



# Installation & Operational Manual

## Model D7510

(Power Pack sold separately)



Perkins Manufacturing Company  
Creators of the TuckAway® Cart Lifter  
[www.perkinsmfg.com](http://www.perkinsmfg.com)

800-882-5292

Revised: 01/20/25

## D7510 Lifter Specifications

Cart Compatibility	Rubbermaid FG101300BLA
Typical Mounting Application	Dockside dumping / Machine Loading / Hopper
Mounting Type	Stationary
Flow Rate Requirement	5gpm / 10gpm
Cycle Time	22 sec @ 5gpm/ 11 sec @ 10gpm (approx)
Recommended Pressure Setting*	1,950 psi at the pressure relief valve
Maximum System Pressure	2,500 psi. All components rated for 3,000 psi.
Weight Capacity**	1250 lbs (as limited by tilt truck mfg. recommendations)
Dump Angle	45 degrees from the horizon
Maximum Dump-Over Height	UP TO ~48" above the floor level
Approximate Unit Weight (not counting packaging)	
Hydraulic Package (sold separately)	230v/3p/25amp -or- 460v/3p/13amp
Warranty	***

*Perkins regularly makes product improvements. Specifications are subject to change without notice.*

\* Actual pressure required to lift a load can vary.

\*\* Do not lift more than the recommended amount printed on the cart by the cart manufacturer or damage or injury may result.

\*\*\* See Warranty page for full details of coverage



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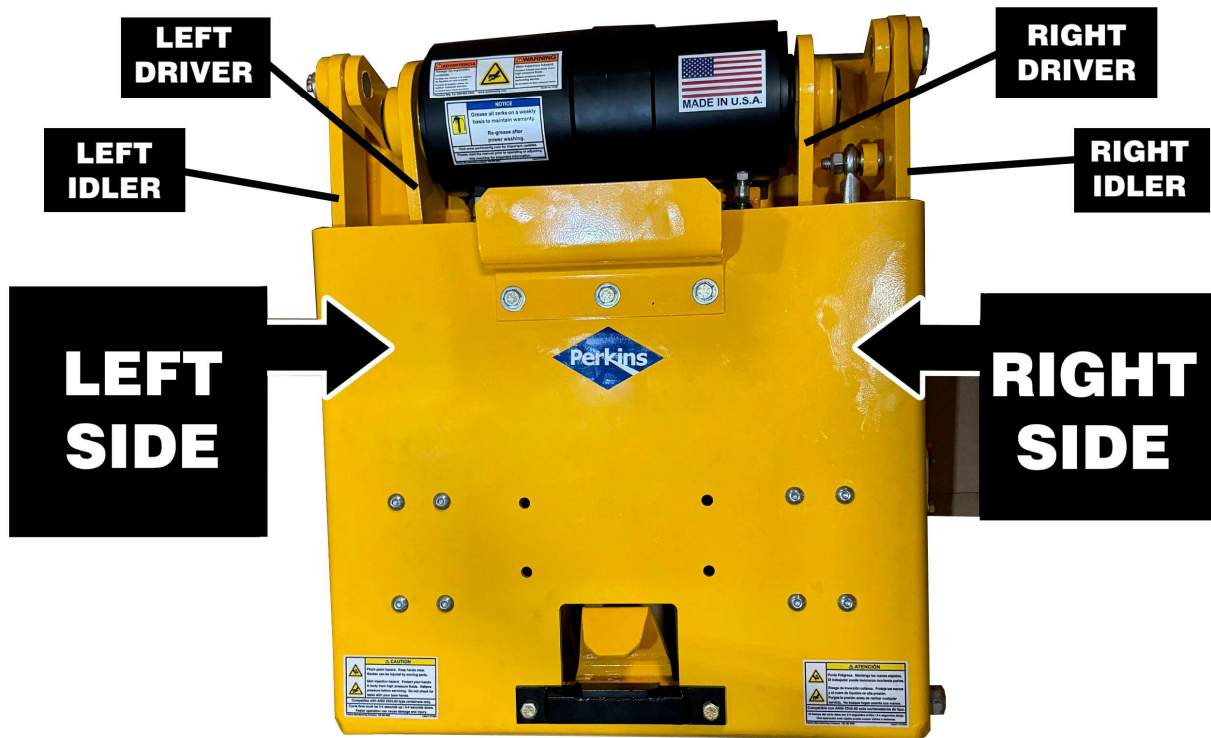
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## ORIENTATION OF LEFT AND RIGHT HAND SIDES

