week or 7 days of arrival. Please provide pictures and/or videos of the damage/defective part, including any damaged packaging if applicable. Failure to notify and provide proper documentation may negate any refund or credit to your account. The original purchaser of the product is responsible for freight, incoming and outgoing.
- 2)** In the case that a incorrect part was ordered or the part is no longer needed, you must notify us within 1 week or 7 days of its arrival. You must provide documentation such as picture of the incorrect part along side the correct part that is needed. Failure to do so may result in your return being denied. The original purchaser of the product is responsible for freight, incoming and outgoing. When the return is received it will be evaluated and must be in good working condition or the refund/credit will be denied. Once the return has been received and evaluated in good condition you will receive a refund/credit on your account, a 20% restocking fee will be applied.
- 3)** In the case that an incorrect part was received, you must notify us within 1 week or 7 days of its arrival. You must provide documentation such as a picture or video of the incorrect part along side the correct part that is needed as well as any order paperwork proving the incorrect part was shipped. Failure to do so will result in the return being denied. The original purchaser of the product will be responsible for freight, incoming and outgoing.