Masterlift

Congratulations on purchasing your new scissor lift. As you know, Masterlift offers a 24-month manufacturer's warranty on your machine; here are the terms and conditions you are required to comply with in order to maintain your warranty.

1. Your machine needs to be regularly serviced as per the Operation and Maintenance Manual that has been sent to you. If you do not have a copy, please contact us and we will send you an electronic copy immediately.
   Please familiarise yourself with the manual so you are fully aware of your service and safety obligations as the purchaser.

2. A copy of your completed service checklist must be uploaded to Basecamp as the service is completed, along with a photo of your hour meter, and any receipts for oil, hydraulic fluid etc to confirm the machine has been properly serviced at the correct time.
   Please note failure to do so will result in termination of your warranty.

3. Should a warranty issue arise, you will lodge a support ticket at www.aftersalescare.com.au/support
   To speed up the process, we ask you upload the following when you complete the form and submit the ticket:
   a. Photo of your VIN plate
   b. Photos of all 4 sides of the machine
   c. Photos of the issue
   Your warranty request will be attended to as soon as possible; our staff are located in NSW and work Monday – Friday 8-4pm.
   It is your responsibility to cease using the equipment as soon as an issue arises. Continued use may result in personal injury and further damage to the equipment. Noncompliance may result in damage not covered by warranty.

Note: Parts that fall under 'wear and tear' (such as wheel bearings, tyres etc) and are not covered by warranty can also be purchased via request at www.aftersalescare.com.au/support
Further examples of wear and tear items and full warranty terms and inclusions can be found at www.masterlift.com.au/warranty/

Please sign below and email to WarrantyActivation@aftersalescare.com.au to validate your warranty. Note that warranty is NOT active without returned signed copy. Once activated, 24-month warranty starts from delivery date regardless of the date you sign below.

Name: _____ Invoice Number: _____

Signed: _____ Date: _____

Masterlift