



# WARRANTY POLICY AND PROCEDURE GUIDE

APRIL 20, 2023 REV. 1.2 (PART # 038-1156E)



Dear Valued Customer,

The following document outlines the base warranty coverage for all Blue Giant Series products, as well as any additional or supplemental coverages. It also covers our warranty procedure and the RGA process. Please take the time to read and understand the information within this guide.

The Warranty will apply to all Blue Giant products shipped from the Blue Giant factory after January 1, 2021.

Blue Giant reserves the right to amend, update or modify this document at any time. Any extensions not listed in this guide, or not approved by Blue Giant Management will not be honored. Individualized product-by-product warranty documents listed in this guide can also be found on the Blue Giant website.

The enclosed limited warranties listed in this document begin at the date of receipt by the end user, or sixty (60) days after shipment, whichever comes first.

Warranty requests related to poor installations, lack of maintenance or misuse by the operator will not be covered and may render the remaining term of warranty void. It is under the sole discretion of Blue Giant to void or withhold warranty coverage.

Our strength is our people, and our passion is our product.

For all warranty inquiries:

Email – [customersupport@bluegiant.com](mailto:customersupport@bluegiant.com)  
Phone – 800.872.2583 x5401

For all technical inquiries:

Email – [customersupport@bluegiant.com](mailto:customersupport@bluegiant.com)  
Phone – 800.872.2583 x5240

Thank you,

Jeff Miller,  
Vice-President, Sales and Marketing

John Vaz  
Director of Customer Experience



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## 1.0. WARRANTY INFORMATION

Thank you for purchasing Blue Giant products. We appreciate your business, and are confident that our product will serve you for many years to come. In the event that you experience a problem with our product, our Customer Support Team is here to support the Product(s) that you have purchased.

To validate warranty on recently purchased equipment, please complete and submit your information with our on-line Blue Giant Warranty Registration. [www.BlueGiant.com/support/product-registration](http://www.BlueGiant.com/support/product-registration).

For more information about Blue Giant Warranty Support, please contact your Blue Giant Dealer. You may also visit [www.BlueGiant.com](http://www.BlueGiant.com) or phone 1.905.457.3900.

**NOTE: All products must be registered to qualify for warranty.**

### DEALER INFORMATION

Name:

Contact:

Telephone:

Product Serial(s):

Registration ID:

### 1.1. EXCLUSION OF LIABILITY

The manufacturer assumes no liability for damage or injury to persons or property which occur as a result of defects or faults in or incorrect use of the Product(s). The manufacturer assumes no liability for lost profits, operating downtimes, or similar indirect losses incurred by the purchaser. Injury to third parties, irrespective of its nature, is not subject to compensation.

The manufacturer reserves the right to make changes at any time to the modules, components, and accessories, concurrent with its continuing product improvements and development program. Specifications, operating instructions, and illustrations included in this manual are subject to change without notice. Please contact manufacturer for the latest information.

### 1.2. MANUFACTURER'S NOTE

The Product(s) has been carefully inspected and tested at the manufacturer's plant prior to shipment, but **MUST be checked** upon receipt for transport damage. Any observed transport damage is to be listed on the signed copy of the freight document.

**Notify the freight forwarder, Blue Giant, and the dealer of any damage WITHIN 24 HOURS.**

## **2.0. STANDARD EQUIPMENT WARRANTY**

The following outlines the Warranty coverage for the Blue Giant Series Next Gen Series Dock Leveler(s). This document, dated January 1 2021, renders all previous versions and the Warranty coverage detailed therein, null and void. The Warranty will apply to all Blue Giant Series Dock Levelers shipped from the Blue Giant factory after January 1, 2021.

### **2.1. BASE WARRANTY**

The manufacturer warrants to the original purchaser its Blue Giant Series Dock Leveler to be free from defects in design, materials and workmanship under normal use for a period of 1 year (365 days). All warranty coverage is to commence from the date of installation by the first user or sixty (60) days after date of shipment, whichever comes first. The said dock leveler must be properly installed, operated and maintained by trained personnel, and must be operated in compliance with the manufacturer's recommendations with regards to rated capacities, usage limitations, grade limitations and/or design specific application(s) agreed upon in writing at the point of sale, in order to be entitled to the benefits of this warranty.

Initial field set up, adjustment, lubrication and maintenance are not covered under this warranty and are the sole responsibility of the end user. The warranty registration must be completed in full and returned to the manufacturer within sixty (60) days of receipt in order for the warranty to be deemed valid.

The manufacturer shall remedy any defects covered under this warranty by replacing or repairing at the discretion of Blue Giant, any defective equipment or parts while incurring reasonable expenses for all parts, labor and freight unless otherwise stated herein. Freight expenses for shipping repair/replacement parts will be incurred under conditions of standard Blue Giant shipping terms. Any overnight or special freight requirements will be billed to the end user or Authorized Dealer as recognized by the manufacturer. Labor, travel, and special or expedited freight: No further coverage beyond the Base Warranty time period.

### **2.2. ADDITIONAL WARRANTY TIME PERIODS**

Parts or components which fail under normal usage and are proven to be defective will be deemed eligible for repair or replacement, at the sole discretion of Blue Giant (providing no special conditions apply, as stated below) providing the failure occurs within the Additional Warranty Time Period as stated below.



## 3.0. EQUIPMENT

### 3.1. HYDRAULIC DOCK LEVELERS

#### 3.1.1. MODEL H

Structural – Covered for an additional (9) years structural, workmanship, following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Hydraulics – Covered for an additional (2) years following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, and hydraulic fittings.

#### 3.1.2. MODEL HA, XDS

Structural – Covered for an additional (9) years for A-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Hydraulics – Covered for an additional (1) year following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, and hydraulic fittings.

