



Please contact us to receive a warranty claim form and issue number. Claim forms must be completed in order to receive warranty credit. All parts will be returned with the Big Lift UPS Account number, inbound freight will not be honored on claims. Please return defective parts along with the completed claim form to:

*** All claims/parts must be returned to the following address ***

Big Lift LLC
E10786 Commercial Ave.
Wisconsin Dells, WI 53965

New Unit Warranty:

- 90 Days - Labor
- 6 Months - Parts
- 1 Year - Frame & Transmission (gears or if the frame cracks)
- 1 Year (pro-rata) - Poly-cased batteries
- 5 Years - Steel-cased industrial batteries as indicated by manufacturer
- 1 Year - Separate industrial chargers as indicated by manufacturer

EXCEPTION: Big Joe Model PT 55 Hand pallet jack:

- 6 months on frame & pump
- 90 days on wheels, axles, bearing & bushings

Replacement Part Warranty:

- Parts that are replaced within 90 days of previous install
- Batteries are covered 6 months

All parts are to be returned to our factory in Wisconsin Dells, WI accompanied by a Big Lift Warranty Claim form to be considered for credit. Labor to be reimbursed at 75% of published labor rate. There is a maximum one hour travel reimbursement. Parts are to be reimbursed at dealer net. Warranty claims that are submitted beyond 30 days after service work is performed will be subject to denial. Please submit proof of current and previous part invoices, documentation of service work and unit's current hour meter reading and serial number.

ALL parts are to be returned to our factory in Wisconsin Dells, WI. Please include a copy of your Big Joe Warranty Claim form as a packing slip. EXCEPTION: Batteries - we may ask that they are properly recycled.