To eliminate any confusion when discussing “left” and “right”, please see graphic below. Left and Right is that of the observer, when viewing the machine from the front of the machine.

**AS VIEWED WHEN LOOKING  
AT THE FRONT OF THE LIFTER.**



Drivers are always connected to the actuator hubs.

Idlers are not connected to the actuator.

Lifter shown is for example only. Your model may vary in appearance.

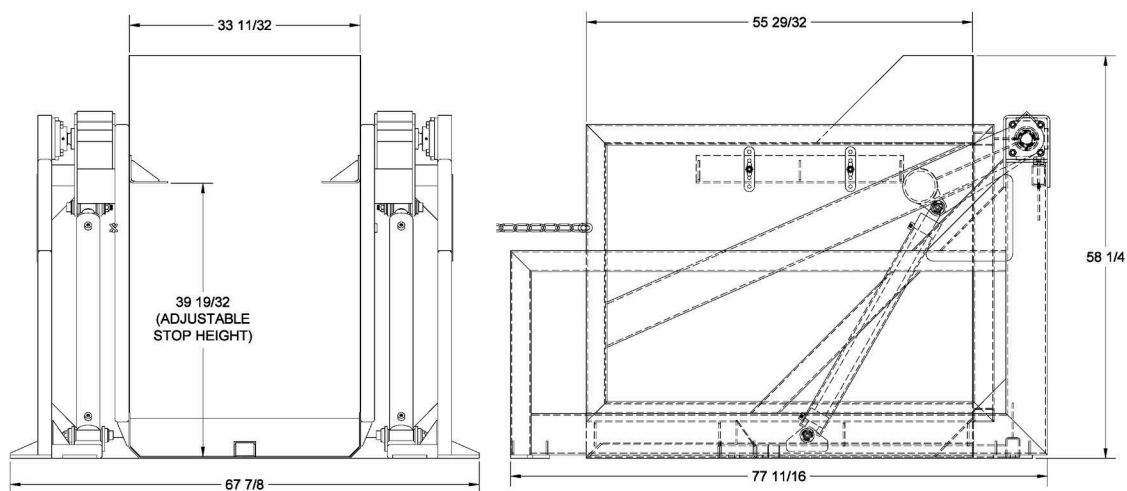


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Addendum

## Overall Dimensions



SOME DIMENSIONS TO THE POWER PACK MAY VARY DEPENDING ON THE POWER PACK SELECTED.  
DIMENSIONS TO THE CART WILL VARY BASED ON CART BRAND AND SIZE.

*Perkins regularly makes product improvements. Construction may vary depending on options chosen. Dimensions are subject to change without notice. Dimensions to the cart will vary depending on the type of cart used.*



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### Cart Types



**RUBBERMAID FG101300BLA**  
(1250 LBS WEIGHT CAPACITY FOR THIS TILT TRUCK)

*Note: The cart compatibility of the D7510 is limited to this specific cart brand/size. Other brands or sizes may not properly lock into place correctly.*

*Note: Follow the maximum weight capacity listed on the cart by the cart manufacturer (1250 lbs)..*

### Key Hydraulic Components



Adjustable Flow Control



Hand Valve



PO Check Valve



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# Installation/Repair Safety

Please read this manual prior to installing, repairing or using this cart lifter.

