



# DS Series™ Rail Style Liftgate

Read Before Operating

## OPERATOR'S MANUAL

For Models DS 16 • DS 20 • DS 30

# Ultron

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# Ultron

**Ultron** stands ready to provide you with fast action when you need service, parts or technical assistance:

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**Use this space to insert your liftgate reference numbers for easy access.**

<b>SERIAL #</b>
<b>MODEL #</b>



## **WARNING**

Improper operation of this liftgate may result in severe personal injury or death. **DO NOT** operate this liftgate without proper instruction and a complete understanding of the procedures in this manual.

**DS Manual Part #30436  
DS Operator's Manual Revision 06/2003  
This publication replaces all editions bearing an earlier date.**

## For Your Safety

This Manual follows the Guidelines set forth in ANSI Z535.4-1998 for alerting you to possible hazards and their potential severity.



This is the safety alert symbol. This manual uses this symbol to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



**DANGER** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



**WARNING** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION** indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.



**CAUTION** used without the safety alert symbol indicates a potentially hazardous situation which, if not avoided, may result in property damage.

## INTRODUCTION

**Thank you** for purchasing our liftgate. Your DS liftgate is an example of the finest engineering in the industry and, with proper care and operation, will give you reliable, dependable service for years. Not only have you purchased one of our liftgates; we feel you have entered into a partnership with us.

To begin our partnership we welcome you to our Team and assure you your continuous satisfaction with our product is most important to us. **Ultron** stands ready to provide you with fast action when you need sales, parts, or technical assistance. You can call our customer service department Monday - Friday 8 a.m. to 5 p.m. Eastern Time or reach us 24 hours a day, 7 days a week through our website ([www.ultronlift.com](http://www.ultronlift.com)) or voice message system. Providing quality, value, and service to our customers is what our business is all about.

Read this manual carefully to learn how to operate and care for your liftgate properly. Maintenance (other than the simple routine maintenance we ask you to perform within this manual), inspections, and repairs must be completed by an **Authorized Service Center only**. If you do not know who the Authorized Service Center in your area is, please contact us at:

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## Scope of this Manual

We have designed this manual to illustrate the steps needed for the basic operation of our DS liftgates. It also provides safety information and simple preventive maintenance tips.

**NOTE:** *This manual is not intended for use as a repair or troubleshooting guide. Repairs should be performed by an Ultron Authorized Service Center.*

This manual has been designed for use in conjunction with the DS Series liftgate only. These are rail-style direct lift liftgates with capacities of 1600 lb. up to and including 3000 lb. To determine the type of liftgate you have:

- 1) Refer to the serial number tag on the liftgate. The area labeled "Model Number"(see page 2 of this manual) will have a "DS" denotation in the prefix of the model number if it is a DS series liftgate;
- 2) Ask your employer or lessor;
- 3) Call your Ultron Authorized Service Center for assistance;
- 4) Call us for assistance at 1-800-289-1335 (U.S.A.) or at 1-416-421-7987 (Canada). You can also contact us by fax, or on the internet - [www.ultronlift.com](http://www.ultronlift.com)

If you are experiencing difficulty or are in need of repair, contact the Factory for information on the experienced and trained Ultron Authorized Service Center in your area.

*Replacement manuals are available, just call us & order part #30436.*



## Scope of this Manual

### MODEL NUMBER

The code and model numbers of a liftgate are references to its size, type and capacity.

<b>DS</b>	<b>20</b>	<b>36</b>	<b>AF</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

**1. LIFTGATE TYPE**

DS = Rail Style Liftgate

**2. WEIGHT CAPACITY**

12 = 1250 lb. capacity

16 = 1600 lb. capacity

20 = 2000 lb. capacity

30 = 3000 lb. capacity

**3. DEPTH OF PLATFORM** (not including ramp)

36 = 36" of platform loading area

**4. STANDARD FLOOR HEIGHT OR ABOVE THE FLOOR LIFT**

AF = Above floor

Blank = Standard liftgate

## DS Series Liftgate Description

The DS Series liftgate is a 100% level ride, rail-style liftgate. This style liftgate is available in a range of capacities from 1,250 lbs. up to and including 3,000 lbs. Rail-style liftgates are made of two rails mounted to the rear of your truck, either by welding or by bolting. These rails support the platform on which you raise your cargo.