#### 3.1.3. MODEL HU, VL

Structural – Covered for an additional (4) years structural, workmanship for U-Series and VL following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Hydraulics – Covered for an additional (1) year following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, and hydraulic fittings.

#### 3.1.4. MODEL V

Structural – Covered for an additional (9) years structural, workmanship, following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Hydraulics – Covered for an additional (2) years following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, and hydraulic fittings.

### 3.2. MECHANICAL DOCK LEVELERS

#### 3.2.1. MODEL M

Structural – Covered for an additional (9) years structural, workmanship, following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Main Lift Springs – Covered for an additional (4) years following expiry of the Base Warranty time period (for parts only).

#### 3.2.2. MODEL MA

Structural – Covered for an additional (9) years structural for A-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Main Lift Springs – Covered for an additional (4) years following expiry of the Base Warranty time period (for parts only).

Labor, Travel, And Freight – No further coverage beyond the Base Warranty time period.

#### 3.2.3. MODEL MU

Structural – Covered for an additional (4) years structural, workmanship for U-Series following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Main Lift Springs – Covered for an additional (4) years following expiry of the Base Warranty time period (for parts only).

Labor, Travel, And Freight – No further coverage beyond the Base Warranty time period.

### **3.3. AIR-POWERED DOCK LEVELERS**

#### **3.3.1. MODEL A**

Structural – Covered for an additional (4) years structural, workmanship following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Air System – covered for an additional (1) year parts only.

Components include: parts only on blower assembly and inflatable air bag only.

#### **3.3.2. MODEL AB**

Structural – Covered for an additional (4) years structural, workmanship following expiry of the Base Warranty time period.

Components include: Deck, frame, support beams, lip, and hinge.

Air System – covered for an additional (1) year parts only.

Components include: parts only on blower assembly and inflatable air bag only.

### **3.4. EDGE-OF-DOCK LEVELERS**

#### **3.4.1. MODEL MDC-M, MDC-H**

Labor, Travel, Parts, and Freight – No further coverage beyond expiry of the Base Warranty time period.

### **3.5. LIFTING PRODUCTS - DOCK LIFTS AND IN-PLANT LIFTS**

#### **3.5.1. LOMASTER - MODEL DL, ED, S**

Structural – Covered for an additional (4) years following expiry of the Base Warranty time period.

Components include: Deck, scissor leg and frame assemblies, support beams, lip(s), and hinge(s).

Freight – Covered under the Base Warranty time period only.

Hydraulics – Covered for an additional (1) year following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, and hydraulic fittings.

Parts, Labor, Travel, and Freight – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

#### **3.5.2. SCISSOR LIFT - SINGLE SCISSOR, DOUBLE SCISSOR**

Structural – Covered for an additional (4) years following expiry of the Base Warranty time period.

Components include: Deck, scissor leg and frame assemblies, support beams, lip(s), and hinge(s).

Freight – Covered under the Base Warranty time period only.

Hydraulics – Covered for an additional (1) year following expiry of the Base Warranty time period.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, and hydraulic fittings.

Parts, Labor, Travel, and Freight – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

#### **3.5.3. IN-PLANT LIFTS - TILTERS, UPENDERS, TURN TABLES**

Structural – Covered for an additional (1) one year following expiry of the Base Warranty time period.

Components include: Welded frames, scissor legs, and leg assemblies.

Freight – Covered under the Base Warranty time period only.

Hydraulic/Electrical – No coverage beyond the base warranty as stated above.

Components include: Power pack motor, hydraulic pump, hydraulic cylinders, hydraulic hoses, and hydraulic fittings.

Labor and travel – Covered for (30) thirty days.

## 3.6. VEHICLE RESTRAINTS- STRONGARM™

### 3.6.1. MODEL SVR303

Structural – Covered for an additional (4) years following the expiry of the Base Warranty time period.

Components include: Vehicle restraint body and locking arm (not including pins, bushings, cylinders and wearable items).

Labor and Travel – Covered for an additional (1) year following the expiry of the Base Warranty time period.

Hydraulics – Covered for an additional (3) years parts only.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, hydraulic fittings, and cylinders.

Freight – Covered under the Base Warranty time period only for any components (including options) not listed above.

### 3.6.2. MODEL TL85

Structural – Covered for an additional four (4) years, parts only, following expiry of the Base Warranty time period.

Components include: Vehicle restraint body and locking arm (not including pins, bushings, cylinder and wearable items).

Hydraulics – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

Labor, Travel, Parts, and Freight – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

### 3.6.3. MODEL RVR303

Structural – Covered for an additional (4) years following the expiry of the Base Warranty time period.

Components include: Vehicle restraint frame and hook (not including cylinders and wearable items).

Electrical Components – Covered an additional (1) year on the sensors and guidance channel assembly.

Labor and Travel – Covered for an additional (1) year following the expiry of the Base Warranty time period.

Hydraulics – Covered for an additional (4) years parts only.

Components include: Powerpack motor, hydraulic pump, hydraulic hoses, hydraulic fittings, and cylinders.

Freight – Covered under the Base Warranty time period only for any components (including options) not listed above.

### 3.6.4. MODEL HVR303

Structural – Covered for an additional (1) year, parts only, following expiry of the Base Warranty time period.

Components include: Channel weldment, carriage weldment and rotating hook.

Electrical Components – An additional (1) year on the electric motor assembly (excluding clutch brake adjustments).

Labor and Travel – Covered for an additional (1) year following the expiry of the Base Warranty.

Freight – Covered under the Base Warranty time period only for any components (including options) not listed above.

### 3.6.5. MODEL ML10

Structural – Covered for an additional (4) years, parts only, following expiry of the Base Warranty time period.