- ✪ Installation of this equipment requires welding, painting, grinding, torching and working with high-pressure hydraulic systems. The appropriate safety equipment should be used at all times.
- ✪ Always follow OSHA specified lock-out procedures while working with a truck.
- ✪ Your lifter with industrial stand will come assembled and ready to run. Just add electrical plug and hydraulic oil.
- ✪ If this is a stationary unit, do not operate this lifter unless the stand has been anchored to the floor with the appropriate concrete anchor bolts.
- ✪ Cart lifters are heavy! Do not lift the lifter by hand. Always use proper lifting equipment to position the lifter in place or to raise the lifter manually if hydraulic power is not on.
- ✪ Always use a chain or strap to secure the lifter in the upright position during any repairs. Unsecured lifters may fall suddenly causing injury.
- ✪ Do not open/loosen any hydraulic lines unless the system is off and depressurized.
- ✪ Always double-check hydraulic fittings and hoses for tightness prior to reactivating the pump.
- ✪ All painting of the lifter after installation is complete should be done with proper ventilation and per local regulations. Do not paint over caution and warning labels.
- ✪ If there are any questions about the proper installation or use of the cart lifter not covered in the manual, it is recommended to call Perkins at 800-882-5292.





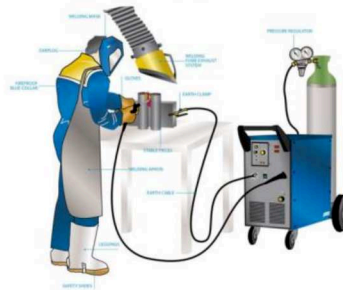
Please be aware of the risks of working with welding equipment and consumables. Always use safety protection equipment. The sparks may ignite fire, always clean the area from flammable material or flammable chemicals, do not weld close to gas lines or on top of electrical cords or installations. Disconnect battery cables from the battery and make sure the vehicle is perfectly grounded prior to attempt to do any weld. Always weld in a ventilated area.



**WHEN WELDING, WEAR APPROPRIATE EYE AND SKIN PROTECTION. WELDING LIGHT CAN BLIND. WELDING LIGHT CAN SUNBURN THE SKIN. LONG TERM EXPOSURE TO WELDING LIGHT CAN CAUSE CANCERS. ALWAYS WEAR PPE WHEN WELDING. PROPER PPE SHOULD ALSO BE WORN BY ANYONE IN THE THE WORK ZONE WHO MIGHT ALSO BE EXPOSED.**



Correct and safe electric welding station



**HYDRAULIC SYSTEMS CAN LEAK OUT HIGH PRESSURE WHICH CAN CAUSE SERIOUS INJURY, GANGRENE OR DEATH. DO NOT CHECK FOR LEAKS WITH YOUR BARE HANDS AND AVOID CONTACT WITH LEAKING OIL STREAMS.**

**HYDRAULIC OIL CAN ENTER THE BLOODSTREAM. SEEK MEDICAL ATTENTION IMMEDIATELY IF YOUR SKIN IS PUNCTURED BY HYDRAULIC OIL.**

**HYDRAULIC SYSTEMS CAN BECOME HOT (GENERALLY UP TO 170-180 DEG. F.) TO AVOID BURNS, DO NOT TOUCH VALVES, ACTUATORS, CYLINDERS, AND OTHER HOT COMPONENTS, EVEN AFTER THE SYSTEM IS SHUT OFF IT WILL REMAIN HOT AND TAKE TIME TO COOL DOWN.**

**ALWAYS TURN OFF A SYSTEM BEFORE SERVICING IT. DEPRESSURIZE THE CIRCUIT BY ACTIVATING THE CONTROLS WITH THE SYSTEM OFF TO RELIEVE ANY BUILT UP PRESSURE.**

**NEVER WORK UNDER A RAISED LOAD. RAISED EQUIPMENT CAN SUDDENLY FALL WHEN A VALVE OR LINE IS OPENED (LIKE A MOUSETRAP). IF THE EQUIPMENT MUST BE SERVICED IN THE RAISED POSITION, SECURE THE EQUIPMENT WITH CHAIN OR STRAP TO HOLD IT UP SAFETY.**

