



GO THE DISTANCE.

TRUCK MASTER[®] LIFTGATES



TL Series

TG Series Double Cylinder



TG Series Single Cylinder



DH Series



**WARRANTY
POLICY AND PROCEDURES
DEALER COPY**



GO THE DISTANCE.

TRUCK MASTER®

TABLE OF CONTENTS

Warranty Overview	1
Holland Truck Master Return Authorization	2
Holland Truck Master Liftgate 3-Year Warranty	3
Holland Truck Master Contacts	4
Determination of Warranty	5
Holland Truck Master Liftgates Labor Schedule	6
Customer Service Request Form	7
Holland Truck Master Liftgates Parts Return Form	8



GO THE DISTANCE.

TRUCK MASTER®

WARRANTY OVERVIEW

www.thehollandgroupinc.com

1-800-503-9847

This information outlines the warranty policy and procedures for returning Holland TruckMaster products for warranty consideration.

Holland Truck Master Return Authorization

Authorization from Holland Truck Master must be obtained prior to any repair or return of any part for warranty consideration. **All claims for Warranty must be received within 30 days of the repair date or Warranty is denied.** To obtain authorization, fax the completed "Customer Service Request Form" (page 7), or contact one of the Holland representatives listed (page 4) and you will be provided with a return authorization number.

Note: Attachment "A" (page 5) lists the guidelines that Holland uses to determine if a returned part is covered under warranty.

Holland "Customer Service Request Forms"

1. Please either complete a Holland TruckMaster "Customer Service Request Form" (page 7) or forward a copy of your repair order when returning parts for warranty. When submitting a claim, it is very important that the Vehicle Identification Number, the application, the date in service, liftgate serial number and model and/or part number be recorded. If this information is not received, the warranty claim will be denied.
2. Please mark the Return Authorization Number of the "LiftGate Parts Return Form", (page 8) and on the part being returned.

Parts Return

All replaced parts must be returned to Holland for inspection. The examination and analysis of product failures provides valuable information and allows us to make product improvements.

Freight Charges

All parts being returned for warranty consideration are to be shipped freight prepaid. If the claim is accepted, Holland will reimburse the freight upon receipt of a copy of the freight bill.

Preferred Carrier

1. For shipments more than 100 lbs., please use a common carrier that services both your area and Norwich, Ontario.
1. For shipments less than 100 lbs., please use a courier company that services both your area and Norwich, Ontario.



GO THE DISTANCE.

TRUCK MASTER® RETURN AUTHORIZATION

www.thehollandgroupinc.com
1-800-503-9847

Ship To Address:

Please return the replaced parts to:

**Holland Equipment Limited
20 Phoebe Street / PO Box 339
Norwich, Ontario
NOJ 1P0
Attention" Warranty Department**

Accepted Claims

Holland can either issue a credit to your account, or we can send replacement parts depending on your preference.

Parts Holland will credit the parts at your acquisition cost not to exceed our list price or ship replacement parts at no charge on a prepaid delivery.

Labor Holland will provide a labor allowance based on Holland's time allowance (see Labor Schedule on page 6).

Freight Holland will refund the freight charges incurred to return the parts to Holland for our inspection, once a copy of the freight bill is received by Holland. Ensure that the Return Authorization Number is marked on the freight bill.

Denied Claims

If a claim is denied, Holland will send a written report to the submitting representative of your company explaining why the claim has not being accepted.

Denied warranty claim material is the property of your company. Holland will hold the material for thirty (30) days pending your instructions. If you request the return of the material, Holland will ship it, freight collect.



TRUCK MASTER® LIFTGATE 3-YEAR WARRANTY (North America)

Holland's Commitment

Holland warrants the commercial product known as the Truck Master® liftgate, when properly installed on your vehicle, to be free from defects in material and workmanship under normal use and service for a period of three (3) years from the date of manufacture.

Materials and Workmanship

In any Truck Master® Liftgate component is determined to have a defect in material or workmanship, Holland will cover the cost to repair or replace the product or part. Holland will provide a reasonable labour allowance for removal, and repair or replacement, and will provide you with parts or reimburse you for parts at your acquisition cost, provided that this does not exceed the suggested list price.

Your Responsibilities

You are responsible for proper installation, operation and maintenance as specified in our applicable publications on Truck Master® Liftgates and for using the product in recommended applications and capacities. You are required to make the product or part claimed to be covered by this warranty available to us and/or returned to us for review and evaluation.

Exclusions and Limitations

This warranty does not cover any Truck Master® Liftgate or component that fails, malfunctions or is damaged as a result of accident, abuse, or improper use.