Components include: Vehicle restraint body and locking arm (not including pins, bushings and wearable items).

Parts, Labor, Travel and Freight – No further coverage beyond expiry of the Base Warranty time period for any components (including options) not listed above.

## 3.7. CHOCKING EQUIPMENT

### 3.7.1. MODEL INTERLOCK CHOCK (ITC)

Structural – Covered for an additional (1) year structural, parts and material only, following the expiry of the Base Warranty.

Components include: Channel Weldments.

Electrical – Covered for an additional (2) years following expiry of the Base Warranty time period.

Components include: Control Box components only.

Labor, Travel, And Special Or Expedited Freight – No further coverage beyond the Base Warranty time period.

### 3.8. CONTROLS

**Blue Genius™ Touch Controls** - additional (2) years parts only

**SP2** and **TLC24** – additional (1) year warranty parts only

**SP1** – no further coverage beyond the Base Warranty

### 3.9. DOCK SEALS AND SHELTERS

Blue Giant Equipment Corporation ("Blue Giant") provides a LIMITED ONE-YEAR WARRANTY against defects in materials or workmanship subject to the terms and conditions set forth below.

Blue Giant warrants that at the time of delivery, the title to the items conveyed shall be good, and the items shall be delivered free from any security interest or other liens or encumbrances unknown to Buyer. The Limited Warranty shall not exceed the cost of labor and materials to replace the item sold and Blue Giant shall honor it only if Blue Giant has issued prior written authorization of such expenses to the buyer. Blue Giant reserves the right to inspect the items installed at the facility and to authorize or to make all warranty repairs or replacements at its factory or at other locations designated by Blue Giant. The Limited Warranty applies only to products which have been installed by installers authorized by Blue Giant in accordance with printed and written instructions of Blue Giant.

### 3.10. INDUSTRIAL TRUCKS

#### 3.10.1. POWERED PALLET TRUCKS AND WALKIE STACKERS

**SEPJ-33, EPJ-25, EPJ-30, EPJ-40, EPJ-45, EPJ-60R, XPS, WPS, EPS-22, EPS-30, BGS-25, BGS-30, BGN-40, BGL-22, BGL-33, BGNR-30, LPJ-44**

Parts and Labor – Six (6) months/180 days' full parts and labour coverage limited to 1000 hours (whichever comes first). Excludes wearables.

Battery and Charger Coverage:

Components include: Battery and Charger covered only by the Battery and Battery Charger manufacturer's Warranty.

All Frame, Transmission and Weldments (Powertrain) failures – will be warranted for parts only for twenty-four (24) months/730 days, limited to 1000 hours from the date of installation to the first original end user.

#### 3.10.2. TASK SUPPORT VEHICLES

**BG1, BG2-72, BG2-126/144, BG ZERO, BG E-STEP**

Parts and Labor – Six (6) months/180 days' full parts and labour coverage limited to 1000 hours (whichever comes first). Excludes wearables.

Twelve (12) months/365 days or 1000 hours (whichever comes first) parts only. Excludes wearables.

Components include: Battery and Charger covered only by the Battery and Battery Charger manufacturer's Warranty.

All Frame, Transmission and Weldments (Powertrain) failures – will be warranted for parts only for twenty-four (24) months/730 days, limited to 1000 hours from the date of installation to the first original end user.

#### 3.10.3. MANUAL PALLET TRUCKS

**EPT-55, EPT-55-SS, EPT-33-4W, FPT-55**

Structural – Covered for two (2) years (weldments, castings, lift chains)

Hydraulics – Covered for two (2) years (Lift motor-excluding brushes, pump, wiring harnesses, valves, oil seals, hydraulic cylinders, and hydraulic hoses)

High wear parts – Covered for ninety (90) days – Parts Only (Drive and lift motor brushes, contactors, switches, resistors, wheels, tires, bearings, bushings, axles, connectors, fasteners, and any parts not listed above)

### **3.11. HVLS FANS**

#### **3.11.1. HVLS FANS - GEAR BOX SERIES**

**EAGLE VI** - 3 Years coverage on Motor and Reducer

**HAWK V** - 1 Year coverage on Motor and Reducer

**FALCON III** - 3 Years coverage on Motor and Reducer

#### **3.11.2. HVLS FANS - DIRECT DRIVE SERIES**

**SWIFT VIII** - 5 Years coverage on Motor

**SWIFT VI** - 1 Year Coverage on Electrical Controls

**SWIFT III** - Lifetime coverage on Airfoils, Chassis and Hub (Parts only)

Labor, Travel, and Freight – No further coverage beyond the expiry of the Base Warranty Time Period.

### **3.12. HVLS FANS - CONTROLLERS**

**Blue Giant Auto Pilot**

**Three-Fan Controller**

**Two-Fan Controller**

**Single-Fan Controller**

Controls – Covered for an additional two (2) years following expiry of the Base Warranty Period (parts only).

## **4.0. STANDARD AFTERMARKET PARTS WARRANTY**

The following outlines the Warranty coverage for Blue Giant Aftermarket Parts. This document, dated XXX 1 2020, renders all previous versions and the Warranty coverage detailed therein, null and void.

### **4.1. BASE WARRANTY**

The manufacturer warrants to the original purchaser of any Aftermarket items to be free from defects in design, materials and workmanship under normal use for a period of 90 Days. All warranty coverage is to commence from the date of shipment. The respective items must be properly installed, operated and maintained by trained personnel, and must be operated in compliance with the manufacturer's recommendations with regards to usage limitations, and/or design specific application(s) agreed upon in writing at the point of sale, in order to be entitled to the benefits of this warranty.