Depending on what type of DS Series liftgate you have, it may or may not lift above the floor of your truck. Models that will lift above the truck floor will have the following denotation at the end of the model number: AF. Here is an example:

**DS 20 36 AF**

### IMPORTANT SAFETY FEATURES

- Pressure compensated flow control valve
- Treadplate platform
- Toe Guard in housing cover
- Platform safety lock
- Warning decals and manuals

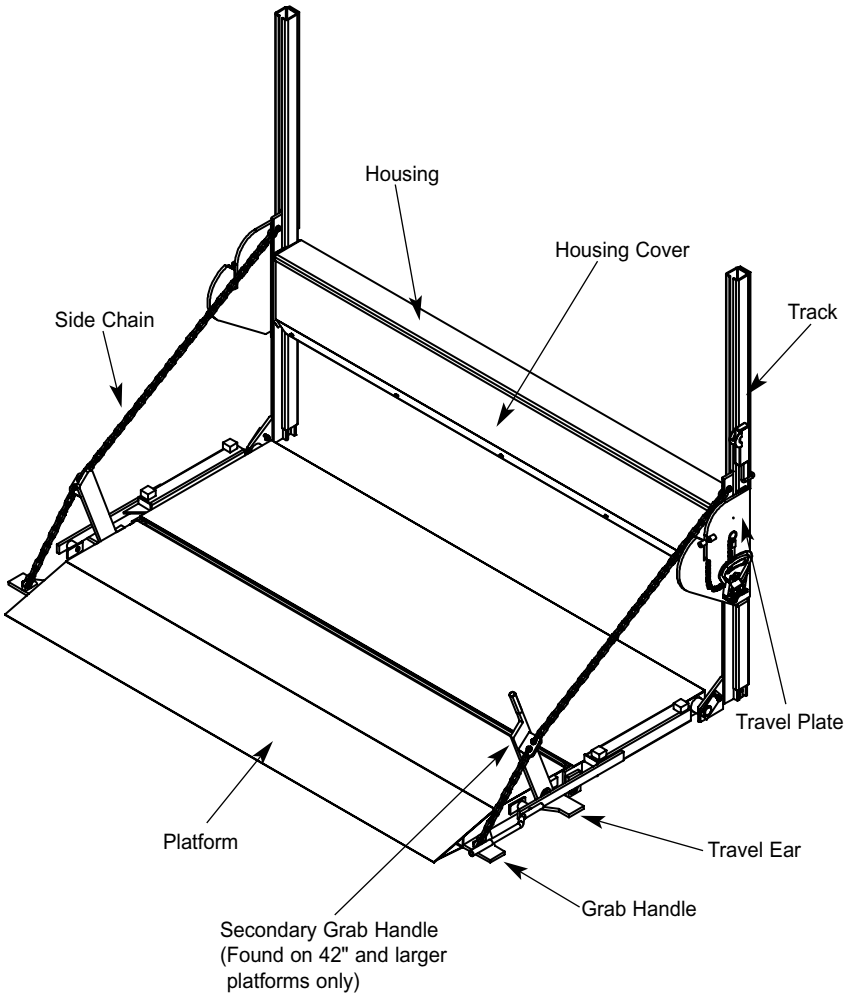
## Theory of Operation

The rail type liftgate is designed to lift cargo vertically from the truck bed to the ground or dock, and vice versa. Power is provided by a hydraulic power unit and cylinder, which in turn activates a chain and sprocket system. Activation of a control switch supplies power from a 12 volt battery to the hydraulic power unit. The hydraulic power unit in turn supplies hydraulic fluid to the hydraulic cylinder. The cylinder extends, tensioning the chains which are attached to the platform. The resultant upward pull on the platform raises it.

The platform is lowered by gravity. Activation of the control switch releases the hydraulic fluid back to the power unit from the cylinder. The cylinder retracts, releasing the tension in the chain, and the platform lowers by its own weight.

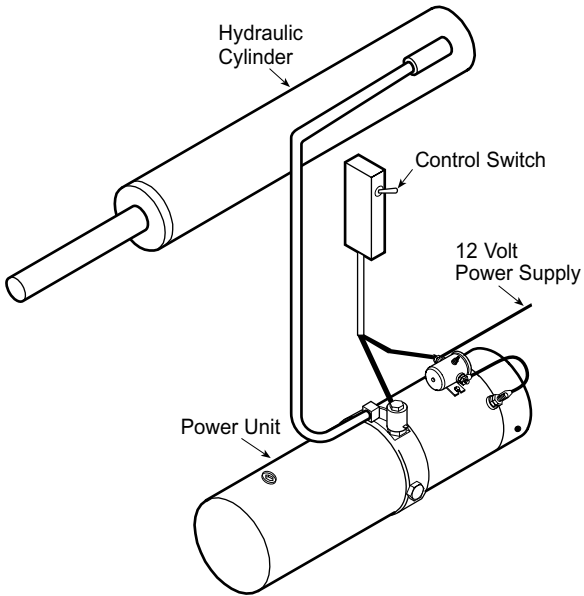
If your liftgate has the optional power open/close cylinder your platform opens and closes hydraulically. To close the platform, position the "UP/DOWN" toggle switch to the "UP" position and simultaneously position the second toggle to the "LEFT" or "OPEN" position. This action will close the platform by directing the hydraulic oil to the lower part (shaft end) of the Hydraulic Power Open and Close Cylinder. The platform opens hydraulically by positioning the "UP/DOWN" toggle switch to the "UP" position and simultaneously positioning the second toggle to the "RIGHT" or "CLOSE" position.

