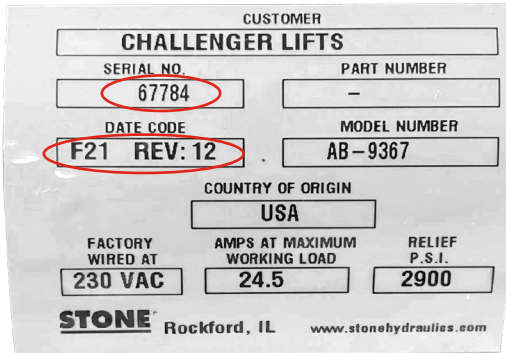


Power Units

- SPX power units: The date code from motor along with Serial Number on the lift are required.
- Bucher power units: The date code from the manifold along with Serial Number on the lift are required.



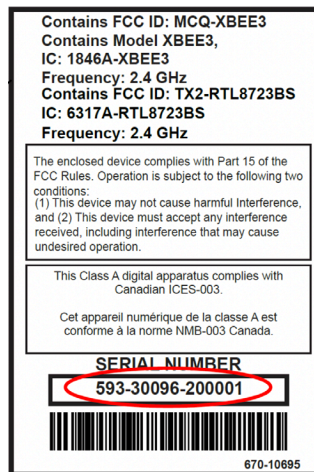
SPX Power Unit



Bucher Power Unit

Mobile Columns

The serial number is located on the black decal on the side of the mobile column unit. You'll also need the serial number from the gray box inside the door.



If there is a software issue, you will need the System Software Version and Display Software Version as seen below.



Warranty Agreement

With each Challenger Lift comes a written Limited Warranty form, including a general warranty statement, a statement of the coverage periods, and general conditions. Refer to this form for complete terms. The Limited Warranty Form constitutes the entire agreement between Challenger Lifts Inc(CLI) and the buyer of the warranted lift product. The following table outlines the warranty periods for all products within the Continental United States and Canada.

Warranty Periods begin upon invoicing, of the lift, part, or accessory, by Challenger Lifts Inc. Warranty Registration must be completed within 45 days of installation. Challenger reserves sole discretion in determining if a lift is registered within a reasonable period.

Description	Model/Series	Labor	Functional Parts	Structural Parts
CL10	CL10	1 Year	2 Years	5 Years
10k 2-Post, 9k 2-Post	SA10, VLE10, CLFP9	1 Year	1 Year	5 Years
10K 2 Post, 12k 2-Post	EQ10 & EQ12	6 Mos	6 Mos	1 Year
12k, 15k 2-Post	LE12 & E15	1 Year	1 Year	5 Years
12k, 16k, & 20k 2-Post	CL12A, CL16, & CL20	1 Year	2 Years	5 Years
8k Inground	EW0820	1 Year	2 Years	2 years
10k Inground	EV1020 & EW1020	1 Year	2 Years	5 Years
12k & 15k Ingrounds	EV1220, EW1220 & EV1520	1 Year	2 Years	5 Years
7k & 9k 4-Post	Q4P7, Q4P9, CL4P7 & CL4P9	1 Year	1 Year	5 Years
14k 4-Post	4P14	1 Year	1 Year	5 Years
15k 4-Post	4015 & 4115	1 Year	2 Years	5 Years
18k 4-Post	4018	1 Year	2 Years	5 Years
30k 4-Post Cable Drive	4030	1 Year	2 Years	5 Years
30k+ Chain Drive 4-Post	44018, 44030, 44040, 44050, 44060	1 Year	1 Year	5 Years
Rolling Jacks	QRJ, RJ, & SAJ	1 Year	1 Year	1 Year
Mid- & Short-Rise	QMR6, MR6, & SRM10	1 Year	1 Year	1 Year
Scissors	SX14 & DX77	1 Year	1 Year	1 Year
Mobile Columns	CLHM & CLMM Series	1 Year	1 Year	5 Years
Parts	Purchased Power Units	-	1 Year	-
Parts	Purchased Hydraulic Cylinders	-	1 Year	-
Accessories	-	-	90 Days	-
Replacement Parts	-	-	90 Days	-
Lift Tables	BT3300, BT3000	1 Year	1 Year	-

Limited Warranty Exclusions

In keeping with automotive industry standards, select items are excluded from warranty coverage. These items include, but are not limited to:

