



85 Heart Lake Road South
Brampton, Ontario, Canada L6W 3K2
Phone: 905-457-3900 • Fax: 905-457-5586

B L U E G I A N T E Q U I P M E N T C O R P O R A T I O N

*****Parts Policy*****

Hours of Operation

Monday to Friday 8:00 am to 4:30 pm EST

Contact

Phone: 905-457-3900 or 1-800-668-7078. Extension 293

Fax: 905-450-6555

E-mail: parts@BlueGiant.com

Payments & Discounts

Standard terms are NET 30 days. Accounts over 60 days in arrears will be placed on automatic credit hold – no ship status until the account is brought back to good standings.

All hardware under \$2.00 value” is a NET PRICE, No discounting.

Parts Identification and Inquiries

Owner’s manuals are supplied with each product that is shipped from the factory. This manual is to serve as the primary source for part number identification. Dealers must spend the time to look up the part and part number before soliciting the manufacturer for assistance.

In the event the manual cannot be sourced, the manual can be downloaded from our website. We strive to maintain the most current issue on web and dealers should visit the website for regular updates. Requests for replacement printed hard copies or multiple copies available through the parts department at a cost of \$75 NET, each.

For parts not listed within the owner’s manual (for products older than 10 years old, see Obsolete Section), the dealer must submit the inquiry or call in for assistance, providing the following information to allow for efficient communications including dealer code, product model, serial



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number (see Serial Number Identification Plates), original order number (if available), manual number, and/or drawing reference including but not limited to any OEM numbers/markings appearing on the part itself. Parts that cannot easily be identified over the phone may be photographed & emailed to the factory for ease of identification. Alternatively, and if pre-approved by the Parts Manager, the unidentified part may be shipped, at dealer's expense, to the factory.

Serial Number Identification Plates

All products leave the factory with an original serial plate or identification sticker affixed to the unit. It is important to ensure that the serial number is always provided when requesting assistance from the factory.

Location of Serial Plates

Dock Levelers: stationary toe guard (side) plus stamped on the rear channel

Edge-of-Docks: bumper block

Scissor Lifts: stationary toe guard (fixed end)

Serial identification numbers are also affixed to power packs and control stations

Manual Pallet Trucks: hanger (inside)

Electric Pallet Trucks: chassis plus stamped on the chassis

Lift Trucks: Mast plus stamped on the chassis

Recommended Spare Parts

Effective parts management and the responsibility of serving the customer quickly during stressful downtime are not to be burdened solely by the manufacturer. The authorized dealer should maintain a regular inventory of recommended spare parts as deemed appropriate by the factory.

Regular inventory replenishment will allow the factory to better schedule the dealer's requirements and avoid undue rush order expediting. For loading dock equipment, the inventory list has been expanded to level for both the service vehicles and the dealership. This information is available in the recommended spare parts section of our website.



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Ordering

Parts orders will be accepted by mail, fax or e-mail. To assist in streamlining the order process, the factory recommends the dealer utilize our PARTS ORDER FORM. In the event the dealer utilizes their own purchase order to order parts, the dealer must ensure that the pertinent information found with the factory document is included with the dealer submission.

To protect both the dealer and the factory from miscommunications that may result shipping the incorrect part and subsequent frustrations, verbal purchase orders are not accepted. All orders, whether verbal or written will require an accepted order acknowledgement (see "Order Acknowledgements" below).

Once an order is entered into the system, it cannot be added to, deleted from or changed unless a discrepancy is noted and at that time, the factory will take necessary actions to correct the order. Additions to existing orders should be submitted under a new purchase order. Requests to consolidate the shipment will be honored where deemed feasible.

Please note that if your order is already packaged and invoiced, a restocking change will apply for any changes.

Partial Ship vs. Ship Complete

Unless identified otherwise by the dealer at time of order, the standard practice is to ship quantities available at time of order and back order the remaining. Partial shipments may be deemed appropriate from the factory as not to deplete 100% of inventories used to support the entire dealer network. Dealers wishing to minimize applicable freight charges must clearly identify on the original order "ship complete" whereby the entire order will ship together regardless of longer lead time items.



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A partial shipment is based on a complete part, kit or assembly. The factory will not ship out an incomplete part, kit or assembly unless written confirmation to do so is received from the dealer.

Order Acknowledgments

All orders and accepted quotations will be followed up with an Order Acknowledgment confirming quantity, part numbers, part description, ship to address, purchase order number, expected lead times and other information that may pertain to the order. It is the dealer's responsibility to verify the order acknowledgment and advise factory immediately if there is an error.

Minimum Parts Order Value

Parts orders are subject to a minimum order value. The minimum value for a parts order (before freight and taxes) is \$25 NET. Orders that are received less than this value are subject to an administration fee that will be applied in order to equal the sum of \$25 and will be entered as a separate line item identified as "min-ord." The dealer is encouraged to consolidate orders prior to submitting to the factory to avoid unnecessary charges.

Non-Cancellable Orders

In many cases, there is a need to request quotation for parts that are considered to be "special," with longer lead times than normal. The parts may include manufactured parts, older parts or items not identified in the manuals provided. The quote from the factory will identify the terms and conditions of these orders if accepted.

All special orders are no refunds/no exchanges. All sales are final.

Dangerous Goods

To avoid unnecessary freight surcharges and documentation that could make shipping certain parts and components prohibitive across the border, the following items are excluded from shipping through the factory parts department and may require the dealer to source locally.



