

**Sinoboom Warranty Manual**  
**Australia and New Zealand**



For Equipment Sold after 1<sup>st</sup> September 2026

Dear Valued Customer,

Thank you for choosing Sinoboom and being a part of our exciting journey in the MEWP industry. As a member of the Sinoboom family, we guarantee that your equipment is manufactured and controlled in our factory processes and that you will be assured of our quality made machines the moment you have received it.

Please ensure warranty and maintenance procedures are performed in accordance with the requirements established within this booklet, as this will reduce the risks of breakdowns and potential damage to the machines. It is essential that all safe use and maintenance is carried out in accordance with the operations manual for the specific machine in question.

## **Who Is the Warrantor?**

The warrantor is Sinoboom.

## **What equipment is covered?**

These warranties apply to all equipment exported/manufactured by Sinoboom that are originally sold and registered (registered in the service management system) by Sinoboom Australia (Sinoboom Intelligent Equipment Pty Ltd).

## **How to obtain warranty services and make claims?**

To ensure warranty is processed cleanly, we suggest that you locate a local Sinoboom branch or an authorized dealer.

## **Repairs made at no charge**

Repairs and adjustments covered by these warranties are made at no charge.

## **Parts replacement**

Intended parts claims will be replaced with new and original parts. The approvals whether a part should be repaired or replaced will be decided by Sinoboom Australia.

## **Where to go to repair?**

All warranty-covered equipment shall be subject to inspection, repair, or adjustment exclusively by Sinoboom Australia or its authorized dealers and service providers.

## Warranty coverage

### - Electric Scissor Lifts

The working conditions of non-seaport, non-shipyard, non-corrosive environment, and ambient temperature between -25d °C/-13 F and +50 °C/122 F apply to below warranty coverage.

| Item              | Coverage    | Covered Spare Parts                                                                                                                                                                                                                                                                                                                                                         |
|-------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic warranty    | 36M/4000H   | Mechanical, electrical and hydraulic component                                                                                                                                                                                                                                                                                                                              |
| Main Structure    | 60M/10,000H | Scissor lift: chassis frame, outer arm, inner arm, platform                                                                                                                                                                                                                                                                                                                 |
| Engine            | 24M/3000H   | Cylinder block, cylinder head, crankshaft, connect rod, camshaft                                                                                                                                                                                                                                                                                                            |
|                   | 12M/1000H   | Starter, Alternator, Belts, Belt Tensioner, RGR valve, EGR Intake Throttle, ECM Harness, Water Pump, Oil Heater, Coolant Heater, Air Heater                                                                                                                                                                                                                                 |
|                   | 18M/2000H   | Others                                                                                                                                                                                                                                                                                                                                                                      |
| Lead-acid Battery | 24M         |                                                                                                                                                                                                                                                                                                                                                                             |
| Li battery        | 60M         |                                                                                                                                                                                                                                                                                                                                                                             |
| Consumable        | 0           | all filters, water separator, grease, all oil, fuel, lubricant, tires.                                                                                                                                                                                                                                                                                                      |
| Wear & Tear       | 0           | Seals, tire assemblies, buttons, horns, gas/air spring, various types of fuses, circuit breakers, relays, switches, grease nipple, rubber sheet, cylinder guard/bellows, cable ties, clamps, sliders, warning lights & accessory tools, tire assemblies (unless it can be proven that the defect has occurred during normal use of the machine and is not related to wear). |
|                   | 6 months    | It starts with the date of the sales invoice of goods if purchased from Sinoboom or authorized vendor.                                                                                                                                                                                                                                                                      |

- **Boom Lifts, RT Scissor Lifts and Others**

The working conditions of non-seaport, non-shipyard, non-corrosive environment, and ambient temperature between -25d °C/-13 F and +50 °C/122 F apply to below warranty coverage.