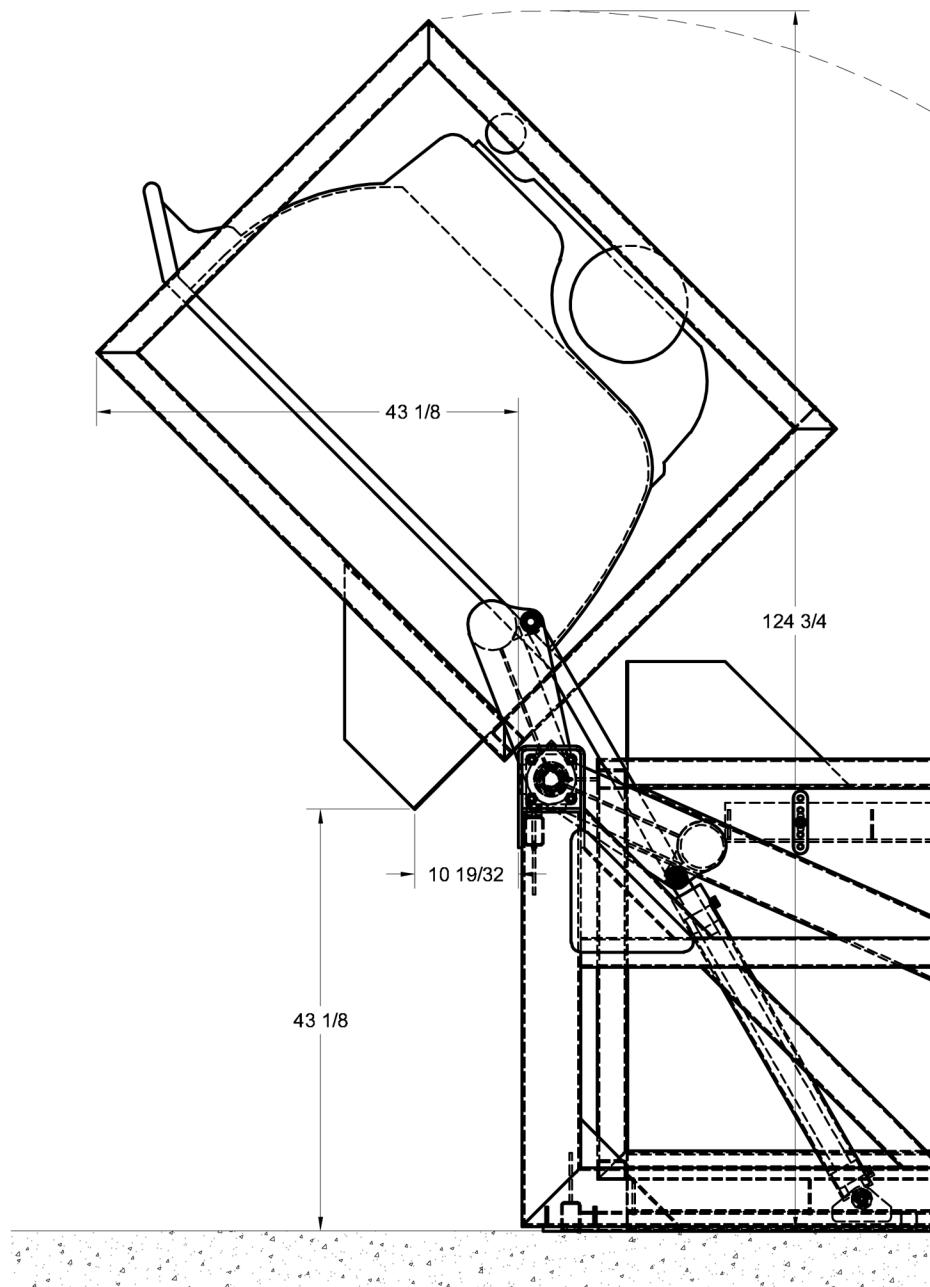


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## Determine the Mounting Height



The mounting height is non-adjustable. Simply mount your lifter to the floor!

