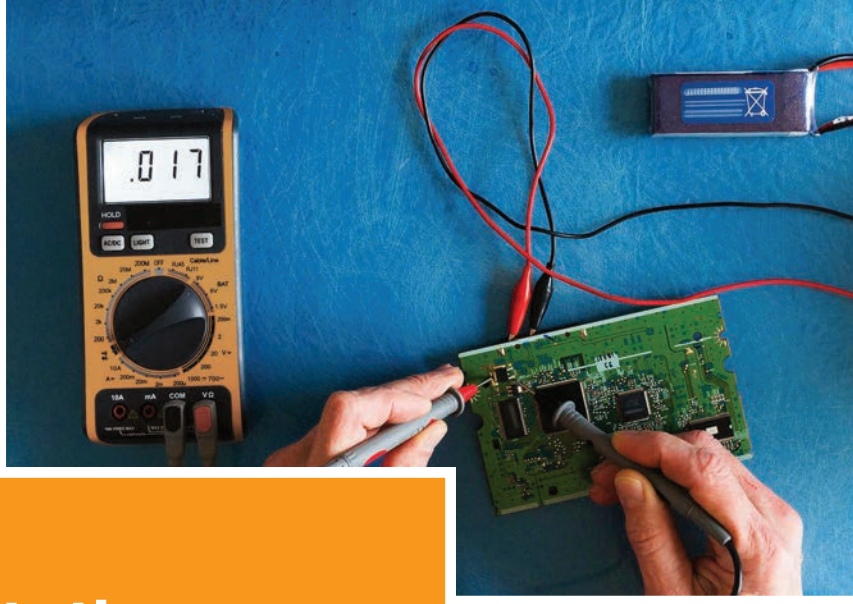
SERVICED EQUIPMENT



PMP2026V3

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 OLD*	1: All capital cities.	$ 995 per annum[1]	PMSILVER<5YRZ1
	2: Outer suburbs.	$ 1,085 per annum[1]	PMSILVER<5YRZ2
GOLD UNITS UP TO 5 YEARS OLD*	1: All capital cities.	$ 1,695 per annum[1]	PMGOLD<5YRZ1
	2: Outer suburbs.	$ 1,785 per annum[1]	PMGOLD<5YRZ2
SILVER UNITS 5 TO 10 YEARS OLD*	1: All capital cities.	$ 1,495 per annum[1]	PMSILVER510YRZ1
	2: Outer suburbs.	$ 1,585 per annum[1]	PMSILVER5-10YRZ2
GOLD UNITS 5 TO 10 YEARS OLD*	1: All capital cities.	$ 3,385 per annum[1]	PMGOLD5-10YRZ1
	2: Outer suburbs.	$ 3,475 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. Units must be returned for motor servicing and chain adjustments.

[1] Subject to change on price list revisions.

Service call out charges

ZONE	DESCRIPTION	PRICE (EX. GST)	ORDER CODE
1	All capital cities	$ 185	CALLOUTZONE1
2	Outer suburbs	$ 230	CALLOUTZONE2

Service labour charges

DESCRIPTION	PRICE (EX. GST)	ORDER CODE
Service labour standard rate (for adhoc work outside of a Preventative Maintenance Contract).	$ 165	LABOURSTANDARD
Service labour 20% discounted (for adhoc work outside the two included service calls when covered by a Preventative Maintenance Contract).	$ 132	LABOURPMP

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	GOLD EXTENDED WARRANTY	STANDARD WARRANTY (Electrodrive)	STANDARD WARRANTY (Liftmaster)
		While PMP is in place.		*With or without PMP in place.*	
SERVICE	Labour charge	✔	✔	**1 year**	**3 years**
	Call out fee	✔	✔		
	Travel charge	✔	✔		
BASIC SPARE PARTS	Bin hooks / catches	✔	✔	**1 year**	**3 years**
	Castor wheel	✔	✔		
	Charger socket / plug	✔	✔		
	Emergency reverse / safety button	✔	✔		
	Fuse / circuit breaker	✔	✔		
	Handgrip / hand knobs	✔	✔		
	Horn buzzer	✔	✔		
	Potentiometer	✔	✔		
	Spring	✔	✔		
	Throttle / lever	✔	✔		
	Tyre and tube (pneumatic wheel)	✔	✔		
	Wiring looms / cable	✔	✔		
MAJOR SPARE PARTS	Cage / covers	✘	✔	**1 year**	**3 years**
	Cam bar / guide rail	✘	✔		
	Controller	✘	✔		
	Door latch / limit switch	✘	✔		
	Hand pump	✘	✔		
	Hour meter / fuel gauge	✘	✔		
	Hydraulic cylinder / gas struts / actuators	✘	✔		
	Motor / gearbox / transaxle	✘	✔		
	PCB membrane keypad	✘	✔		
	Pendant control	✘	✔		
	Polyurethane drive wheel / bearing set	✘	✔		
	Sprocket / lock pin	✘	✔		
	Tiller handle—complete assembly	✘	✔		
	Winch and handle	✘	✔		
	Wire ropes / steel cable / chain	✘	✔		
	Gel cell batteries	✔ *	✔ *	**1 year**	**1 year**
	Lithium Ion batteries	✔ *	✔ *	**3 years**	**3 years**
INCLUDED IN PMP Only during standard warranty period.	Battery leads			**1 year**	**3 years**
	Chargers				
	Foam filled pneumatics				
	Key switch and key				
	Loom—charger with socket				
	Plug—3 pin charger				
	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 and quotation prior to commencing the work.				

** Lithium Ion batteries are covered by warranty for 3 years and included in the silver and gold PMPs only for up to 3 years from date of sale. Gel cell batteries are covered by warranty for 1 year and are included in the silver and gold PMPs only for up to 1 year from date of sale.*

Warranty

Replacement parts will be sent to customers at Fallshaw Group's expense. The warranty includes fitting replacement parts and making the unit good if the unit is located in a capital city (zones 1 and 2 on the Fallshaw.com.au freight calculator) or returned to a Fallshaw Group location in VIC, NSW, or QLD. Travel beyond zone 2 will incur charges at published rates.

Repairs like welding and fabrication are not covered under Preventative Maintenance Plans. If welding is needed, the machine must be sent to a Fallshaw workshop for assessment and quotation.

Heavy-duty tugs (4T, 5T, and 10T) are excluded from field preventative maintenance that requires specialist lifting equipment. Customers can return the unit to a Fallshaw workshop or have other preventative maintenance performed in the field. Any subsequent breakdowns related to underbelly components during the contracted PMP term must be returned to a Fallshaw location for repairs at Fallshaw's expense. Units must be returned for motor servicing and chain adjustments.

Terms and conditions of use of Preventative Maintenance Plans

The websites, catalogue, and operating manuals outline the Conditions of Use, installation, and maintenance for our products. Non-compliance with these Conditions of Use may invalidate your warranty (including the Preventative Maintenance Plan extended warranty where applicable).

This warranty does not cover the effects of fair wear & tear, abuse, misuse, improper installation or inadequate maintenance.

Customers should select, operate, and maintain our products according to our recommendations, as failure to do so may result in safety issues or reduced product lifespan, which could void our liability. For unusual or severe applications not clearly similar to those described on the website or in the catalogue, customers are encouraged to provide a written description of the application. We will then offer a recommendation, which will become part of the acceptable use conditions for the recommended product.

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.