# Design Detail



# Design Detail

## Power System



## Special Features

We have developed low maintenance features for our liftgates by listening to you – our customers. Our low maintenance liftgates are value engineered to reduce maintenance cost and downtime while increasing productivity. Our special features include:

### **MAINTENANCE FREE BUSHINGS**

at all major hinge points - These bushings replace grease fittings that were traditionally high maintenance items. These bushings significantly reduce maintenance cost and downtime.

### **SEALED CONTROL**

In order to help prevent freezing and corrosion of the control switch, all liftgates feature a marine toggle switch with rubber boot.

### **PRESSURE COMPENSATED FLOW CONTROL VALVE**

This valve ensures that the platform descent is controlled at any load capacity or in the event of a damaged hose.

### **135 AMP CIRCUIT BREAKER**

This electrical safety feature is designed to cut power from the battery in the event of a short circuit.

We are always interested in hearing your comments and suggestions especially to improve our products or service. Please contact us at 1-800-289-1335 (U.S.A.) or 1-416-421-7987 (Canada) or on our website ([www.ultronlift.com](http://www.ultronlift.com)) anytime.

## Limits of Operation & Use

# SAFETY INSTRUCTIONS

1. Improper operation of this lift can result in serious personal injury. **DO NOT OPERATE** unless you have been properly instructed and have read, and are familiar with, the Operation Manual. If you do not have a copy of the operation manual, please obtain it from your employer, distributor, or lessor, as appropriate, before you attempt to operate the lift.
2. Be certain the vehicle is properly and securely braked before using the lift.
3. Always inspect this lift for proper maintenance or damage before using it. If there are signs of improper maintenance, damage to vital parts, or slippery platform surface, do not use the lift. **DO NOT attempt** your own repairs, unless you are specifically trained.
4. **DO NOT OVERLOAD.** See Maximum Capacity Load Decal for the rated load. Remember that this limit applies to both raising and lowering operations.
5. Each load should be placed in a stable position as near as possible to the **CENTER** of the platform.
6. Keep people clear of liftgate while operating. **NEVER STAND** in or move through of allow anyone else to stand on or move through the area in which the lift may operate or into which an upset load might fall.
7. **DO NOT RIDE** the liftgate. This is **NOT** a passenger lift. Unstable loads or failure of the liftgate would endanger you. ***This liftgate is not equipped with a back-up system to prevent the liftgate from falling in the event of a failure.***
8. Ensure all decals are legible and in their correct locations. If you require replacement decals contact us immediately! Read all safety decals before operating the liftgate.

## Abnormal & Unsafe Practices



### **WARNING**

Improper use of the liftgate may result in severe damage to liftgate and/or severe personal injury or death. Never use liftgate for anything other than its designed use of loading/unloading cargo.

The following are unsafe practices that may cause hidden damage to the liftgate creating the risk of serious personal injury or death:

- Using the liftgate to pull, push, or tow objects
- Using force of the hydraulic system to bend, shear, or break objects
- Driving a forklift over the liftgate
- Driving the truck with platform open
- Driving the truck with platform un-secured in the travel position
- “Plowing” with the platform

The following unsafe practices may result in serious personal injury or death:

- Riding the liftgate
- Using the liftgate as a step into the truck bed



## Safety

### OPERATE SAFELY

- Run liftgate through a full cycle before operating every day; inspect liftgate for missing or loosened fasteners, broken welds, signs of overload; and check that all decals are in their proper place and legible. (Please refer to your “Daily Check List” on page 42 of this manual).
- Clear area of any objects that may be pinched or crushed. Keep people out of work area. Stop operating liftgate if anyone enters the area.
- If you hit anything with the liftgate - STOP immediately! Remove object and inspect damage. Have an Authorized Service Center make any repairs before you operate liftgate again.
- DO NOT leave liftgate activated or platform open when unattended.
- DO NOT allow an untrained person to operate the liftgate.

### HELP PREVENT SERIOUS INJURY OR FATAL ACCIDENTS

- DO NOT ride the liftgate at anytime or use platform when it is not on the ground as a step into the truck. Riders risk the chance of being thrown off the liftgate if it fails. They may also be injured by unstable loads falling on them.
- Disconnect power to the liftgate after every use, using the Master Disconnect Switch in the cab of the truck.
- DO NOT run a forklift or machinery (exceeding rated load) over the platform at anytime.
- DO NOT use the liftgate for any other reason than loading or unloading cargo.
- DO NOT operate the liftgate if you are under the influence of drugs or alcohol.
- SECURE all loads before raising or lowering the platform.
- NEVER exceed the maximum capacity.

