



Warranty On Cranes and Hoists

Ace World Companies hereafter referred to as the Company, guarantees all items manufactured by it against any defects of material and/or workmanship for a period of two years from the date of shipment. The Company makes NO OTHER WARRANTY, EXPRESSED OR IMPLIED, AS TO THE MERCHANTABILITY OR FITNESS OF THE ITEMS FOR THEIR INTENDED USE OR AS TO THEIR PERFORMANCE. Any statement, description or specification in the Company's literature is for the sole purpose of identification of items sold by the Company and imparts no guarantee, warranty or undertaking by the Company of any kind. Components and accessories not manufactured by Ace World Companies are not included in this warranty and are warranted by their respective manufacturers. The Company's warranty policy is effective upon shipment providing:

- 1) The purchaser notifies Ace World Companies in writing of the defect immediately after it becomes known to the purchaser and requests warranty authorization, and
- 2) The purchaser and/or third parties perform no alterations, repairs, or services without written approval from Ace World Companies.

Ace World Companies obligations under this limited warranty will be limited to the repair or replacement, at the Company's option, FOB the Ace World Companies factory. The Company shall, in no event, be liable to the user/purchaser under this limited warranty, or otherwise, for claims, expenditures or losses arising from operational delays, work stoppages, or damages to property or people caused by defective products. This includes consequential or indirect damage of any nature whatsoever.

The limited warranty covers parts and labor (1) one year from the installation date or (18) eighteen months from the ship date, whichever date expires first, and parts only for the remaining (12) months on items manufactured by Ace World Companies. The labor rate paid by the Company upon approval, and following the warranty guidelines is (\$55) fifty-five dollars per hour, including travel time. All travel mileage reimbursed by the Company is at (\$0.38) thirty-eight cents per mile, to and from the work site. The Company does not pay for overtime labor or for lift rentals for any reason under this limited warranty.

10200 Jacksboro Hwy
Ft. Worth, Texas 76135
Phone 817.237.7700
Fax 817.237.2777

Visit our WEBSITE: www.aceworldcompanies.com

The following components are covered under the limited warranty:

Hoist/Trolley

- Frames
- Hoist Reducers
- Trolley wheel assemblies
- Top sheave assemblies
- Hoist floating shafts
- Motor Couplings
- Trolley line shaft couplings
- Trolley line shafts
- Pillow blocks
- Load block assemblies
- Drums

LEVEL WIND UNITS EXCLUDED FROM THIS WARRANTY

To submit a warranty claim, call Ace World Companies at (817) 237-7700 and ask for the warranty department. Always have the Ace serial number, a description of the problem, and a purchase order ready when calling to submit a claim. A purchase order is necessary to have any parts shipped and upon review of the returned parts by Ace World Companies the purchase order will be closed if the warranty claim is accepted. Any parts not manufactured by Ace World Companies will be returned to the respective manufacture of the component and will be subject to their service fees if found not to be a warranty issue or if the component is still found to be in working order.

ACE WARRANTY AND RETURNS AUTHORIZATION POLICY

All items returned to Ace World Companies must have an Ace RGA number visible on packaging and paper work.
ITEMS RETURNED WITHOUT APPROVAL WILL BE REFUSED AND RETURNED FREIGHT COLLECT.

Returned goods or defective material must be packaged adequately to enable evaluation of goods by Ace World Companies Quality Control department or Ace suppliers.

ITEMS RETURNED WITHOUT ADEQUATE PACKAGING WILL BE REFUSED AND RETURNED FREIGHT COLLECT.

Returned goods must be in original designed state (as manufactured)
ITEMS ALTERED IN ANY WAY WILL BE DENIED CREDIT.

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