| Item              | Coverage    | Covered Spare Parts                                                                                                                                                                                                                                                                                                                                                         |
|-------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic warranty    | 24M/4000H   | Mechanical, electrical and hydraulic component                                                                                                                                                                                                                                                                                                                              |
| Main Structure    | 60M/10,000H | Boom lift: basic boom, telescopic boom, articulating boom, chassis frame, turntable, engine Tray, front axle, rear axle, counterweight, platform<br>RT Scissor lift: chassis frame, outer arm, inner arm, platform                                                                                                                                                          |
| Engine            | 24M/3000H   | Cylinder block, cylinder head, crankshaft, connect rod, camshaft                                                                                                                                                                                                                                                                                                            |
|                   | 12M/1000H   | Starter, Alternator, Belts, Belt Tensioner, RGR valve, EGR Intake Throttle, ECM Harness, Water Pump, Oil Heater, Coolant Heater, Air Heater                                                                                                                                                                                                                                 |
|                   | 18M/2000H   | Others                                                                                                                                                                                                                                                                                                                                                                      |
| Lead-acid Battery | 12M         |                                                                                                                                                                                                                                                                                                                                                                             |
| Li battery        | 60M         |                                                                                                                                                                                                                                                                                                                                                                             |
| Consumable        | 0           | all filters, water separator, grease, all oil, fuel, lubricant, tires.                                                                                                                                                                                                                                                                                                      |
| Wear & Tear       | 0           | Seals, tire assemblies, buttons, horns, gas/air spring, various types of fuses, circuit breakers, relays, switches, grease nipple, rubber sheet, cylinder guard/bellows, cable ties, clamps, sliders, warning lights & accessory tools, tire assemblies (unless it can be proven that the defect has occurred during normal use of the machine and is not related to wear). |
|                   | 6 months    | It starts with the date of the sales invoice of goods if purchased from Sinoboom or authorized vendor.                                                                                                                                                                                                                                                                      |

**Warranty commencement date and Registration****- Equipment Purchased Directly from Sinoboom**

For equipment purchased directly from Sinoboom, the warranty commencement date shall be defined as the earlier of the following two dates:

- a. The invoice date issued by Sinoboom Branch, or
- b. The "Date of Commission" indicated on the machine nameplate.

*\*The earlier date shall be taken as the official start of the warranty period.*

**- Equipment Purchased from Sinoboom Authorized Dealers or Resellers**

For equipment purchased from Sinoboom authorized dealers or resellers, the warranty commencement date shall be defined as the earlier of the following two dates:

- a. The "Date of Commission" shown on the equipment nameplate, or
- b. Three (3) months after the invoice date from Sinoboom to the dealer or reseller.

*\*The earlier of these two dates shall serve as the warranty start date.*

When submitting a warranty claim, the original invoice from the dealer or reseller to the end-user must be provided as proof of warranty commencement.

**- Used machine**

If used equipment is resold to another end-user and there is remaining time on the original warranty, the commencement date shall be determined as the earlier of the following two dates:

- a. The "Date of Commission" shown on the equipment nameplate, or
- b. The invoice of the first sale to a customer.

*\*The earlier of these two dates shall serve as the warranty start date.*

All equipment must be registered in the Service Management System (SMS) within 30 days of delivery to the end-user to ensure warranty validity and receive updates or service notices.

**Situations not covered by Sinoboom warranty**

The following listed items are NOT covered under this warranty.