THIS WARRANTY IS OUR SOLE WARRANTY IN REGARD TO COVERED TRUCK MASTER® LIFTGATES. WE MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL WE BE RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND.





GO THE DISTANCE.

TRUCK MASTER® CONTACTS

www.thehollandgroupinc.com
1-800-503-9847



Chuck Jeary

Sales and Service Representative
HOLLAND USA
1950 Industrial Blvd.
Muskegon, MI 49442
Tel: (231) 777-4405
Fax: (231) 767-8842
e-mail: chuck.jeary@hollandusa.com



Darrell McIntyre

Technical Service Representative
HOLLAND EQUIPMENT LIMITED
20 Phoebe Street, P.O. Box 339
Norwich, Ontario NOJ 1P0
Tel: (519) 863-3414
Fax: (519) 863-2398
e-mail: darrell.mcintyre@hollandcanada.com



Brent Jones

Sales and Service Representative
HOLLAND EQUIPMENT LIMITED
20 Phoebe Street, P.O. Box 339
Norwich, Ontario NOJ 1P0
Tel: (519) 883-2398
Fax: (519) 863-2398
e-mail: brent.jones@hollandcanada.com



Harvey Middar

Technical Service Representative
HOLLAND HITCH OF CANADA
17909 Roan Place
Surrey, BC V3S 5K1
Tel: (604) 574-7491
Fax: (604) 574-0244
e-mail: harvey.middar@hollandcanada.com



Wanda Donmoyer

Inside Sales Representative
HOLLAND EQUIPMENT LIMITED
20 Phoebe Street, P.O. Box 339
Norwich, Ontario NOJ 1P0
Tel: (519) 863-3414
Fax: (519) 863-2398
e-mail: wanda.donmoyer@hollandcanada.com



GO THE DISTANCE.

TRUCK MASTER®

DETERMINATION OF WARRANTY

www.thehollandgroupinc.com
1-800-503-9847

Attachment "A"

Determination of Liftgate Warrantable Parts

The Holland product is covered by warranty if the answers to all the following questions are the same as indicated:

- 1. Is the product within the warranty period? YES
2. Is the product properly installed as per Holland recommendations YES
3. Has the product been properly maintained as per Holland recommendations YES
4. Does the product application conform to Holland recommendations as outlined in Holland literature YES
5. Was the failure due to product modification from it's manufactured condition
Intentional modification NO
An accident NO
Corrosion NO
Misuse NO
Lack of lubrication NO
Contamination of hydraulic fluids NO
6. Is the product failure due to circumstances separate from the product (ie: failure of trailer rear frame) NO
7. Due to faulty installation NO

Note: Should a part be replaced under warranty, the component assume the balance of the warranty and is not replaceable should it fail outside of the original warranty period.

Holland Truck Master Genuine Part Warranty

Warranty: 1-year from date of purchase.
Part replacement only.

Holland will warranty all genuine Holland Truck Master replacement parts upon receipt and inspection of parts and original invoice.



GO THE DISTANCE.

TRUCK MASTER®

LIFTGATES LABOR SCHEDULE

www.thehollandgroupinc.com
1-800-503-9847

TG Series

Table listing labor hours for TG Series components: R & R Hydraulic Cylinder (-0.75 hour), R & R Hydraulic Pump (-1.00 hour), R & R Start Solenoid (-0.25 hour), R & R Hydraulic Hose (-0.50 hour), R & R Torsion Spring (-0.50 hour), R & R Valve Coil (-0.25 hour), R & R Valve Cartridge (-0.25 hour), R & R 12-Volt Motor (-1.00 hour), R & R Shackle (-0.50 hour), R & R Parallel Arm (-0.75 hour), R & R Pins (-0.25 hour), R & R Flipover (-0.25 hour), R & R Platform (-1.00 hour), R & R Lift Frame (-1.50 hour), Troubleshooting Hydraulics (-0.25 hour), Troubleshooting Electrical (-0.25 hour)

TL Series

Table listing labor hours for TL Series components: R & R Hydraulic Cylinder (-0.75 hour), R & R Hydraulic Pump (-1.00 hour), R & R Start Solenoid (-0.25 hour), R & R Hydraulic Hose (-0.50 hour), R & R Torsion Spring (-0.50 hour), R & R Valve Coil (-0.25 hour), R & R Valve Cartridge (-0.25 hour), R & R 12-Volt Motor (-1.00 hour), R & R Shackle (-0.50 hour), R & R Parallel Arm (-0.75 hour), R & R Pins (-0.25 hour), R & R Flipover (-0.25 hour), R & R Platform (-1.00 hour), R & R Lift Frame (-1.50 hour), Troubleshooting Hydraulics (-0.25 hour), Troubleshooting Electrical (-0.25 hour)