## Safety

### LOADING AND UNLOADING SAFELY

- ➔ Be sure to operate liftgate on as level a surface as possible to ensure that loads are stable on the platform.
- ➔ When backing truck to loading dock, do not hit the dock. Have a second person outside the truck directing you.
- ➔ Hitting the dock may cause hidden damage to liftgate components. Be sure to inspect the gate thoroughly for damage.

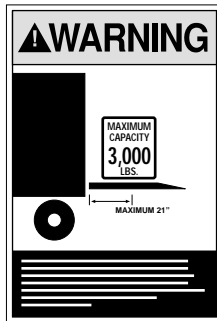
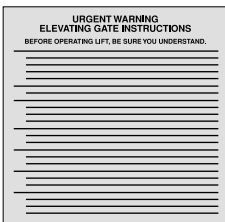
### USING THE CONTROL SWITCH

- ➔ DO NOT depress the “UP” or “DOWN” toggle for any longer than necessary to perform the desired function. Release the toggle immediately once the platform reaches its full height or the ground. Failure to release toggle immediately may cause hidden damage to liftgate components causing the liftgate to fail unexpectedly.
- ➔ DO NOT “jerk” the liftgate by activating the “Up/Down” toggle too quickly. The sudden movement may cause the cargo to become unstable and/or fall.

## Safety Decals

### SAFETY DECAL KIT

- Urgent Warning: Elevating Gate Instructions
- 2 decals, Danger Message: Liftgate can crush
- 2 decals, Warning Message: Keep people clear of liftgate while operating
- 1 decal, Warning Message: Avoid Riding Liftgate
- 2 decals, Maximum Capacity



# 1. ACTIVATING LIFTGATE

## 1.1 To Operate Liftgate



### WARNING

Improper use of the liftgate may result in serious injury or death. DO NOT operate this liftgate without being properly instructed and fully understanding this Operator's Manual.

**STEP 1** Turn the lever on the Master Disconnect Switch until it snaps into the "ON" position.



## 2. NORMAL OPERATING PROCEDURES

### 2.1 Opening Liftgate Platform



#### WARNING

Platform may crush or pinch.  
Make sure people are clear of  
area in which platform will open.

**STEP 1** Release locks on travel ears on both sides of the liftgate.



**STEP 2** Position the toggle switch to the "UP" position on control switch located on the outside of the truck until the travel ear clears the drop-in plate.



## 2.1 Opening Liftgate Platform

**STEP 3** Use the grab handle to open the folded platform to the horizontal position.



**STEP 4** Use the control switch located on the outside of the truck to lower the platform to the ground.



**STEP 5** Begin loading the truck. See "Proper Cargo Handling Procedures" under **Normal Operating Procedures (Page 22)**.

## 2.2 Proper Cargo Handling Procedures



### **WARNING**

Riding liftgate may result in severe personal injury or death. Do not ride platform, use the provided methods to enter the truck.

To avoid riding the liftgate, two operating procedures have been designed to fit your particular situation. They are as follows:

#### **PREFERRED METHOD**

With this method, you will have an operator and an assistant to load and unload the truck. The operator is on the ground loading and the assistant is inside the truck unloading.

#### **SINGLE OPERATOR METHOD**

With this method, you only need one operator to load and unload the truck. This procedure requires you to have two switches; one mounted inside the truck and one mounted outside the truck.

***(Contact Factory if a second switch is needed.)***

## 2.2A Proper Cargo Handling Procedures

### Preferred Method



#### **WARNING**

Platform may crush or pinch.  
Make sure people are clear of  
area in which platform will open.

**STEP 1** Open the platform. See “Opening Liftgate Platform”  
page 20.

**STEP 2** With platform on the  
ground, the assistant enters  
the truck using the  
provided methods.





## 2.2A Proper Cargo Handling Procedures



### WARNING

Cargo placed near the edge of the platform may fall and/or cause excessive wear to the lifting components. Place cargo in the center of the platform to reduce risk of falling and evenly distribute cargo weight.

- STEP 3** The operator loads the platform, placing cargo in the center and making sure it is stable. Secure load to prevent cargo from falling while platform is moving.



- STEP 4** The operator raises the platform to the bed of the truck by positioning the control switch located on the outside of the truck to the "UP" position.



## 2.2A Proper Cargo Handling Procedures

**STEP 5** The assistant now unloads cargo from the platform into the truck.



**STEP 6** Once the cargo is unloaded, the assistant advises the operator to lower platform to the ground.



**STEP 7** Once use of the liftgate is complete, with the platform on the ground, the assistant climbs out of the truck using the provided method.



**STEP 8** Place the platform in its stored position. See “Closing and Storing” under **Normal Operating Procedures** (page 29).

## 2.2B Proper Cargo Handling Procedures

### Single Operator Method



#### **WARNING**

Platform may crush or pinch. Make sure people are clear of area in which platform will open.