The manufacturer shall remedy any defects covered under this warranty by replacing or repairing at the discretion of Blue Giant, any defective parts while incurring reasonable expenses therein. Freight expenses for shipping repair/replacement parts will be incurred under conditions of standard Blue Giant shipping terms. Any overnight or special freight requirements will be billed to the end user or Authorized Dealer as recognized by the manufacturer.

### **4.2. ADDITIONAL WARRANTY TIME PERIODS**

Parts or components which fail under normal usage and are proven to be defective will be deemed eligible for repair or replacement, at the sole discretion of Blue Giant (providing no special conditions apply, as stated below) providing the failure occurs within the Additional Warranty Time Period as stated below.

## 5.0. DOCK EQUIPMENT

### 5.1. DOCK BUMPERS

#### 5.1.1. STEEL FACED BUMPERS

Blue Giant Equipment Corporation guarantees the satisfactory performance of Steel Faced Dock Bumpers for a period of five (5) Years from date of manufacture. If any Steel Faced Dock Bumper fails to provide a minimum five (5) years of useful life, Blue Giant Equipment Corporation will replace it at no cost covering parts only.

#### 5.1.2. LAMINATED DOCK BUMPERS (3/8" STEEL AND TIRE RUBBER)

Blue Giant Equipment Corporation guarantees the satisfactory performance of Laminated Dock Bumpers for a period of one (1) Year from date of manufacture. If any Laminated Dock Bumper fails to provide a minimum one (1) year of useful life, Blue Giant Equipment Corporation will replace it at no cost covering parts only.

#### 5.1.3. OTHER BUMPERS, WHEEL CHOCKS AND ACCESSORIES

1 Year Limited Manufacturer's Warranty

Limitation of Liability:

- All bumpers must be installed securely and to specifications with appropriate concrete anchors or acceptable welds or a combination of the two
- All bumpers must be applied in accordance with Blue Giant Equipment Corporation usage guidelines. Bumpers that are used outside these guidelines will not be covered under this warranty
- Vertical Laminated bumpers mounted horizontally will not be covered under our Guarantee (NOTE: Rubber slats must always run vertically and not horizontally)
- Damage caused by jackknifing trailers will not be covered under warranty. Jackknifing trailers impacting bumpers at an angle may cause the rubber laminates to separate bumper or cause the bumper to dislodge from the dock face
- Damage caused by trailer override will not be covered under warranty
- Blue Giant Equipment Corporation will not be responsible for any damage to Buildings, Dock Levelers, Vehicle Restraints, Dock Seals/Shelters, Overhead Doors or other equipment due to misapplied or damaged dock bumpers

### 5.2. INTERIOR LIGHTS

#### 5.2.1. GOOSENECK INDUSTRIAL LIGHT

Three-year warranty on bulb.

#### 5.2.2. LIGHTS COMMUNICATION PACKAGES

**TLC24 Control Box**

One-year limited warranty (parts only)

### 5.3. EXTERIOR LIGHTS

#### 5.3.3. STOP AND GO TRAFFIC LIGHT

Part #032-806 12-24 VAC/DC

2 Year Limited Warranty

#### 5.3.4. LOW PROFILE LED TRAFFIC LIGHT

Part #032-461-1 115 VAC, 032-461 24 VAC/DC

1-year limited warranty on entire unit

## **5.4. BLOWERS**

### **5.4.1. BLOWERS - AEROTEK FAN**

All Products (excluding bulbs) are warranted to be free from defects for a period of 12 months from the date of shipment, excluding doors, which have a warranty period of 12 months from date of installation or 18 months from shipment, whichever occurs first.

### **5.4.1. BLOWERS - TURBO FAN**

All Products (excluding bulbs) are warranted to be free from defects for a period of 12 months from the date of shipment, excluding doors, which have a warranty period of 12 months from date of installation or 18 months from shipment, whichever occurs first.

## **5.5. WAREHOUSE SOLUTIONS**

For exact product warranty, please see product brochure or website.

### **5.5.1. CURTAIN WALL PRODUCT WARRANTY**

Blue Giant warrants all Curtain Wall Systems from failure in normal use due to defects in material or workmanship for a period of FIVE years from date of purchase. A LIFETIME warranty on all track & roller hardware. Blue Giant may elect to repair or replace defective or damaged goods.

### **5.5.2. WELD AND PRIVACY SCREEN WARRANTY**

Blue Giant warrants all Screen Material from failure in normal use due to defects in material or workmanship for a period of FIVE years from date of purchase and LIFETIME on the frame. Blue Giant may elect to repair or replace defective or damaged goods.

### **5.5.3. STRIP DOOR WARRANTY**

Blue Giant warrants all Strip Door Systems from failure in normal use due to defects in material or workmanship for a period of FIVE years from date of purchase. A LIFETIME warranty on all mounting hardware. Blue Giant may elect to repair or replace defective or damaged goods.

### **5.5.4. CLEAN CURTAIN WARRANTY**

Blue Giant warrants all Curtain Wall Systems from failure in normal use due to defects in material or workmanship for a period of FIVE years from date of purchase. A LIFETIME warranty on all stainless track & roller hardware. Blue Giant may elect to repair or replace defective or damaged goods.

### **5.5.5. G2, HARSH GUARD, CLEAN GUARD AND MODEL 2000, VINYL AND MESH DOOR WARRANTY**

3-year limited warranty from failure in normal use due to defects in material and workmanship. This warranty includes the electric motor and all parts and warranty related labor as approved by Blue Giant's tech support team. Blue Giant's reserves the right to repair or replace warranty items at its discretion.

### **5.5.6. G1 VINYL AND MESH DOOR WARRANTY**

Blue Giant offers best-in-class warranty for the G1 Vinyl and Mesh Doors from failure in normal use for a period of 2 years for parts and 1 year for labor. This warranty includes all parts and labor as approved by Blue Giant tech support to keep you up and running.