DH Series

Table listing labor hours for DH Series components: R & R Hydraulic Lift Cylinder (-1.25 hour), R & R Hydraulic Pump (-1.25 hour), R & R Start Solenoid (-0.25 hour), R & R Hydraulic Hose (-0.50 hour), R & R Open/Close Cylinder (-0.75 hour), R & R Valve Coil (-0.25 hour), R & R Valve Cartridge (-0.25 hour), R & R 12-Volt Motor (-1.00 hour), R & R Wiring Harness (-0.75 hour), R & R Dual Toggle (-0.25 hour), R & R Column Toggle (-0.25 hour), R & R Hose Bundle in Column (-1.00 hour), R & R Pins (-0.25 hour), R & R Chain Stanchion (-0.25 hour), R & R Ramp (-0.25 hour), R & R Platform, Outer (-1.00 hour), R & R Platform, Inner (-1.25 hour), Troubleshooting Hydraulics (-0.75 hour), Troubleshooting Electrical (-0.75 hour)



GO THE DISTANCE.

HOLLAND EQUIPMENT LIMITED
20 Phoebe Street, Norwich, Ont. NOJ 1P0
Tel: (519) 863-3414
Fax: (519) 863-2398
1-800-457-8310

TRUCK MASTER

CUSTOMER SERVICE REQUEST FORM

- Warranty
Product Return
Quality
Request/Customer Suggestion

CSR #:
Authorization Number:

Customer Information

Company Name
Customer Contact
Address
City
State/Province
Postal/Zip Code
Country
Phone Number
Fax Number
E-mail Address

Dealer Information

Selling Dealer
Selling Dealer Contact
Address
City
State/Province
Postal/Zip Code
Country
Phone Number
Fax Number
E-mail Address

Liftgate Details

Model Number
Serial Number
Into Service Date
Purchased From
New Unit Used Unit

Vehicle Information

Year
Make
Model
V.I.N.
Mileage
Primary Use
Gate Cycle Freq.

Additional Comments

Request/Failure Information

(describe the request/failure and any relevant information)

Correction Action/Repair

(describe the action taken and/or requested to resolve issue)

CSR Submitted By Date Created



GO THE DISTANCE.

TRUCK MASTER®

LIFTGATE PARTS RETURN FORM

www.thehollandgroupinc.com

1-800-503-9847

Fax: (519) 863-2398

Return Authorization Number _____

Customer _____ Phone _____
_____ Fax _____
_____ Contact _____
_____ End User _____

Liftgate Model _____ Trailer/Body Manufacturer _____

Vehicle Identification Number _____ Liftgate Serial Number _____

Mileage _____ GVW _____ Date in Service _____

Date of Failure _____ Reference No. _____

Indicate if you wish to be reimbursed with credit _____ or with parts _____

Part Number _____ Quantity _____

Comments _____

Part Number _____ Quantity _____

Comments _____

Please fill out the appropriate information and fax this document to the above number. The document will be returned to you with a Return Authorization Number. Please attach the return authorization number to the returned parts(s) and send them to Holland. If you wish to be repaid for incurred labor according to the related warranty statement, please include an invoice or work order. A response will be mailed to you with the results of our findings and our disposition. (The VIN, date in service and liftgate serial number must be completed in order to process your claim.)



From rebuilding your fifth wheel to servicing your suspension, Holland's Genuine Parts are the same quality components designed, tested and built for the original assembly. Holland Genuine Parts provide the performance, durability and reliability you have come to expect from your Holland product. Will-fits, look-alikes and counterfeit parts will only limit performance potential and possibly void Holland's warranty. Always be sure to spec Holland Genuine Parts when servicing your Holland product.

Never Compromise! Demand Holland Genuine Parts.



HOLLAND USA, INC.

1950 Industrial Blvd. P.O. Box 425
Muskegon, MI 49443-0425
Phone 888-396-6501 Fax 800-356-3929

HOLLAND HITCH OF CANADA, LTD.

Woodstock, Ontario, Canada
Phone 519-537-3494 Fax 800-565-7753
Surrey, British Columbia, Canada
Phone 604-574-7491 Fax 604-574-0244

HOLLAND INTERNATIONAL, INC.

Holland, MI 49423
Phone 616-396-6501 Fax 616-396-1511

Copyright © April 2006 • The Holland Group, Inc.



GO THE DISTANCE.

www.thehollandgroupinc.com