**STEP 1** Open the platform. See “Opening Liftgate Platform” page 20.



#### **WARNING**

Cargo placed near the edge of the platform may fall and/or cause excessive wear to the lifting components. Place cargo in the center of the platform to reduce risk of falling and evenly distribute cargo weight.

**STEP 2** With platform on the ground, begin loading. Place cargo in the center and make sure it is stable. Secure load to help prevent cargo from falling while platform is moving.



## 2.2B Proper Cargo Handling Procedures



### WARNING

Riding liftgate may result in severe personal injury or death. Do not ride platform, use the provided methods to enter the truck.

**STEP 3** With platform on the ground, climb into the truck using the provided methods.



**STEP 4** Once inside, raise the platform to the bed of the truck using the control switch located **inside** the truck.



**STEP 5** Unload the cargo into the truck.



## 2.2B Proper Cargo Handling Procedures

**STEP 6** When unloading is complete, lower the platform to the ground using the control switch located on the **inside** of the truck.



**STEP 7** With the platform on the ground, climb out of the truck using the provided methods.



**STEP 8** Once use of the liftgate is complete, place the platform in its stored position. See “Closing and Storing” under **Normal Operating Procedures (page 29)**.

## 2.3 Closing and Storing the Platform



### WARNING

Platform may crush or pinch.  
Make sure people are clear of  
area in which platform will open.

- STEP 1** Raise platform to a comfortable lifting position. Use grab handle to urge the platform into its vertical folded position.



- STEP 2** Use the control switch to raise the platform so the ear of the lock clears the travel plate. Once cleared, position the switch to the "DOWN" position so the travel ear drops into the travel plate.



## 2.4 Deactivating the Liftgate



### WARNING

Unauthorized use may result in severe personal injury or death. Deactivate liftgate when finished operating.

**STEP 1** Turn the lever on the Master Disconnect Switch until it snaps into the "OFF" position.



## 2.5A Proper Dock Loading Procedures



### WARNING

Incorrectly following these steps may result in severe personal injury or death. Before beginning the Dock Loading Procedures be sure to follow the Proper Cargo Handling Steps page **22** which apply to you.

#### A. WHEN TRUCK BED IS EVEN WITH LOADING DOCK

*Notice: A second person will need to be outside to direct the driver*



### WARNING

Platform may crush or pinch. Make sure people are clear of area in which platform will open.

**STEP 1** With the platform in its stored position, carefully align the truck and back it towards the dock. STOP the truck about 4-6" from the dock.





## 2.5A Proper Dock Loading Procedures

**STEP 2** Place dock plate across the loading dock and the bed of the truck, if it is needed to act as a bridge. Once in place, begin loading/unloading the truck.



### **CAUTION**

Do not move truck with platform on the ground. Liftgate may be torn off or severely damaged.

**STEP 3** Remove dock plate (if used) when finished.



**STEP 4** Move the truck slowly and carefully out of the dock area.



## 2.5B Proper Dock Loading Procedures



### WARNING

Incorrectly following these steps may result in severe personal injury or death. Before beginning the Dock Loading Procedures be sure to follow the Proper Cargo Handling Steps page 22 which apply to you.

### B. WHEN LOADING DOCK IS HIGHER THAN BED OF TRUCK (ABOVE FLOOR LIFTGATES ONLY)

*Notice: A second person will need to be outside to direct the driver*



### WARNING

Platform may crush or pinch. Make sure people are clear of area in which platform will open.

**STEP 1** Open the platform, See “Opening Liftgate Platform” page 20.

**STEP 2** With the platform at truck bed height slowly back truck towards the dock. **STOP** once the platform is within 1-3" of the dock. (Do not hit dock with truck or platform.)



## 2.5B Proper Dock Loading Procedures

**STEP 3** If unloading, unload cargo from **truck to liftgate** platform.



**STEP 4** Raise platform to dock. Place dock plate across the platform, if it is needed, to act as a bridge.



## 2.5B Proper Dock Loading Procedures



### **WARNING**

Do not run forklift over platform. Serious hidden damage to liftgate may result in sudden failure and personal injury or death.

**STEP 5** If unloading, load cargo from dock to platform and lower platform to bed of truck. Move load from platform to truck.

If loading, load cargo from dock to platform and lower platform to bed of truck. Move load from platform to truck.

**STEP 6** Once use of the liftgate is complete, return platform to its stored position. See "Closing and Storing the Platform" **page 29**.

## 2.5C Proper Dock Loading Procedures

### C. WHEN LOADING DOCK IS LOWER THAN BED OF TRUCK

**Notice:** A second person will need to be outside to direct the driver



#### **WARNING**

Platform may crush or pinch. Make sure people are clear of area in which platform will open.

**STEP 1** Open the platform. See "Opening Liftgate Platform" under **Normal Operating Procedures**.

**STEP 2** Raise platform to bed height.



**STEP 3** Back truck up so the entire platform is over the dock. **DO NOT** hit the dock with truck or platform. If unloading, unload cargo from truck to liftgate platform.