Fall Guard Warranty

Blue Giant offers best-in-class warranty for the Fall Guard from failure in normal use for a period of 2 years for parts and 1 year for labor. This warranty includes all parts and labor as approved by Blue Giant tech support to keep you up and running.

### **5.5.7. AIR CURTAINS**

Blue Giant warrants that the goods will be free from defects in materials and workmanship for a period of one year from the date of shipment.



## **5.6. PROTECTIVE SYSTEMS**

### **5.6.1. DOOR TRACK GUARDS**

Blue Giant warrants the product to be free from defects in material and workmanship for a period of one year from the original date of purchase. Exclusions: the warranty does not cover damages caused by misuse, abuse, unauthorized modification, improper installation, natural disasters nor normal wear and tear.

### **5.6.2. BARRIER, GATES, FOLDING GATES**

Folding Gates sold by Blue Giant shall be warranted against defects in workmanship and materials for a period of six (6) months from the date of shipment. Factory finishes are excluded from this warranty.

## **5.7. HYDRAULIC CONVERSION KIT**

1 year manufacturer's warranty (parts only).

## 6.0. NOT COVERED UNDER WARRANTY

The following are not covered under warranty:

1. Adjustments, including initial field set-up. Adjustments are considered part of normal maintenance procedures.
2. Repairs required as a result of:
  - Failure to follow maintenance and/or lubrication procedures specified in the Owner's and/or Installation manual.
  - The manufacturer does not assume responsibility or liability for incidental, consequential or special damages, or for 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.
  - Abuse, willful damage, accident, or neglect.
  - Shipping damage (claim must be made with the freight carrier).
3. Power conditions resulting in transformer and/or fuse(s) damages.
4. Maintenance and wearable items i.e. bushings, bearings, rollers pins, axles, springs.

## 7.0. WARRANTY VOID

The warranty is void for any of these conditions:

1. The original purchaser does not notify the manufacturer of the defect within (30) days after the defect has been detected and repairs are not made to correct defect in a timely fashion.
2. Equipment is modified in any manner not approved by the manufacturer.
3. Equipment has been operated: beyond its rated capacity, in excess of its determined load classification, or operated in excess of its determined maximum grade, or combination of the above therein, which can directly be attributed to be the cause of failure.
4. Equipment is used in abrasive or corrosive conditions or conditions of excessive cold or moisture without having proper product specifications to withstand such conditions.
5. Warranty Registration Form is not completed and returned to the manufacturer within sixty (60) days of receipt.

## 8.0. HOW TO SUBMIT WARRANTY

The following section is a step-by-step guideline for dealers to follow when filing a warranty claim. It is fully understood that Blue Giant must approve the warranty and that Blue Giant retains the right to accept or deny a claim based on the information presented, or condition of items received.

It is the policy of Blue Giant to review all claims submitted in a timely fashion, and to assign each claim with a unique claim number. Upon receipt of the Return Material Authorization (RMA), the dealer has 30 days to return the defective item, and submit all incurred labor charges. Any labor charges not submitted within these 30 days will not be honored.

If an item is not returned within these 30 days, Blue Giant will debit the dealers' account for these charges. If an item is returned and deemed faulty, the dealer will not be charged. If the item is found not faulty, the dealers' account will be debited.

All RMA approvals will be applied to the dealer's balance of the accounts receivable. Under no circumstance is a dealer to deduct payments from outstanding balances.

It is the dealer's responsibility to ensure that claims and returns are received in a timely fashion. Incomplete or lack of information may result in a claim being denied.

After 60 days, claims will not be re-opened for review. If parts or equipment were purchased more than 60 days ago, they are not eligible for return.

### 8.1. HOW TO FILE A WARRANTY CLAIM

Step 1.

Fill out all sections on the Warranty Claim Form.

Step 2.

Submit the form via email to [customersupport@bluegiant.com](mailto:customersupport@bluegiant.com).

Step 3.

Wait until the Warranty Department returns the form to you. If you send parts back to Blue Giant, include a copy of the warranty claim form and retain an additional copy for your records.

Step 4.

When sending parts back to Blue Giant, all boxes must be clearly marked 'Attention: Warranty Department'. If the parts are not returned within 30 days from the date of the RGA, the claim will be cancelled and the file closed. You may be charged for items not returned. The dealer is required to prepay freight to ship parts back to Blue Giant. Please drain oil from any returned hydraulic components.

Step 5.

Blue Giant reserves the right to deny or limit credit for product or parts returned in condition other than authorized. Please note: should parts need to be sent to a supplier for further inspection/audit, assessment time(s) will be delayed. Once a decision is returned from the supplier, Blue Giant will notify the dealer if the claim is approved or denied.

If approved, Blue Giant will provide a credit memo. If denied, the dealer will be notified and asked if they wish the parts returned to them. The dealer is responsible for paying freight to return the parts.

## 9.0. FORMS

### 9.1. PAYABLE WARRANTY HOUR GUIDE

#### Loading Dock Equipment

**NOTE:** Consult factory for all repairs over and above Allowable Hours.

- All warranty repairs to be done by trained and qualified personnel.
- Maximum 4 hours travel time per claim. Covered one-way trip to make the required repairs only.
- Mechanical diagnostic time: 1/2 hour maximum per claim.
- Electrical diagnostic time: 1-hour maximum per claim.
- Field technician rates- For first technician, dealer full coverage applies based on hourly flat repair rate – (prorated may apply for different zones). For additional technicians, labour is prorated in half-based on first technician's hourly flat repair rate.
- Dealer is required to prepay freight to bring parts back to Blue Giant for Warranty evaluation.
- Blue Giant reserves the right to deny or limit credit for product or parts returned in condition other than authorized. All returns must be pre-approved by the manufacturer (refer to Returned Goods Authorization guidelines).

