



# MTE Standard Warranty Policy for Hydraulic Systems & Components

## Monroe Truck Equipment Standard Warranty Coverage

- **All hydraulic systems and components** are warranted against failure due to defects in design, materials, and workmanship for one (1) year regardless of vehicle mileage.
- **Warranty coverage includes** parts and parts-installation labor where parts were installed by MTE. Where parts were purchased from but not installed by MTE, this warranty does not cover labor to replace warranted parts.

## Eligibility for Warranty Coverage

- This warranty applies only to hydraulics system components specified and installed by MTE or an authorized distributor.
- Warranty period commences from the in-service date for the original owner.
- The hydraulic system and components must be maintained and serviced according to the guidelines in the supplied owner's manual or the component manufacturer's instructions.

## Exclusions

- Hydraulic system, control system, or wiring modifications not approved by MTE may void the warranty.
- Any attempt to defeat controls interlocks or operate the system in a way not approved by MTE may void the warranty.
- Warranty does not apply to any system or component that has been transferred to another vehicle, altered, overloaded, abused, or misused.
- Failure of any components resulting from or related to collisions or accidents is not covered.
- Parts considered wear items and consumables, such as filters and fluids, are not covered by any part of this warranty.
- This warranty is not transferable.

## Warranty Repairs Performed by MTE or Authorized Agents

Warranty repairs shall be performed at an MTE facility or at an authorized distributor or dealer.

MTE may, at its discretion, pick up and return the vehicle to the owner's location or may request that the owner deliver the vehicle to the repair site.

## Warranty Repairs Performed by Non-MTE Entities

MTE may authorize a third party to perform warranty repairs. Any such decision will be based on type of repair, distance to the nearest approved MTE repair site, and urgency of the repair.

**MTE must grant authorization and permission before a non-MTE entity begins repair or replacement of components. Warranty claims for unauthorized and unsubstantiated work may be denied.**

## Peripheral, Incidental, and Consequential Damages and Claims

The MTE limited warranty does not apply to damage and failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or acts of Nature. Any modifications by the buyer or any third party, without the prior written consent of MTE, may void this warranty. Operating conditions, or applications not made known to or contemplated by MTE at the time of delivery to the buyer may also void this warranty. Damages resulting from any other abnormal operation will not be covered by this warranty.

Normal maintenance, wear, and consumable items are not covered under this warranty.

MTE will not reimburse for lost time, business, or business opportunity, or for any loss of use related to warranty claims. MTE will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. MTE will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim. MTE is not responsible for and will not reimburse for mileage, fuel, and wear incurred in the process of driving the vehicle to a repair site or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

***This limited warranty is the sole and exclusive remedy for defective hydraulics products manufactured and/or installed by MTE.***

***Monroe Truck Equipment, Inc. reserves the right to change this policy at any time without notification.***



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## How to Obtain Hydraulics Warranty Service from Monroe Truck Equipment

### To obtain approval for a warranty claim, contact:

Dan Christopher  
Technical Service, Monroe, WI  
800-241-2917, Extension 432  
Direct line: 608-329-8432  
Fax: 608-329-8362  
e-mail: [dchristopher@monroetruck.com](mailto:dchristopher@monroetruck.com)

### To obtain approval for a parts return, contact:

Steve Wells  
Hydraulics & Controls Sales Manager, Monroe, WI  
800-241-2917, Extension 176  
Direct line: 608-329-8176  
Fax: 608-329-8362  
e-mail: [swells@monroetruck.com](mailto:swells@monroetruck.com)

***Please let the Warranty representative know if your vehicle was sold with an extended or other non-standard warranty policy!***

### Requesting Authorization to Perform Warranty Work or Payment for Work Performed

1. Obtain the following information:
  - Sales or Job Order number for the original purchase, if available.
  - VIN of vehicle that equipment is mounted on.
  - Unit and/or component manufacturer, model, serial number.
  - Documented photographs for any physical damage.
  - Inspection notes by MTE personnel or a third party representing MTE if necessary.
2. Call the applicable MTE representative as indicated above.
3. Discuss the problem with the Warranty representative to determine coverage and repair method.
4. The representative will grant permission to perform repairs if approved.
5. The representative will issue a Returned Goods Authorization (RGA) number.
6. Defective parts must be returned freight prepaid to MTE within ten days.
7. If the affected component was purchased from a non-MTE supplier, please allow extra time for MTE to contact and work with the supplier.

Credit will be issued upon inspection of the returned parts. If parts are deemed in condition not appropriate for re-sell, we will contact you. For a warranty return the customer will be charged for the new parts being shipped. A credit will be issued when the defective parts or correct parts are returned and inspected. Credit notification will be given within 30 days after receipt of the parts.

### All returns are to be sent to:

Monroe Truck Equipment, Inc.  
1051 W. 7<sup>th</sup> Street  
Monroe, WI 53511  
**Attention:** Tom Neff, Hydraulics Warehouse

***Monroe Truck Equipment reserves the right to deny any warranty if the procedures detailed above are not followed. Proper documentation, including photos, must be provided in order for MTE to validate and approve any claim submitted after repairs are done.***

**Policy revision/effective date: 02/21/14**