**Marrel Corporation’s**

**Warranty Policy and Procedures**

**For**

**Ampliroll Hooklifts and Cable Hoist**

**Marrel Corporation**

**4750 14 Mile Road NE**

**Rockford, MI 49341**

**Phone 616-863-9155**

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**www.amplirollusa.com**

**Index**

**Ampliroll Limited Warranty . . . . . . . 7.01**

**Warranty Policy Limitations . . . . . . . 7.02**

**Definition of Consequential Damages . . . . . 7.03**

**Time Limitations for Filing Claims . . . . . 7.04**

**Marrel Replacement Parts Warranty Policy . . . . 7.05**

**Request for Credit Procedure . . . . . . 7.06 Warranty Claim Form . . . . . . . . 7.07**

**Warranty Labor Rate . . . . . . . . 7.08**

**Warranty Flat Rate Schedule . . . . . . . 7.09**

**Hydraulic Pump Replacement . . . . . . 7.10**

**Hydraulic Cylinder Warranty . . . . . . . 7.11**

**7.01**

**Ampliroll Limited Warranty Statement**

**Marrel Corporation warrants Ampliroll hooklifts and cable hoist designed and manufactured by Marrel to be free from defects in material and workmanship under proper use and maintenance. Products must be installed and operated in accordance with Marrel's written instructions and stated lifting and dumping capacities. The warranty period shall be Thirty-Six (36) month warranty on all Marrel designed and fabricated structural parts, one (1) year warranty on all hydraulic components, including cylinders, valves and hoses and One Hundred and Eighty (180) days on repair labor.**

**The warranty period shall begin from the date of delivery to the buyer/Redbox+ franchisee. Redbox+ Dumpsters will register the warranties for the hoist, power takeoff (PTO), tarp system and vacuum pump prior to delivery to the buyer/franchisee. Marrel's obligation under this warranty is limited to, and the sole remedy for any such defect shall be, the repair and/or replacement (at Marrel's option) of the part and/or component in question. The owner shall be obligated to pay for any overtime labor requested of the servicing company by the owner, any field service call charges, and any towing and/or transportation charges associated with moving the equipment to the designated repair/service provider. If at all possible, Marrel will ship the replacement part within 24-hours of notification by the most economical, yet** **expedient, means possible. Expedited freight delivery will be at the expense of the owner.**

**All obligations of Marrel and its authorized dealers and service providers shall be voided if someone other than an authorized Marrel dealer provides other than routine maintenance service without prior written approval from Marrel. In the case repair work is performed on the Marrel Hooklift, original Marrel parts must be used to keep the warranty in force. The warranty may also be voided if the product is modified or altered in any way not approved, in writing, by Marrel engineering.**

**The owner/operator is responsible for furnishing proof of the date of original purchase of the Marrel Ampliroll or Hooklift loader. Warranty registration is the ultimate responsibility of the owner and may be accomplished by the completion and return of the Marrel product registration card provided with the product. If the owner is unsure of registration, he is encouraged to contact Marrel at the address below to confirm registration of the product in question. This warranty covers only defective material and workmanship. It does not cover depreciation or damage caused by normal wear and tear, accident, mishap, untrained operators, or improper or unintended use. The owner has the obligation of performing routine care and maintenance duties as stated in Marrel’s written instructions, recommendations, and specifications. Any damage resulting from owner/operator failure to perform such duties shall void the coverage of this warranty. The cost of labor and supplies associated with routine maintenance will be paid by the owner.**

**Marrel reserves the right to make changes in design or improvement upon its products without imposing upon itself the same upon its products theretofore manufactured.**

**This warranty will apply to all Marrel Ampliroll hooklifts and cable hoist shipped from the Marrel factory after June 30, 2006. The warranty is for the use of the original owner only and is not transferable without prior written permission from Marrel.**