Blue Giant Equipment Corporation offers training via our Blue Giant University Technical training courses to approve, qualify, and keep technicians up to date with all current product changes and additions.

MECHANICAL DOCK LEVELER			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Ratchet Hold-Down Replacement	Ratchet Hold Down Assembly	2	22-003769-1
Lip Activating Spring Assembly	Lip Activating Spring Assembly	1	1002455
Lip Lock Weldment	Lip Lock Weldment	1.5	2001744
Lock Roller	Lock Roller	0.25	103-167
Dock Strut	Dock Strut	1	2000659
Spring Bracket	Spring Bracket	0.5	2000326
Stud	Stud Handle Assembly	0.25	113-090
Hold-Down Assembly	Hold-Down Assembly "U" Series Disc Brake	0.75	24-000618
Tension Strap	Tension Strap	0.25	200-02423
Tension Spring	Tension Spring	0.5	200-02547
Safety Toe Guards	Safety Toe Guards	0.25	All - Consult Factory
Lift Arm Roller	Lift Arm Roller	0.5	109-791
Main Spring	Main Deck Lifting Spring	1.5	223-0004
Lip Lock Spring	Spring - Lip Lock	0.5	109-107
Compression Spring	Compression Spring	0.5	223-0005
Shock Assembly	For 6' and 8' long dock leveler	0.5	793-375
Shock Assembly	For 10' long dock leveler	0.5	793-374
Shock Assembly	For 12' long dock leveler	0.5	793-373
Lip Assist Spring	Lip Assist Compression Spring "A" Series	1	200-03460
Lip Assist Rod Weldment	Third Rod Weldment	0.5	200-03455-1
Lip Pusher Shaft	Mechanical Dock Leveler (6',8',10', and 12')	0.25	24-003386, 109-391, 109-390
Lifting Arm Assembly	Lifting Arm Assembly "U" Series 6' and 8'	1	24-003406-1, 24-003406
Lifting Arm Assembly	Lifting Arm Assembly "A" Series 6', 8', 10', and 12'	1	788-603 / 604 / 605 / 606
HYDRAULIC DOCK LEVELER			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Power pack	Power pack	2	All - Consult Factory
Coil, Solenoid Valve	Coil, Solenoid Valve	0.5	All - Consult Factory

HYDRAULIC DOCK LEVELER			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Auto Return Sensor	Sensor	0.5	028-200
Velocity Fuse	Velocity Fuse	1.5	033-661
Safety Strut Assembly	Safety Strut Assembly	1	200-5001
Lip Cylinder	Single Acting	1.5	788-599-1K
Lip Cylinder	Double Acting	1.5	211-7002
Deck Cylinder	For 6' and 8' long dock leveler	1.5	788-635-1
Deck Cylinder	For 10' and 12' long dock leveler	1.5	788-636-1K
Seal Kit	Seal Kit – Lip Cylinder	1	036-204
Seal Kit	Seal Kit – Deck Cylinder	1	036-205
Hose Assembly (Lip Cylinder)	#6 Hose Assembly 78" long 6' and 8' models	1	788-332-38
Hose Assembly (Deck Cylinder)	#6 Hose Assembly 60" long 6' and 8' models	1	788-332-37
Safety Toe Guards	Safety Toe Guard	0.5	All - Consult Factory
VERTICAL DOCK LEVELER			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Power pack Vertical Storing FH	Power pack	2	All - Consult Factory
Lip Cylinder Assembly	Cylinder	2	213-5058-1
Clevis Pin	Pin (Lip Cylinder)	1	107-196
Deck Cylinder Assembly	Cylinder	2	23-014490
Cylinder Pin Rod	Pin (Deck Cylinder)	2	23-012717-1
Pivot Pin	Pin Rear Hinge	0.5	23-012803
Spring Pin	Pin Spring	0.25	013-127
Safety Stand	Safety Stand	0.25	23-012655
Safety Stand - Top Link	Safety Stand - Top Link	0.25	20-012654
Pivot Pin	Pivot Pin	0.25	23-012803-1
Maintenance Strut	Maintenance Strut	0.25	23-013159
Linch Pin	Linch Pin	0.25	013-078
IntelliTilt Sensor Assembly	Tilt Sensor	0.5	026-G024-A
Velocity Fuse	Velocity Fuse	1	033-661
Deck Flow Control	Flow Control	1	080-511
Solenoid Valves	Solenoid Valves	1	All - Consult Factory
AIRBAG DOCK LEVELER			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Blower	Blower Motor 120V - 230V / 1PH / 60HZ	1	031-033, 031-034
Blower Cover	Cover	0.25	26-013412
Motor Cover	Cover	0.25	26-013411
Flex Pipe Coupling	Flex Pipe	0.25	26-004820
Pipe	1 1/2" Pipe PVC 37", 44" long	0.25	091-958-0370, 091-958-0440
Air Bag	Air Bag	1	All - Consult Factory
RH Platform Weld	Platform Weld 6' and 8'	0.75	All - Consult Factory
LH Platform Weld	Platform Weld 6' and 8'	0.75	All - Consult Factory
Push Rod	Push Rod	0.5	26-011298
Link Plate	Link Plate	0.25	26-011300
Chain Assembly	Chain Assembly 6' long and 8' - 10' long	0.25	26-011305, 26-011304
Anchor	Anchor	0.25	26-011555
Lower Link	Lower Link	0.25	26-011558

**AIRBAG DOCK LEVELER**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Tension Spring	Fall Safe Spring	0.25	017-012
Top Plate	Top Plate – 6'L Dock	1	26-011308-1
Top Plate	Top Plate – 8'L Dock	1	26-011308
Top Plate	Top Plate – 10'L Dock	1	26-011308-2
Pull Chain	Pull Chain Fall Safe	0.25	788-197-1
Safety Toe Guards	Safety Toe Guards	0.5	All - Consult Factory