## 2.5C Proper Dock Loading Procedures

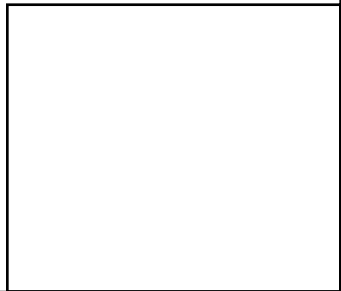
**STEP 4** Lower platform until it rests on dock.



### **WARNING**

Do not run forklift over platform. Serious hidden damage to liftgate may result in sudden failure and personal injury or death.

**STEP 5** If unloading, unload cargo from platform to dock.  
If loading, load cargo from dock to liftgate platform.



## 2.5C Proper Dock Loading Procedures

**STEP 6** Raise the platform to the bed of the truck.



**STEP 7** If loading, move cargo from platform to truck.



**STEP 8** Once use of the liftgate is complete, return it to its stored position. See "Closing and Storing" under **Normal Operating Procedures** (page 29).



## 3. PREVENTIVE MAINTENANCE

### 3.1 Essential Maintenance

We strongly recommend using our preventive maintenance schedule as a means of keeping your liftgate running at its best. The **Daily Overall Inspection** should be performed by you, the operator, each day. You should also perform the **Periodic Lubrication** according to the chart on page 46. The **Routine Maintenance Schedule** should be performed annually by an Authorized Service Center (or more often in the case of heavy use or extreme operating conditions). By performing your **Daily Overall Inspection** and **Periodic Lubrication** and having annual **Routine Maintenance Inspections** performed, you can ensure years of safe, trouble free operations.

Your first visit to your Authorized Service Center should occur once the liftgate has been in operation for 30 days. The importance of this initial inspection is to make sure that everything is working properly during this break in period. Once this is complete, return annually to your Authorized Service Center for performance of the **Routine Maintenance Schedule**.



## 3.2 Daily Overall Inspection

**STEP 1** Run liftgate through its entire cycle daily. Check for any unusual noises coming from the liftgate or related items such as the power unit.

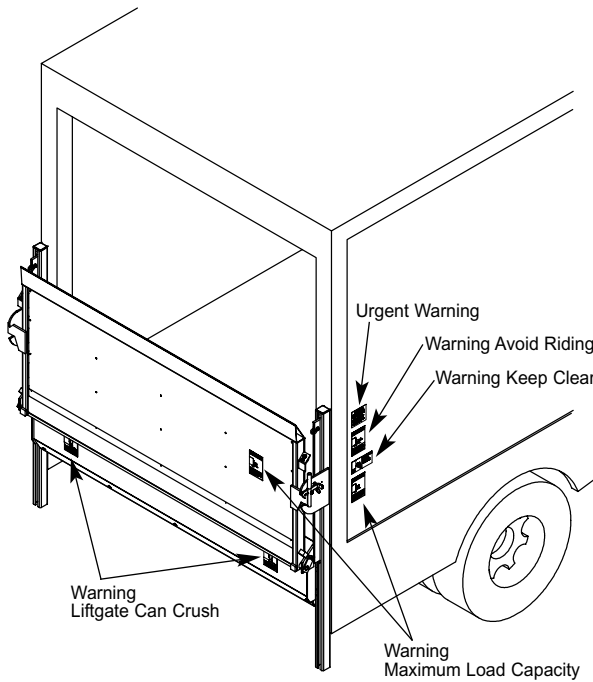


**STEP 2** Inspect liftgate for missing or loosened fasteners, broken welds, signs of overload, hydraulic leaks. Check that pins are in place and secured. Any defects need repair immediately. Contact your Authorized Service Center.



## 3.2 Daily Overall Inspection

**STEP 3** Check that all warning decals are in place and legible. Any missing or damaged decals need replacement immediately.



You may obtain free replacement decals (See **page 18** for detailed description of decals) by phoning us at **1-800-289-1335** in **U.S.A.** or **1-416-421-7987** in **Canada**.

Have your liftgate model # and serial # ready.

*NOTE: Please fill out the chart provided, as a reminder that these steps have been completed daily. You will find a sample of this chart on the page that follows. Contact your employer to receive a copy to keep in your glove compartment.*

## 3.2 Daily Overall Inspection

### SAMPLE OF DAILY CHECK CHART



#### WARNING

Do not operate the liftgate if everything does not check out properly during its daily inspection. Liftgate may malfunction causing severe personal injury or death. Liftgate should be inspected IMMEDIATELY by an Authorized Service Center.

