



PMP2024V1

Preventative Maintenance Plans & Technical Service Fees

Keep your materials handling
equipment performing well.

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 (PMPs) are
designed to give you the cover you need and
give you peace of mind without surprises.



Preventative Maintenance Plans and fees

Electrodrive and Liftmaster equipment is supported with spare parts and service for a minimum period of 10 years from date of purchase.

After 10 years, spare parts provisioning and maintenance may not be supported if the costs of sourcing obsolete parts, or the amount of wear and tear is prohibitive.

If equipment is past its practicable life, then we'll offer trade-ins to upgrade equipment as part of our commitment to environmental sustainability and to reward loyal customers.

Each Preventative Maintenance Plan option provides you with two service calls per year. Any extra work is an additional cost.

Servicing in rural and regional areas and outside Australia can be quoted upon request.



Preventative Maintenance Plan prices

PLAN OPTIONS	ZONE	PRICE (EX. GST)	ORDER CODE
SILVER UNITS UP TO 5 YEARS*	1: All capital cities.	\$ 990 per annum ¹	PMSILVER<5YRZ1
	2: Outer suburbs.	\$ 1,080 per annum ¹	PMSILVER<5YRZ2
GOLD UNITS UP TO 5 YEARS*	1: All capital cities.	\$ 1,690 per annum ¹	PMGOLD<5YRZ1
	2: Outer suburbs.	\$ 1,780 per annum ¹	PMGOLD<5YRZ2
SILVER UNITS 5 TO 10 YEARS*	1: All capital cities.	\$ 1,490 per annum ¹	PMSILVER510YRZ1
	2: Outer suburbs.	\$ 1,580 per annum ¹	PMSILVER5-10YRZ2
GOLD UNITS 5 TO 10 YEARS*	1: All capital cities.	\$ 3,380 per annum ¹	PMGOLD5-10YRZ1
	2: Outer suburbs.	\$ 3,470 per annum ¹	PMGOLD5-10YRZ2

* Preventative Maintenance Plans vary in cost for units less than 5 years of age, versus 5-10 years of age (from the date of the original invoice). Please note that the heavy-duty tugs (4T, 5T and 10T) are excluded from any preventative maintenance in the field that requires specialist lifting equipment to gain access to the underbelly of the unit (unless the customer is able to supply that equipment in a safe working environment and in compliance with our safety procedures).

Customers can either return the unit to any Fallshaw workshop (in VIC/NSW or QLD) to have preventative maintenance activities safely undertaken using specialist lifting equipment; or, have all other preventative maintenance activities performed in the field, and, in the event of any subsequent breakdown (within the contracted PMP term) associated with components in the underbelly, return the unit to a Fallshaw location (at Fallshaw's cost) to have the unit made good.

¹ Subject to change on price list revisions.

Service call out charges

ZONE	DESCRIPTION	PRICE (EX. GST)	ORDER CODE
1	All capital cities	\$ 180	CALL OUT Zone 1
2	Outer suburbs	\$ 225	CALL OUT Zone 2

Service labour charges

DESCRIPTION	PRICE (EX. GST)	ORDER CODE
Service labour standard rate (for adhoc work outside of a Preventative Maintenance Contract).	\$ 155	LABOUR STANDARD
Service labour 20% discounted (for adhoc work outside the two included service calls when covered by a Preventative Maintenance Contract).	\$ 124	LABOUR PMP

Inclusions

Our technicians are specially trained to maintain, diagnose, repair and service 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 (PMPs) are designed to give you the cover you need and give you peace of mind without surprises.

INCLUSIONS		SILVER EXTENDED WARRANTY <small>(while PMP is in place)</small>	GOLD EXTENDED WARRANTY <small>(while PMP is in place)</small>	STANDARD WARRANTY <small>(with or without PMP in place)</small>
SERVICE	Labour charge	✓	✓	1 year
	Call out fee	✓	✓	
	Travel charge	✓	✓	
BASIC SPARE PARTS	Handgrip	✓	✓	1 year
	Lever	✓	✓	
	Cable	✓	✓	
	Spring	✓	✓	
	Emergency reverse / safety button	✓	✓	
	Castor / castor wheel	✓	✓	
	Fuse	✓	✓	
	Chain	✓	✓	
	Wiring looms	✓	✓	
	Potentiometer	✓	✓	
	Throttle	✓	✓	
	Horn buzzer	✓	✓	
	Fuel gauge	✓	✓	
	Charger socket / plug	✓	✓	
Door latch	✓	✓		
MAJOR SPARE PARTS	Polyurethane drive wheel	✗	✓	1 year
	Tyre and tube (pneumatic wheel)	✗	✓	
	Sprocket	✗	✓	
	Locking pin	✗	✓	
	Bearings / bush	✗	✓	
	Actuators	✗	✓	
	Transaxle	✗	✓	
	Hub motor	✗	✓	
	Motor	✗	✓	
	PCB membrane key pad	✗	✓	
	Hour meter / indicator	✗	✓	
	Gearbox	✗	✓	
	Tiller handle—complete assembly	✗	✓	
	Controller	✗	✓	
	Forklift drive wheel	✗	✓	
	Hydraulic cylinder	✗	✓	
	Cam bar	✗	✓	
Guide rail	✗	✓		
Door	✗	✓		
Cage	✗	✓		
Covers	✗	✓		
INCLUDED IN PMP only during standard warranty period	Lithium Ion batteries			3 years
	Gel cell batteries			1 year
	Chargers			
	Foam filled pneumatics			
	Plug—3 pin charger			
	Key switch and key			
	Battery leads			
	Loom—charger with socket			
	Any other parts not stated			
	Repairs that require welding and/or fabrication must be sent back to one of our Fallshaw workshops (VIC, NSW or QLD) for an assessment & quotation prior to commencing the work.			

Warranty

Our products are warranted against defects in materials or workmanship for the stated periods. The warranty covers supplying and fitting the replacement part/s and making good the unit subject to the unit being in a capital city. This includes the outer suburbs of capital cities, within zones 1 and 2 on the Freight calculator on Fallshaw.com.au. Any travel beyond zone 2 is chargeable at the published rates. Alternatively, units can be returned to a Fallshaw Group branch (per the web site above). Replacement parts are sent to customers at Fallshaw Group's expense.

Welding and fabrication are not covered under Preventative Maintenance Plans beyond the 1 year warranty period. If your machine needs welding or fabrication it must be sent back to a Fallshaw branch for an assessment and quotation prior to commencing the work.

This warranty excludes the effects of fair wear and tear, abuse, misuse, improper installation and inadequate maintenance. The Operating Manual supplied with the unit (and available on the web site) specifies the Conditions of Use, installation and maintenance for our products. Failure to comply with the Conditions of Use may void your original warranty and the extended warranty applicable to Preventative Maintenance Plans.

Customers should choose, use and maintain our product according to our recommendations, or they may become unsafe, or product life could be compromised, and our liability may be voided. In unusual or severe applications not clearly similar to those on the website or in the catalogue, 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 catalogue is unclear, or if your application is not clearly covered by the examples given in the catalogue, we ask you to contact our staff for advice. We want to help, and we have the technical information to share if we know your needs.

Terms and conditions of use of 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.

Using an unauthorised technician to do preventative maintenance or modifications on your equipment may void your Warranty and Preventative Maintenance Plan.

Examples of unauthorised service and misuse include, but are not limited to, the following activities:

- 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.



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