- Normal wear and tear items such as sheaves and cables
- Air cylinders, air valves, and pneumatic palm buttons that are subject to water corrosion
- Replacement of hydraulic fluid, rubber pads, corner pads, and other wear guards
- Tightening of hoses, hydraulic lines, and field installed fittings
Factory-installed are only covered for 30 days
- Adjusting cables or chains
- Greasing of post
- Lock adjustment
- Resetting of circuit breaker
- Inadequate wiring/voltage
- Touch up painted surfaces
- Faulty concrete
- Improper anchoring
- Problems resulting from failure to install the lift in accordance with Challenger's Installation and Operating Manual
- Damage to components incurred in transportation and unloading
- Damage arms resulting from not using all four arms when lifting
- Damage related to overloading of the lift's capacity
- Damage caused by high or low voltage, lightning strikes, or other irregularities in the electrical power supply
- Damage caused by unauthorized alterations, repairs, modifications, or additions to the equipment
- Damage arising from misuse, abuse, neglect, or accident
- Lifts installed outside and/or not protected from the weather
- Damage or deterioration resulting from corrosion
- Time spent "troubleshooting" without authorization
- Waiting for the lift to be freed up to work on

See Limited Warranty Statement for full terms and conditions.

Warranty Process

Challenger Lifts (CLI) is a major manufacturer of automotive lifts, known throughout the automotive industry for its quality products. **CLI stands behind its lift products with a comprehensive warranty program.** We have implemented guidelines to streamline the administration of our program and increase our responsiveness. These guidelines will result in a warranty program that is effective and easy.

1. All warranty service calls that exceed \$250.00 in total expenses, or are located over 200 miles round-trip, must be called into Challenger Lifts Tech Support Department. You'll need:
 - 15 digit serial number of the lift involved.*
 - Description of the problem and description of the proposed repair.
 - Challenger Lift Tech Support Department will send you a Service Authorization Dispatch if approved.
2. It is the *service company's responsibility* to determine if the service is covered under Challenger's warranty terms. If there is any uncertainty about the terms of the specific product warranty, contact Challenger Service Department before making the call.

IMPORTANT: If you are sent a dispatch from Challenger Service Department, this is not an authorization to treat as a warranty. Once on-site, as a representative of CLI, you will determine if the call validates warranty service or not and proceed accordingly. If you determine the call is not warranty-related, you will be paid for the mileage and labor to diagnose the situation.

IMPORTANT: If you did not receive a 1MK Service Dispatch, make sure to get authorization from CLI Service Department before performing a repair. Performing a repair without prior authorization means your claim may not be accepted and processed as a warranty.

3. Mileage and labor rates will be paid following CLI's Warranty Policy and Procedure Booklet. You may not bill other rates unless prior written authorization is obtained from Challenger Lifts Service Manager or higher.
4. The mileage rate will include drive time. Mileage will not be allowed on warranty repairs performed with new installation and routine service calls. CLI reserves the right to combine mileage on warranty repairs performed in the same vicinity on the same day. Mileage totals over 200 miles will be determined using Google Maps as a standard.
5. Labor time will be paid following Challenger's Warranty allowances contained in this book. If the service time specified on the Warranty Claim Form exceeds the time allowed, the form must include a detailed explanation. It is Challenger's sole discretion to determine how reasonable the extra time charged is.

* If you cannot locate on the cassette or short-rise lifts, the last 6 digits are stamped in the corner of the center cover on cassette lift and base of lift by the hydraulic cylinder on short rise lift.

Warranty Process

All warranty repairs must be made by the nearest Factory Authorized Service Company. In any case mileage will be determined, by Challenger, from the closest available service center lift location.

6. You **must** file warranty claims in Challenger Lift's Web Portal within 45 days of completion of repairs. Claims submitted after 45 days are up to our discretion.
7. Please fill out all claims properly and completely with a detailed explanation of the repairs performed. Claims found not filled out completely, (excessive labor, unauthorized parts, etc.) will be put back in draft mode with notes requesting a change or explanation.
8. Challenger Lifts reserves the right to effect warranty repairs with factory personnel

IMPORTANT: All received freight must be counted and inspected upon delivery. Note any damages or shortages on the freight bill before signing. Also, remember to check for hidden damage. If hidden damage is suspected, mark the freight documents to protect the service center and Challenger Lifts.

9. You will not be paid for multiple trips for the same service activity unless special circumstances exist and the Challenger Service Department pre-approves. Challenger reserves the right to decline payment for return trips because the service center did not have commonly used service parts. See recommended stocking list.
10. OEM service parts used on your call may be paid for or replaced at Challenger's sole discretion. Call the Service Department to purchase your replacement part(s) if applicable. Before calling, have the serial number of the serviced lift. Reimbursement will be issued after purchase.

Do NOT request replacement parts on the web portal claim.