



Fallshaw
GROUP

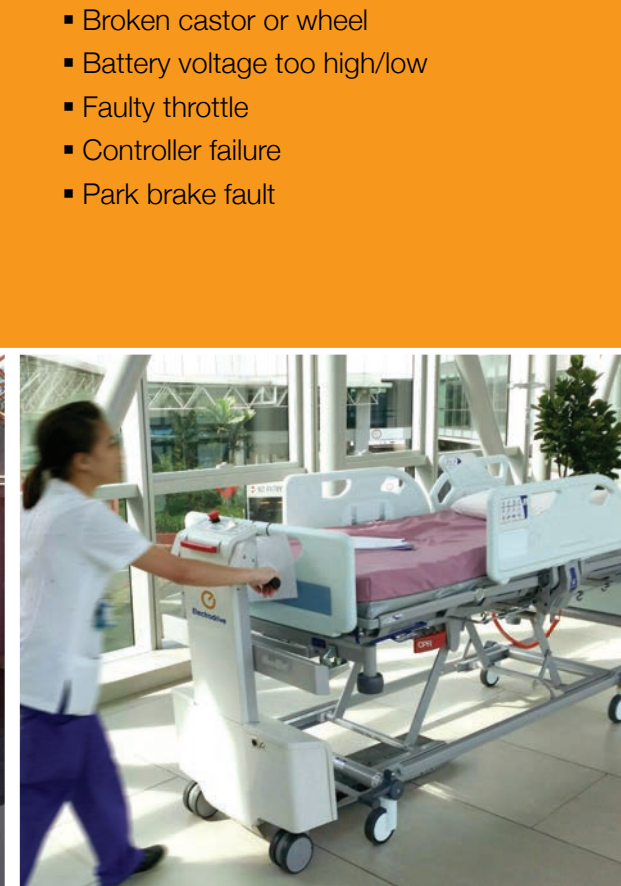


PREVENTATIVE MAINTENANCE PLANS

Keep your materials handling
equipment performing well.

Get **regular scheduled services**
to prevent costly downtime
caused by problems such as:

- Machine not starting
- Machine won't charge
- Dead battery
- Motor overheating
- Broken castor or wheel
- Battery voltage too high/low
- Faulty throttle
- Controller failure
- Park brake fault



Preventative maintenance plans

Our technicians are specially trained to diagnose and repair mobile equipment using original manufacture components. We keep an electronic record of each service and maintain a complete service history on your behalf. The service history will support the resale value of your asset. Our fixed price Preventative Maintenance Plans are designed to give you the cover you need and give you peace of mind, not surprises.

BRONZE SERVICE

Bronze service

All Electrodrive and Liftmaster machines come with a 'Bronze' service package. The service intervals are specified by us and our Field Service Technician will provide the due dates for the next service using a sticker on the instrument panel.

This package is 'pay as you go' and does not include the security of a Fixed Price service package. Upgrading your Bronze service will reduce service costs over the longer term and avoid downtime from a preventable breakdown.

- Six monthly call cycle
- Online booking service

SILVER SERVICE

Silver service

Silver is the minimum recommended level of service cover for one or more units in the field. It includes two scheduled services per year.

Basic spare parts included:

- Handgrips
- Levers
- Cables
- Springs

GOLD SERVICE

Gold service

Gold is the recommended level of service cover for one or more units in the field. It includes two scheduled services per year.

Major spare parts included:

- Gearbox
- Motor
- Chain (if applicable)
- Switches
- Electronics
- Wheels
- Castors

GOLD *+plus* SERVICE

Gold Plus service

Extend warranty period to three years (for machines less than 12 months old only).

Gold Plus is recommended for organisations that have a new unit that is still within its warranty period.

Preventative maintenance plans

A Fallshaw **'Preventive maintenance plan' (PMP)** is defined as follows:

1. The care and servicing by Fallshaw technicians for the purpose of maintaining equipment in satisfactory operating conditions at the customers' site.
2. Providing systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major equipment failure.
3. Maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring.

Terms and conditions

Using an unauthorised technician to do preventative maintenance or modifications on your equipment may void your warranty or *Preventative maintenance plan*. The following activities (including, but not limited to) are examples of unauthorised service and misuse that will void your *Preventative maintenance plan*:

Unauthorised maintenance

- The machine is rewired by an unauthorised service agent
- The motor controller is reprogrammed by an unauthorised service agent
- There are modifications done to the body or frame of the machine
- Use of non-specified parts (Electrodrive genuine parts)
- The machine is serviced by an unauthorised service agent

Misuse and damage

- Shunting loads at speeds in excess of 4.0 kph
- Overloading the unit either during towing or lifting
- Carrying people or other foreign objects
- Exposed to rain or other precipitation
- Using the emergency back-off system to change direction regularly
- Exposed to a corrosive environment
- Driven off road (eg. pot holes, gravel, etc)
- Driven on slopes with a steeper gradient than 1:12

Other

- Not being charged adequately
- Using E-stop as an ON/OFF button
- General wear items not covered under warranty
- Tyres
- Tubes
- Drive wheels
- Hand grips
- Motor brushes

Please note:

Repairs such as welding and fabrication (ie repairing cracked steel or weld) are not covered under a *Preventative Maintenance Plan*.

In the event that your machine needs welding or fabrication it must be sent back to one of our Fallshaw workshops for an assessment and quotation prior to commencing the work.

Welding and fabrication is charged at a normal hourly rate for factory labour.

Preventative maintenance plans

Spare parts

6 months	<ul style="list-style-type: none"> ▪ Batteries ▪ Charger 		
12 months	<table border="0"> <tr> <td> <ul style="list-style-type: none"> ▪ Gearbox ▪ Chains ▪ Electronics ▪ Wheels ▪ Handgrips ▪ Springs </td> <td> <ul style="list-style-type: none"> ▪ Motors ▪ Switches ▪ Cables ▪ Castors ▪ Levers ▪ Hitches </td> </tr> </table>	<ul style="list-style-type: none"> ▪ Gearbox ▪ Chains ▪ Electronics ▪ Wheels ▪ Handgrips ▪ Springs 	<ul style="list-style-type: none"> ▪ Motors ▪ Switches ▪ Cables ▪ Castors ▪ Levers ▪ Hitches
<ul style="list-style-type: none"> ▪ Gearbox ▪ Chains ▪ Electronics ▪ Wheels ▪ Handgrips ▪ Springs 	<ul style="list-style-type: none"> ▪ Motors ▪ Switches ▪ Cables ▪ Castors ▪ Levers ▪ Hitches 		

Equipment

12 months	<ul style="list-style-type: none"> ▪ Tugs (excludes battery & charger – 6 months) ▪ Bed movers (excludes battery & charger – 6 months) ▪ Bin lifters (excludes battery & charger – 6 months) ▪ Powered trolleys (excludes battery & charger – 6 months)
------------------	---

Warranty

Any part that fails within the warranty period will be replaced with an equivalent product, delivered to the customer's store free of charge and freight cost. This warranty excludes the effects of fair wear and tear, abuse, misuse, improper installation and inadequate maintenance. In unusual or severe applications not clearly similar to those noted in this document, the customer is invited to submit a written description of the application against which we will make a recommendation, and which will form a part of the acceptable use conditions of the recommended product. If our information is unclear, or if your application is not clearly covered by the examples given in the catalogue, please do not hesitate to contact us. Our business is to help people and we have technical information to share if we know your needs.

Contact

Servicing

Freecall: 1300 934 471
 service@fallshaw.com.au

Sales

Freecall: 1800 333 002
 sales@fallshaw.com.au