**All products purchased by Marrel from outside vendors shall be covered by the warranty offered by that respective manufacturer only. Marrel does not participate in, or obligate itself to, any such warranty.**

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES UNDER THIS WARRANTY ARE LIMITED TO THE PROVISION OF MATERIAL AND SERVICES, AS SPECIFIED HEREIN. MARREL IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

**Marrel Corp. • 4750 14 Mile Road NE• Cedar Springs, MI 49341 • U.S.A.**

[www.amplirollusa.com](http://www.amplirollusa.com); [parts@amplirollusa.com](mailto:parts@amplirollusa.com)

**Telephone: 616/863-9155 • Fax: 616/863-9177 Revised 3/26/15**

**7.02**

**Warranty Policy Limitations**

**The following items are not covered by this Marrel Warranty Policy and are the responsibility of the user:**

1. **Normal preventative maintenance and service as recommended by Marrel’s service and maintenance manual and service bulletins.**
2. **All filters and strainers except when required to be returned with hydraulic pumps for warranty evaluation. (see section 7.13)**
3. **Hydraulic oil except when related to the repair or replacement of the component under warranty.**
4. **Adjustments of any kind.**
5. **Failure for any reason other than defective material or workmanship.**
6. **Failures as a result of the user’s noncompliance with applicable Marrel service manuals and service bulletins.**
7. **Failures resulting from inadequate service and/or repair by the user or a repair facility.**
8. **Failures resulting from use of parts other than genuine Marrel parts.**
9. **Failures caused by alteration and/or modifications that were made without prior written approval by the Marrel service department.**
10. **Failures caused by the use of the equipment for purposes other than those for which the equipment was designed.**
11. **Replacement of locks, hooks, rollers, and wearing surfaces that are designed and expected to wear and then require replacement under normal use.**
12. **Failures caused by natural disasters such as fire, flood, wind and lightning.**
13. **Failure due to the modifications, elimination of any other circumvention of any relief valves or safety devices.**

**7.03**

**Definition of Consequential Damages**

**The only remedies the owner has in connection with the breach or performance of any warranty on the Marrel product specified are those set above. In no event will Marrel, the Marrel distributor/dealer, or any company affiliated with Marrel be liable for business interruptions, costs of delay, or for any special, indirect, incidental, or consequential costs or damages. Such costs may include, but are not limited to, loss of time, loss of revenue, loss of use, wages, salaries, commissions, lodging, meals, towing, hydraulic fluid, or any other incidental cost.**

**7.04**

**Notification and Time Limitation**

**Marrel service personnel must be notified by the one of the following methods within fourteen (14) days of its occurrence. Please have the following information available when contacting us regarding warranty. Customer name, date purchased, hoist model, hoist serial number, and Chassis make and model.**

**Telephone- 1-616-863-9155**

**Fax- 1-616-863-9177**

**E-mail-** [**parts@amplirollusa.com**](mailto:parts@amplirollusa.com)

**Mail- 4750 14 Mile Road NE, Rockford, MI 49341**

**7.05**

**Replacement Parts Warranty Policy**

**Marrel warrants all replacement parts and components sold by Marrel to be free from defects in material and workmanship for a period of 30 days from the date of purchase. Marrel shall not be held liable for any charges, costs or expenses related to the removal, handling, or reinstallation of any parts or components.**

**7.06**

**Warranty Claims Procedure**

**Redbox+ franchisee’s will complete the attached Warranty Claim Form and return it to Ampliroll/Marrel Corporation as soon as the defect occurs, no later than 14 days from the defect occurrence. Email the Warranty Claim Form to** [**adam.jansma@amplirollusa.com**](mailto:adam.jansma@amplirollusa.com)**. A Warranty Repair Authorization (WRA) account number must be issued to the claiming party prior to any warranty work being performed.**

**A Warranty Claim Form with the authorization number will be mailed along with the replacement part to the dealer for attachment to the returned part (see attached example 7.07).**