- a. Improper use of machines (overload, illegal operation, etc.), negligence, accident and wrong adjustment and repair.
- b. Unauthorized modification (installation or dis-assembly) of the accessory by customer.
- c. Damage and defect caused by natural disaster or another force majeure.
- d. The normal range of noise, vibration, natural fading, stain, and wear & tear during normal operation is not covered by the warranty.
- e. Wearable parts such as grease, seals, various oils, coolants, sliders, and all filters are not covered by the Warranty.
- f. Defect caused by incorrectly installed or misused; used under abnormal conditions; used inappropriate specifications or poor-quality material such as fuel, oil and lubrication, accidents, fires, or unforeseen events; respectively if the product is used in a very hazardous environment or extreme conditions.
- g. If the user found the problem but did not repair it in time, instead continued to use it resulting in further damage to the machine.
- h. Replacement of entire component rather than defective part within component assembly.
- i. Pre-Delivery Inspection or any other type or form of Commissioning or Inspection fees or assessments for inspection or set-up (unless specifically referenced, outlined, and/or detailed in a published Service Bulletin or Technical Advisory Bulletin).
- j. Normal wear and tears (gate spring, hoses, brakes, wear pads, wheels, fluids, O-rings, gaskets).
- k. Damage occurring during and/or caused by the transportation of the equipment, lack of proper maintenance, operator error, improper storage, environmental or climatic conditions, accidents, improper mechanical, hydraulic, or electrical repair.
- l. Sinoboom is not responsible for the time loss, economic loss and other indirect expenses incurred during product warranty period.
- m. Machines sold by any individual, corporation, partnership or any other organization or legal entity that is not authorized by Seller to distribute its equipment.
- n. Damage caused by carrier handling. Any such claim for damage should be filed immediately with the respective carrier.
- o. Damage caused by, or labor or other costs related to, work performed by personnel not authorized by Seller to service the equipment.

**Replaced parts**

All components and parts replaced under this warranty become the property of Seller, the Sinoboom branch, dealer or registered customer must keep the failed parts in his stock for 3 months, properly packed and labelled with the claim number. If requested by Sinoboom HQ, components or parts for which a warranty claim is made shall be returned to Sinoboom HQ at a location designated by Sinoboom.

**Delivery Documents**

Each equipment is provided with a certificate of qualification and operation manual and part manual and Warranty manual, Sinoboom branches or dealers shall make complete documents provision to customers.

## Machine maintenance

The mobile elevated work platform must be properly maintained and maintenance performed at regular intervals according to the Product Operation Manual and Product Maintenance Manual.

The mobile elevated work platform must be inspected for daily operation and maintenance. Regular maintenance and inspection are an effective and prerequisite for obtaining a warranty. It is very important to pay attention to the cleanliness of the mobile elevated work platform.

### Caution:

- Be careful when cleaning with a high-pressure cleaner and do not directly spray onto sensitive components such as electrical components, batteries, near the engine intake, exhaust and fuel system.
- All moving parts should be lubricated accordingly after cleaning.
- Always refer to the product Maintenance Manual for proper service & maintenance.

## Long-term storage considerations

### - How to upkeep the machine

Long-term storage should be placed in a dry room. Before long-term storage, the machine should be maintained and cleaned thoroughly, and the damaged parts repaired to keep the machine in good condition.

### - How to upkeep the engine

Replace engine oils according to maintenance period. The new oil is usually neutral and does not corrode the engine's metal parts. Fill up the fuel tank to avoid rust. Preservatives should also be added if possible. The engine should start once a month during the shutdown to make the machine travel short distances and to set up a new oil film for lubrication of each part to prevent rust.

Note: the engine should be filled with coolants for radiator before starting up when applicable.

### - How to upkeep batteries

The battery should be disconnected, placed in a dry and anti-freezer place. To keep its surface clean and dry, it is forbidden to put conductive objects on the battery. When removing the battery, the negative electrode should be removed first, and then only remove the positive electrode. When installing, connect the positive cable first, then connect the negative cable (because the machine electrical system is negative ground, to prevent accidental touching & resulting a short circuit). The battery should be charged once a month. All batteries shall be checked, used and maintained regularly according to the Maintenance manual. The concentration of electrolytes shall be tested when adding electrolyte or distilled water and the level shall be noted. Please contact the manufacturer if necessary.

## Product service commitment

We have a 24-hour professional after-sales service team to provide customers with technical support and product maintenance.