



SALES BULLETIN

TOPIC: August 1st 2023 SwapLoader Limited Warranty Statement

TO: ALL SWAPLOADER DISTRIBUTORS

SwapLoader (SWL) is pleased to announce the release of our newly enhanced Limited Warranty Statement.

SWL's enhancements to our Limited Warranty Statement assert our commitment to our distributors and customers by offering the highest quality hook lift products, backed by an industry-leading warranty.

SWL is continuously working to advance in the hook lift products we manufacture, as well as continue to develop additional hook lift options / accessories that improve and expand our overall product offering. Clearly identifying our warranty, specifically vendor supplied products, will allow SWL to expand our product offerings, leading to more of a "one stop shop" philosophy and enhanced installation processes.

Key items to note with the new Limited Warranty Statement:

- Newly enhanced 5-Year structural warranty on SWL manufactured hoists / parts.
- New easy-to-read table format identifying whole goods, service parts and vendor supplied product warranty.
- Clarification of SWL warranty coverage on vendor supplied components.
- Defines SWL warranty process (pg. 2) in a more streamlined manner.
- The new SWL Limited Warranty will become effective on all SWL product shipped on or after August 1, 2023. Product shipped prior to Aug 1, 2023, will maintain previous Sept 2009 Limited Warranty.
- All supportive documentation, for example, parts and operation manuals and governmental bid specs are currently being updated in our system.

This correspondence will serve as your official notification. Included is a copy of the new Limited Warranty Statement for your files. Please ensure that all personnel involved with the SWL product line are informed of the changes.

Please contact your SWL Regional Sales Manager or visit the SwapLoader website at www.swaploader.com for further information.

Regards,

Matt White
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SwapLoader U.S.A. Ltd