**The warranty claim form will contain the part number of the replacement part, dealer cost, flat rate hours and dealer agreed upon warranty labor rate.**

**Marrel will invoice dealer for parts and shipping. Upon completion of the repair, the dealer will return the defective part, with the WRA number clearly written on the package, freight prepaid along with the warranty claim form and dealers invoice, which should list the part cost, shipping, repair labor and return shipping. Upon evaluation of warranted part, the dealer will receive a credit to their account for the warranty repair cost.**

**Damaged parts may be required to be returned to Marrel Corporation, upon their discretion. Damaged parts returned without prior authorization may not be recognized for warranty consideration. All damaged parts may be required to be returned to Marrel freight prepaid; freight collect returns will be refused. If part or parts are not returned within sixty (60) days of issuing WRA, the dealer is required to pay the invoice.**

**7.07**

**Warranty Claim Form**

**Email the Warranty Claim Form to adam.jansma@amplirollusa.com**

Ship Defective Parts to: MARREL CORPORATION

4750 14 Mile Road NE, Rockford, MI 49341

Ph: (616) 863-9155 ~ Fax: (616) 863-9177

WARRANTY CLAIM FORM

RMT OR WRA # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DISTRIBUTOR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CITY / STATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ CITY / STATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ZIP CODE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ZIP CODE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TELEPHONE NO. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* \* \*TO BE CONSIDERED, CLAIMS MUST BE RECEIVED WITHIN 30 DAYS AFTER FAILURE\* \* \*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| HOIST MODEL | SERIAL NUMBER | DATE INSTALLED | DATE OF FAILURE | CHASSIS MAKE & MODEL |

DESCRIPTION OF FAILURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CORRECTIVE ACTION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| PART NO. | DESCRIPTION | QTY. | MARREL INV. # | COST | LABOR DESCRIPTION | HRS. | FLAT RATE HRS. |
|  |  |  |  |  |  |  | DO NOT WRITE IN THIS SPACE |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| FREIGHT CHARGES | TOTAL PARTS | LABOR RATE | TOTAL HOURS | TOTAL LABOR | TOTAL CLAIM |

\* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \*

DO NOT WRITE IN THIS SPACE

CIAIM # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ WO # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DOB # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WARRANTY LABOR RATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ WARRANTY DETERMINATION \_\_\_\_\_\_\_\_\_\_\_

WARRANTY PARTS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PARTS CREDIT \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WARRANTY APPROVED / DENIED BY \_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE \_\_\_\_\_\_\_\_\_\_ TOTAL CREDIT \_\_\_\_\_\_\_\_\_