**ELEVATING DOCK LIFT - ED**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Hydraulic Hose	Hoses	1	All - Consult Factory
Return Vent Line	Vent Line	0.25	All - Consult Factory
Hydraulic Lift Cylinders	Hydraulic Cylinders	1	All - Consult Factory
Bearing	Leg Roller 4, 5,000 lb capacity	0.5	019-022
Bearing	Leg Roller 6, 20,000 lb capacity	0.5	019-001
Switch	Switch, Micro Up Limit	0.5	025-601
Velocity Fuse	Velocity Fuse	0.5	033-661

**ELEVATING DOCK LIFT - SEMI-PORTABLE**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Hydraulic Hose	Hoses	1	All - Consult Factory
Return Vent Line	Vent Line	0.25	All - Consult Factory
Hydraulic Lift Cylinders	Hydraulic Cylinders	2	All - Consult Factory
Roller with Bearing	Roller, Leg	0.5	105-225
Wheel Cast Steel	Wheel Caster	0.5	100-103
Bearing	Bearing Req. x2	0.5	108-500
Axle, Load Roller	Axle	0.25	106-170
Crosshead Assembly	Crosshead Assembly 4, and 5,000 lb capacity	1	797-459
Chain Assembly	Chain Assembly	1	All - Consult Factory
Switch	Switch, Micro Up Limit	0.5	025-601
Velocity Fuse	Velocity Fuse	0.5	033-661

**ELEVATING DOCK LIFT - POWER PACK AND CONTROLS**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Power pack	Power Pack	2	All - Consult Factory
Oil Gasket	Oil Gasket	1	All - Consult Factory
Coil, Solenoid Valve	Solenoid Valves	0.25	All - Consult Factory
Contacto	Transformer	0.5	All - Consult Factory
Control, Pressure Comp Flow	Control	0.25	All - Consult Factory

**STRONGARM™ TL85 VEHICLE RESTRAINT**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Self-Contained Power Pack	Complete Assembly	2	All - Consult Factory
Remote Power Pack	Complete Assembly	2	All - Consult Factory
Cylinder	Cylinder Assembly, 2" dia.	1	035-662
Wand Mounting Block	Mounting Block, Wand	0.25	51-002317
Pressure Switch	Switch, Pressure	1	035-293-A
Solenoid Valve	Solenoid Valve, 24VDC Coil	1	033-508-24A
Proximity Sensor JB-18-ML	Proximity Sensor JB-18-ML	0.5	028-200
Hydraulic Hose Assembly	Hydraulic Hose Assembly	0.5	All - Consult Factory

STRONGARM™ TL85 VEHICLE RESTRAINT			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Return Vent Line	Vent Line	0.25	090-909-2880
Wand Axle Weldment	Wand Axle	0.25	51-002052
Cylinder Pin	Pin, Cylinder	0.5	115-307
Sensor Wand	Wand	0.25	116-868
Hold Plate Assembly	Hold Plate	1	51-003011
Hinge Pin	Pin, Hinge	0.75	115-099
Extension Spring	Spring	0.25	017-085
Spring Wire	Spring, Return	0.25	017-034
Bearing Block	Block	0.25	51-002213
Angular Position Cam	Cam, Position	0.25	51-001945

STRONGARM™ SVR303 VEHICLE RESTRAINT			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Power pack	Power pack	2	All - Consult Factory
Solenoid Valve	Solenoid Valve Cartridge and Coil	1	54-012251
"O" Ring	O Ring (Tank)	0.5	401009
Intelligent Position Sensor	IPS with Communication Cable	1	54-001563
Lock Cylinder	Cylinder, Lock	1.5	54-00007
Lug	Lug	0.5	54-00043
Clevis	Clevis	0.5	54-00008
Rod End Pin	End Pin	0.5	54-00022
Lock Clevis Pin	Clevis Pin	0.5	54-000513
Arm Cylinder	Cylinder, Arm	0.5	54-001273
Arm Rod End Pin	Rod Pin	0.5	54-00021
Arm Clevis Arm	Clevis Arm Pin	0.5	54-000506
Arm Weldment	Arm	1	54-011050
Arm Pivot Pin	Pivot Arm	0.75	54-006851-1
Lock Pin	Pin, Lock	1.5	54-000534
Hose Assembly	Hose Assembly	1	All - Consult Factory

STRONGARM™ HVR303 VEHICLE RESTRAINT			
REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
HVR Gear Motor	Gear Motor	1	56-010340
Limit Switch C/W Connector	Limit Switch	0.25	026-H19
Shaft Cam	Cam, Shaft	0.5	56-010237
Roller Chain	Chain, Roller	0.75	026-H18
Harness Cable Assembly	Harness Assembly	0.75	56-010193
Spring Bar Weld	Spring Bar	0.5	56-010306
L Spring Cover	Cover (L)	0.25	56-010304
R Spring Cover	Cover (R)	0.25	56-010295
Extension Spring	Spring, Extension	0.25	56-010194
Roller Assembly	Roller	1	56-010325
Hook Arm Weld	Hook Arm	1.5	56-010325
Bearing Assembly	Bearing Assembly	1	56-010332
Extension Arm Weld	Arm, Extension	0.5	56-010319
Extension Pin - Weld	Pin, Arm	0.5	56-010569
Roller Track Weld	Track, Weldment	1.25	56-010198