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1. Hydraulic fluid found in cylinders, power pack reservoirs, etc (acceptable alternatives that can be sourced locally include Dextron III and N32 hydraulic fluid)
2. Touch-up paint (this can be sourced through our National Supplier program, see Dock Accessories, sub Paint, on our website)
3. Wet filled batteries

Obsolete / Product Support Limitations

As an original equipment manufacturer, we are obligated to support the product in aftermarket parts sales up to 10 years. The first two digits of the product serial number identifies the year the product was manufactured. We will do our utmost to source replacement parts, however, we are not obligated to source the part if the unit is over 10 years old and the part is no longer used in the regular manufacture of the existing product line.

The dealer must source drive units (new or rebuild) for discontinued or older generation products. Requests should not be forwarded to the factory for components such as gearboxes, motors, contactors, etc.

For your convenience, we post on our website an Obsolete Parts list. These parts may be in stock as a result of discontinued products, product improvements and/or overstocked due to minimum order requirements. These parts are available on a first come, first served basis and will not be replenished. If it is no longer published on the website, it is no longer available.

Returns/Restocking

The factory must preauthorize all returns of parts. Shipments will not be accepted unless accompanied with a factory Return Goods Authorization (RGA) form as it is required for customs clearance purposes and authorization for receipt of goods at the factory. Boxes are to be clearly marked with the RGA number.

Returned parts are subject to a 25% restocking fee with freight prepaid by the dealer unless specified otherwise. Previously installed parts, electrical components, bearings, batteries and



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chargers and special quoted parts are non-returnable.

Parts that are damaged during transit or mishandled by the carrier are not subject to return unless preauthorized by the factory. It is the Consignee's responsibility to file damage claims with the carrier (see also Freight section).

Freight

All prices are FOB factory. Please ensure that detailed shipping instructions appear on all orders. Collect shipments must clearly identify the carrier of choice and account number to be billed. Returned and/or refused shipments resulting in back-charges to the factory will be billed back to the dealer at cost plus an additional \$25 NET administration fee.

Collect shipments e.g. carriers other than our preferred carriers listed (see Preferred Carriers) must allow up to an additional 24 hours for shipping as non-preferred carriers may not respond to the original call for pick up request on a timely manner.

The dealer may also opt for prepay and add terms whereby the factory arranges shipment through preferred carriers and/or couriers. Due to volume discounts, we pass the savings along to the dealers. Freight charges will be added and appear on your parts invoices.

For dealer orders marked pick up, the parts department will notify the dealer when the order is ready for pick up. If the order is not picked up within two days from the first notification, the factory will ship out the order via a preferred carrier or courier, terms prepay and add. The freight charges will be added to your parts invoice.

Freight charges and/or claims resulting from loss or damage to goods in transit are the responsibility of the dealer. Always mark noticeable damages and deficiencies on the proof of



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delivery slip before accepting the shipment. The factory cannot assist if the dealer does not act first.

Preferred Carriers

For shipments within USA: Fedex Ground (up to 80 lbs per box) / Conway (over 80 lbs skidded).

For shipments within Canada: Purolator Ground or Fedex Canada Ground (up to 80 lbs per box) / Conway (over 80 lbs skidded)

International: Fedex Air or freight forwarder to be specified by dealer

Please note that UPS will only be used to ship either collect or third party. Dealer must specify acct # with UPS and will be responsible for all charges.

Parts Warranty Policy

The following guidelines and documentation have been assembled to assist our distribution network in administering parts orders, warranty claims and other related policies as it applies to aftermarket sales.

The warranty policies are a statement of the factory's intent to rectify component or parts failures resulting from defective materials or substandard workmanship at the time of manufacture. No other responsibility is implied or assumed. Furthermore, the factory assumes no responsibility or liability for consequential damages of any kind that may result from the sale of any component or parts.

The factory will deem whether or not a defective component or part is required to be returned with the warranty claim. A step by step Warranty process can be viewed on-line and the Warranty Claim form can be downloaded from our website.

Warranty Period

All replacement components and/or **parts are warranted for a period of 90 days** from date of shipment. Refer to the on-line Warranty Policy for new equipment warranty periods.



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Warranty Submission Timeline

The dealer is responsible to submit Warranty Claims to the factory within 30 days from the original warranty repair date. Failure to meet this deadline will result in warranty rejection.

Warranty is Void if

The factory will not honor warranty if any or all of the following conditions apply:

1. The component or part is modified in any way without written factory approval
2. Shipping damages (all claims must be made with the Carrier, see Parts Policy section)
3. Lack of regular maintenance, lubrication or adjustment
4. The component or part was not correctly installed or applied
5. Willful damage or abuse

Warranty Claim Procedures

The following section is a step by step process for dealers to follow when deemed necessary to file a warranty claim. It is fully understood that all warranties must be approved by the factory and that the factory shall have the right to make the final decision on what is or is not paid out.

To avoid unnecessary time and effort, always refer to the published Warranties that clearly define time periods and what is not covered under warranty and/or the Payable Warranty Hour Guide for acceptable and allowable repair times.

It is our policy to review all claims within a timely manner and report our position within 30 days of receipt of a proper and duly filed warranty claim. As such, the dealer is not authorized to deduct payment from outstanding account balances. Once the claim is approved, a credit will be issued against the account reducing the balance of the Accounts Receivable. It is the dealer's responsibility to ensure that the claim is received in a timely manner.

To avoid unnecessary delays, print information clearly and completely on our warranty claim



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forms. Parts that are ordered prior to notification of a warranty claim will be credited back to the dealer during the warranty claim process. The factory reserves the right to ship parts at no charge to the dealer during initial communications of related warrantable issues.