**7.08**

**Warranty Labor Rate**

**The warranty labor rate will be set when the dealer agreement is signed. This rate will be a percentage of your published labor rate. As your labor rate changes the warranty labor rate will be adjusted by the same percent of change.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **7.09** | | | | | | |
| **Flat Rate Labor Schedule in Hrs.** | | | | | | |
|  | **Hooklift models by capacity in Lbs.** | | | | | |
| Operations - Component R&R | 6,000 | 12,500 | 20,000 | 30,000 | 50,000 | 65,000 |
| Arm Cylinder | 2.0 | 2.5 | 2.0 | 2.5 | 3.0 | 3.0 |
| Jib Cylinder | 1.5 | 2.0 | 2.0 | 2.5 | 3.0 | 3.5 |
| Stabilizer Cylinder | X | X | X | X | X | 1.0 |
| Pump | 1.0 | 1.0 | 1.0 | 1.5 | 1.5 | 1.5 |
| Control Valve- Distribution Valve | 1.5 | 1.5 | 2.0 | 2.0 | 2.0 | 2.5 |
| Relief Valve Section- Distribution Valve | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| Valve Section- Distribution Valve | X | X | 2.0 | 2.0 | 2.0 | 2.0 |
| Reducing Valve- Distribution Valve | X | X | 0.5 | 0.5 | 0.5 | 0.5 |
| Secondary Relief- Distribution Valve | 0.5 | 0.5 | X | X | X | X |
| Safety Valve | X | X | 0.5 | 0.5 | 0.5 | 0.5 |
| Cab Control | 1.5 | 1.5 | 1.5 | 1.5 | 1.5 | 2.0 |
| Control Cable | 1.0 | 1.0 | X | X | X | X |
| Check Valve | 1.0 | 1.0 | 2.0 | 2.0 | 2.0 | 2.0 |
| Jib | 1.5 | 1.5 | 1.5 | 2.0 | 2.0 | 2.0 |
| PTO Driveline | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| Hoses- Up to 1000 mm | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 |
| Hoses- Over 1000 mm | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| Fittings- Hose or Tube | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 |
| Tubes- Up to 1000 mm | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 |
| Tubes- Over 1000 mm | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| Oil Filter- Return Line | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 |
| Hydraulic Oil- Including Purging Cylinders | 1.0 | 1.0 | 1.0 | 1.5 | 1.5 | 2.0 |
| Hinge Shaft | 1.0 | 1.0 | 1.0 | 2.5 | 2.5 | 2.5 |
| Arm | 3.0 | 3.0 | 4.0 | 5.0 | 6.0 | 6.0 |
| Tilting Rod | 3.0 | 3.0 | 3.5 | 5.0 | 6.0 | 6.0 |
| Rear Roller | 0.5 | 0.5 | 0.5 | 1.0 | 1.0 | 1.0 |
| Operations- Component Rebuild |  |  |  |  |  |  |
| Arm Cylinder- R&R Soft Goods | 2.0 | 2.0 | 2.0 | 2.5 | 2.5 | 2.5 |
| Arm Cylinder- R&R Piston Bypass Valve | 1.5 | 1.5 | 1.5 | 2.0 | 2.0 | 2.0 |
| Jib Cylinder- R&R Soft Goods | 2.0 | 2.0 | 2.0 | 2.0 | 2.0 | 2.0 |
| Jib Cylinder- R&R Base Relief | X | X | X | 0.5 | 0.5 | 0.5 |
| Stabilizer Cylinder- R&R Soft Goods | X | X | X | X | X | 1.5 |
| Control Valve- R&R Soft Goods | 2.0 | 2.0 | 3.0 | 3.0 | 3.0 | 3.5 |
| Cab Conrol- R&R Soft Goods | X | X | 1.5 | 1.5 | 1.5 | 2.0 |
| Safety Valve- R&R Soft Goods | X | X | 0.5 | 0.5 | 0.5 | 0.5 |

**7.10**

**Hydraulic Pump Warranty**

**Upon failure of the hydraulic pump, immediately notify the Marrel service department, who will issue you a WRA number. You will need to supply them with the pump’s model and serial number and the in-service date of the hoist. In the event of a failure of a replacement pump the date it was purchased from Marrel.**

**The defective pump along with the return-line filter that was in the system at the time of the failure must be returned together.**

**The pump and filter must be protected from contamination after removal by the use of port plugs or plastic bags. Failure to properly protect returned material from contamination will cause the related request for credit to be disallowed.**

**7.11**

**Warranty on Hydraulic Cylinders**

**Hydraulic cylinders used in Marrel products are subject to a (one year warranty provision) as stated above. Should a cylinder defect develop within the above stated warranty period, notify** **Marrel immediately. Marrel will ship, freight prepaid, by the most effective, expedient means a new or re-manufactured cylinder of the same size and type. An authorization for return of the original part will be issued at the time the order is placed. The defective cylinder is to be returned to Marrel freight prepaid by the owner. Cylinders returned freight collect will be refused. Should the defective cylinder not be returned within 30 days of shipping the replacement cylinder, the owner is responsible to pay Marrel the full purchase price of the replacement part.**