



MAXON – New “No-Charge Parts for Warranty” Process

Dear MAXON Service Partner –

We have established a new option for warranty repairs that entails parts at no charge. To take advantage of this new process, you will need to follow these steps:

1. Call your Maxon Customer Service Representative at 1-800-227-4116. Let them know that you are calling regarding a warranty repair and are requesting no-charge parts. Be prepared to provide the following:

- Maxon account number
- Maxon gate serial number(s)
- Your contact email & phone number
- List of part numbers for your warranty claim

The Maxon Customer Service Representative will place your order depending on parts availability.

2. Once your “No-Charge” parts order is created, you will receive an email with the specifics for your warranty repair. Make sure to **SAVE** a copy of this email as it will reference your **CLAIM** number. This claim number needs to be on hand when you submit the final (labor) claim.



No-Charge Parts for Warranty



Feel free to reach out to us if you have any questions at 1-800-227-4116 or contact your [District Sales Manager directly](#). For more information on any of our products, visit us at www.maxonlift.com



MAXON Lift Corp.
800.227.4116 FAX 888.771.7713
www.maxonlift.com