**STRONGARM™ ML10 VEHICLE RESTRAINT**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Restraint Arm Weldment	Arm 26"	0.75	52-012731
Lock Bar	Lock Weldment	0.5	522-5001
Shaft Arm Pin	Arm Pin	0.5	522-5005
Engagement Arm Weldment	Arm Engagement	0.25	522-5006
Tension Spring	Spring	0.25	017-012
Release Arm	Arm Release	0.25	522-0000
Actuator Link	Link	0.25	522-0010
Lock Roller Pin Assembly	Pin	0.25	210-0005
Proximity Sensor	18mm W / 5m	0.5	028-212

**CONTROLS**

REPLACEMENT PART	DESCRIPTION	ALLOWABLE HOURS	PART NO.
Control Station - SP1	SP1	1	All - Consult Factory
Control Station - SP2	SP2 with 24V DC	1	All - Consult Factory
SP2 Power Board	Power Board (SP2)	1	All - Consult Factory
Control Station - Blue Genius™	Gold Series I Dock Leveler	1.5	All - Consult Factory
Control Station - Blue Genius™	Gold Series II and III Dock Leveler	1.5	All - Consult Factory
Control Station - Blue Genius™	Platinum Series	2	All - Consult Factory
Control Touch Board	Control Touch Board with LED and LCD	1	All - Consult Factory
Power Board	Blue Genius™ Power Board	0.5	All - Consult Factory
Remote I/O	Remote I/O	0.5	All - Consult Factory
Door Remote I/O	Door Remote I/O	0.5	All - Consult Factory
Ribbon Cable	Ribbon Cable	0.25	026-G030
Audible Alarm	Audible Speaker	0.5	026-G402
Door Interlock	Photo switch, 10-30VDC, 50CM Range	0.25	026-G201
Exterior Driver Traffic Light	Traffic Light	0.5	032-461
Remote I/O	Remote I/O	1	Consult Factory
Lip Sensor	Lip Sensor	1	026-G019
IPS	PCB Assembly, IPS Sensor w/ Cable	1	026-G040-M
Power Board	Power Board	1.5	Consult Factory
Blue Genius	Blue Genius – Front Cover	1	Consult Factory

**9.2. WARRANTY CLAIM FORM**

The Warranty Claim Form may be photocopied, saved as a pdf, or scanned to storage for future use.

# Warranty Claim Form

**ATTN: WARRANTY MANAGER** Email: [customersupport@bluegiant.com](mailto:customersupport@bluegiant.com)

Dealer ID #	Dealer Name	Claim Form Date (MM/DD/YYYY)	
Has Unit Been Maintained / Lubricated as Specified in Accordance with Owner's Manual?			
Yes <input type="checkbox"/>		No <input type="checkbox"/>	
Equipment Model #	Serial #	Customer	
Date of Equipment Sale (MM/DD/YY)	Hour Meter Reading	Customer Address	
Equipment Purchase Invoice #	Dealer Repair Order #	City / State / Province	
Submitted By (Print Full Name)	Title	Zip / Postal Code	
Phone:	Fax:	Email:	
Labor Total Hours:	Rate:	Labor Total: \$ 0	Start Date (MM/DD/YY)
Travel Total Hours:	Rate:	Labor Total: \$ 0	Start Date (MM/DD/YY)
Description of Fault:			
Nature of Fault:			
Corrective Procedure (Full Details Required, Incomplete Information will Delay Process)			

Blue Giant Part #	Part Description	QTY.	Blue Giant Replacement Part(s) Invoice Number(s)	Price	Total
				\$	\$ 0.00
				\$	\$ 0.00
				\$	\$ 0.00
				\$	\$ 0.00
				\$	\$ 0.00
Freight <input type="checkbox"/> P <input type="checkbox"/> E <input type="checkbox"/>	The totals calculated on this form are estimates only. Warranty guidelines may apply. Final totals will appear on your warranty invoice. Please go to <a href="http://www.BlueGiant.com">www.BlueGiant.com</a> for Warranty Coverage and Warranty Guidelines for your product.			\$	\$ 0.00

GL #

WC #

RG#

A confirmation receipt will be faxed back with a warranty claim number attached. If Blue Giant deems that part(s) need to be returned, an RGA numbered form will be faxed as well. Please include a copy of the RGA form with returning part(s) to Blue Giant Brampton location only.

## 10.0. CONTACT

### 10.1. BGU TRAINING

<https://www.bluegiant.com/Blue-Giant-University.aspx>

### 10.2. CONTACT US

WARRANTY AND TECH SUPPORT

[customersupport@bluegiant.com](mailto:customersupport@bluegiant.com)

t. 800.872.2583 ext. 5401 Warranty

t. 800.872.2583 ext. 5240 Tech. Support

Blue Giant Equipment Corporation

410 Admiral Boulevard

Mississauga, ON Canada L5T 2N6

If calling within North America: t. 800.872.2583

Technical Support Agents are available from Monday to Friday 8:00 a.m. - 5:00 p.m. EST. Outside of these times, any inquiries will be addressed the following business day.

For all other inquiries, please visit the Contact Us section of our website.

<https://www.bluegiant.com/About-Us/Blue-Giant-Overview/Contact-Us.aspx>

***BLUE GIANT***<sup>®</sup>  
BLUE GIANT EQUIPMENT CORPORATION

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**t** 905.457.3900 **f** 905.450.6555

**USA** 6350 Burnt Poplar Road  
Greensboro, NC 27409  
[www.bluegiant.com](http://www.bluegiant.com)

Blue Giant offers a full line of dock levelers, dock safety equipment, seals and shelters, accessories, ergonomic and scissor lift equipment and industrial trucks. Concurrent with our continuing product improvement program, specifications are subject to change without notice. Please contact Blue Giant for latest information. Some features illustrated may be optional in certain market areas.

If calling within North America: **t** 1.800.872.2583 **f** 1.888.378.5781

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