Date	Liftgate Cycle Check	Fastener Check	Weld Check	Signs of Overload Check	Hydraulic Leak Check	Support Chains Check	Safety Decal Check
6/9/01	MS	MS	MS	MS			

## 3.2 Daily Overall Inspection

*This model chart is provided for your convenience, and may be photocopied.*

Company Name	Driver's name
Fleet Supervisor	Truck #
Date liftgate was put into service	Truck Make & Model
Authorized Service Center	Liftgate Model & Serial #

Date	Liftgate Cycle Check	Fastener Check	Weld Check	Signs of Overload Check	Hydraulic Leak Check	Support Chains Check	Safety Decal Check

**Friendly Reminder - your liftgate is due for its initial 30 day inspection in 15 days**

## 3.2 Daily Overall Inspection

Date	Liftgate Cycle Check	Fastener Check	Weld Check	Signs of Overload Check	Hydraulic Leak Check	Support Chains Check	Safety Decal Check

**Your liftgate MUST have its initial 30 day inspection completed at this time.**


### 3.3 Periodic Lubrication

Lubrication should be performed at least every 3 months. Lubricate with SAE30 automotive oil at the points marked "Oil", and with automotive grease at the points marked "Grease" (see Lubrication Diagram on page 46). Heavier usage will require more frequent lubrication, consult the chart below. If you are in any doubt as to duty or number of cycles, lubricate more frequently.

Cycles per Day	Light Duty <sup>1</sup>	Medium Duty <sup>2</sup>	Heavy Duty <sup>3</sup>
Under 20	3 months	2 months	1 month
20-40	2 months	1 month	2 weeks
40-60	1 month	2 weeks	Weekly
Over 60	Consult factory	Consult factory	Consult factory

<sup>1</sup> Lowering rated load and lifting empty platform

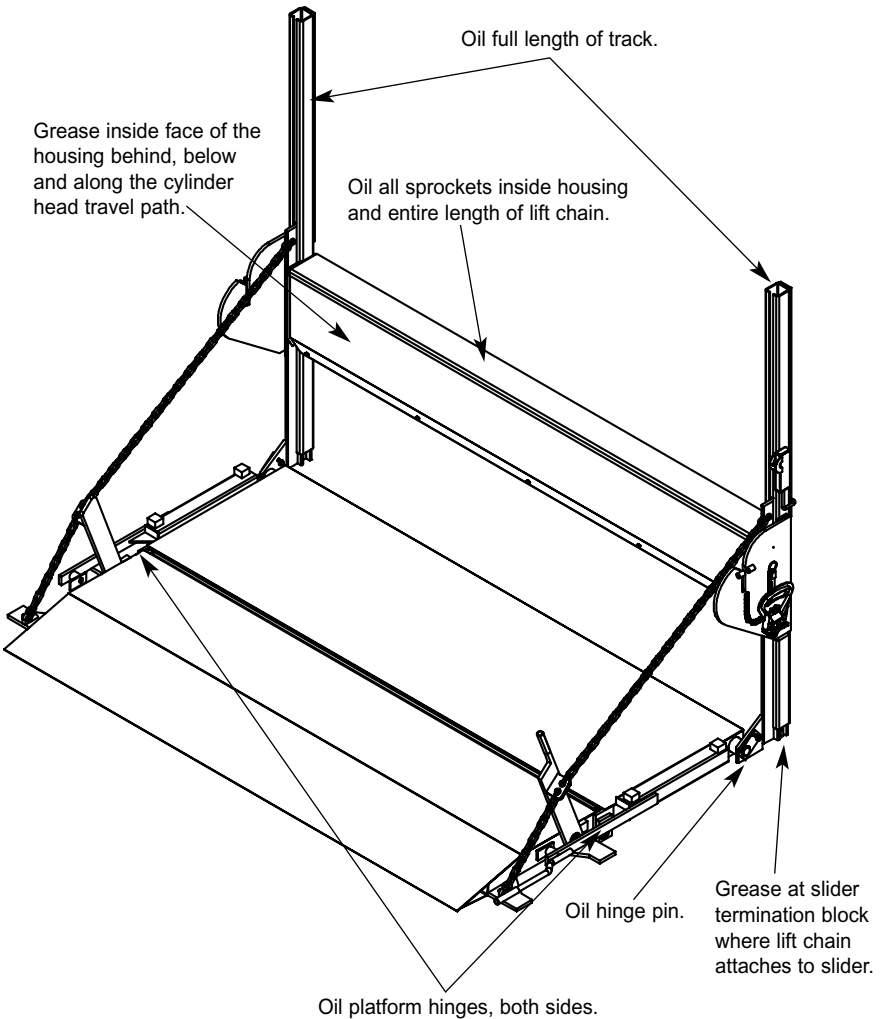
<sup>2</sup> Lowering rated load and lifting 1/2 rated load

<sup>3</sup> Lowering rated load and lifting

### 3.3 Periodic Lubrication

## LUBRICATION DIAGRAM

Lubricate **only** the areas shown on the diagram below. Lubrication of any other areas will shorten the life of the area lubricated.



## Liftgate Warranty Procedure

### WE KEEP YOU ON THE JOB

You have just purchased a DS Series liftgate. With careful maintenance and proper operation it should give you years of dependable, reliable and trouble-free use. If a problem does develop, contact us at **1-800-289-1335** in **U.S.A.** or **1-416-421-7987** in **Canada** to obtain the name of our Authorized Service Center in your area. An Authorized Service Center has the training to service your liftgate.

If you think you have a WARRANTY CLAIM, read the following:

- 1 Carefully read the THREE YEAR LIMITED WARRANTY found at the back of this Manual. Our warranty is for 3 years on the entire liftgate against faulty material and workmanship. Parts and labor coverage exists for the first year of the warranty period, parts only after that.
- 2 Contact your Authorized Service Center to discuss your claim.
- 3 Your Authorized Service Center will receive a pre-approved claim after consulting with the factory and repair of your liftgate will be done immediately to get you on the road as quickly as possible. They may invoice you for this service. If the problem is warrantable by us, we will issue your Authorized Service Center a credit that will be passed on to you.



## Getting Help

### NEED HELP?

If you have any questions concerning liftgate installation, maintenance, warranty, parts or operation, contact the Factory:

**Ultron Lift Inc.**

12 Industrial St.  
Toronto, ON M4G 1Y9 Canada  
Phone: (416) 421-7987  
Fax: (416) 421-7927



**Ultron Lift Corp.**

190 Lewis St. • PO Box 6126  
Buffalo, NY 14240-6126 USA  
Phone: (716) 853-7994  
800-289-1335  
Fax: (716) 854-5424

E-mail: [QRT@ultronlift.com](mailto:QRT@ultronlift.com)

**Keep the name of your Authorized Service Center here for easy access.**

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Name

---

Address

---

Phone

---

Contact Person

---

## Ordering Parts

### GENUINE OEM PARTS

Each Liftgate is manufactured to stringent quality standards for years of reliable service. To ensure maximum performance of your Liftgate, always specify and use genuine OEM Replacement parts from us. For more information on OEM Parts, request the **Parts Locator Manual**.

### SAME DAY PARTS AVAILABILITY

Ask your distributor about our exclusive “**Blue Label™**” same day parts program. Place your order as late as **5:00 p.m. Eastern time**, specify “**Blue Label™**” service (no extra cost), and we guarantee same day shipment of stocked parts or we pay the freight.

## Three Year Limited Warranty

Ultron Lift Corp. in the United States of America or Ultron Lift, Inc in Canada (each herein called the "Company") warrants to Distributor and/or to original purchaser for use, that it will repair F.O.B. its factory in Toronto, ON (Canada) or Buffalo, NY (USA) or furnish without charge, freight prepaid, a similar genuine part to replace any part of any liftgate sold (herein called the "Liftgate") by the Company which, within thirty six (36) months after the date of sale by Distributor is proven to the satisfaction of the Company to have been defective at the time it was sold, provided that all parts claimed defective shall be returned, properly identified, to said factory, freight prepaid. Charges for labor to install such part shall be paid only with respect to parts which, within twelve (12) months after the date of sale by Distributor, are proven to the satisfaction of the Company to have been defective at the time they were sold and shall be paid in accordance with the Company's Flat Rate Schedule and will be reimbursed at a rate to be set by the Company from time to time. This warranty shall be in effect as of December 1, 2001 and will cover only Liftgates sold after that date. The Company's obligation under this warranty shall not include any costs incurred by anyone for consequential damages in any form and, in particular, without restricting the generality of the foregoing, shall not include costs for vehicle towing, road calls or travel time. This warranty is expressly in lieu of all other warranties, expressed or implied, upon which Liftgates are sold. No other warranty has been made or exists.

This warranty applies only to new and unused Liftgates which, after shipment from said factory, have not been altered, changed, repaired or treated in any manner whatsoever. No warranty of any kind applies to Liftgates, or parts thereof, which have been damaged or have failed because of neglect, lack of maintenance or service, or lubrication, wear, misuse, overloading, accident, or improper installation. No warranty of any kind, statutory, implied or otherwise, shall apply to second-hand or used Liftgates or to new and unused Liftgates which, after shipment from said factory, have been altered, changes, repaired or treated in any manner whatsoever. The integral parts of the Liftgates not manufactured by the Company are covered only by the standard warranty, if any, of the maker of same and the Company assumes no responsibility with respect thereto. No person has any authority to change this warranty in any manner whatsoever and no attempt to repair or promise to repair or improve, any Liftgate made by any representative of the Company shall waive any provision or term of this warranty, or change or extend this warranty in any manner whatsoever.

No claim under this warranty shall be valid unless such claim is submitted to the Company in writing and received by the Company within thirty six (36) months after date of sale by Distributor or within thirty (30) days after discovery of the defect which is the basis of such claim, whichever event shall occur first.



# Ultron

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