Do not operate the lifter without securing the cart lifter base frame to the floor. Use (4) concrete/masonry anchors to properly secure the frame. Just make sure the lifter is centered and positioned prior to drilling the anchor holes.



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## Hydraulic Oil

The most important component of any hydraulic system is the oil. Perkins cart lifters use standard seal materials and should therefore be compatible to most grades of hydraulic oils, operating in typical weather conditions for most of North America. However, the condition of the oil is an important consideration that should not be overlooked.

Hydraulic oil may be dirty, contaminated, lost its viscosity, burned up, or have too high a concentration of absorbed water and/or air. While these things are unlikely to cause an immediate performance issue with your cart lifter, these issues can lead to premature wear and tear in the longer term.

Perkins would like to take this opportunity to remind you to check the quality of your hydraulic oil periodically and make sure it meets your standards. Oil that is maintained in good condition will help your equipment last longer.

## Lifter Speed

The cycle time of the lifter is very important for safe operation. Perkins suggests a complete cycle time of approximately 13 seconds (7.3 up and 5.5 down). Faster cycle times may be dangerous. Running a lifter too fast can damage the cart, or make a cart break loose off the lifter and fall, resulting in damage and/or injury.

The speed of the cart lifter is determined by the rate of oil (gpm) going to the unit. Typical lifters will require approximately 2 gpm in order to meet this speed. A gauge is recommended but not needed to determine proper lifter speed. Counting the cycle time using a stop watch is adequate to determine proper flow rate. Running a lifter too fast will void the warranty.

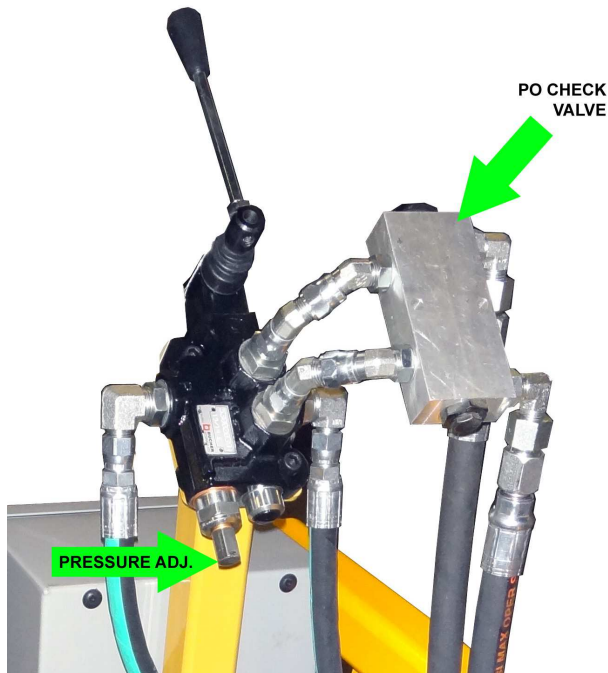
## Weight Capacity

The maximum amount of weight that can be lifted is limited by the pressure relief valve. The settings must be determined with a pressure gauge. The D7420 requires 1950 psi to lift a 1250 lb load. Place a pressure gauge after the hand valve and run the actuator until it stops, continue activating the handle and note the pressure on the gauge. Adjust the relief valve according to the manufacturer's instructions.



# Adjusting the Perkins Hydraulics

## Adjusting the Lifting Capacity



*Note: The setting for the D7420 is approximately 1950 psi to lift 1250 lbs.*

### Hand Valve:

This valve directs the flow to the lifter to make it move up or down. It features a “deadman” stop. Release the handle and the lifter should stop moving.

The valve has a built-in pressure relief valve. To increase the lifting capacity, loosen the locking nut and turn the adjusting screw clockwise. It is recommended to use a pressure gauge to achieve the right setting. Raise the lifter until it stops and continue to pull the handle. Note the pressure on the gauge and adjust the screw accordingly.

When the pressure is correct, retighten the locking nut.

## Troubleshooting the Hand Valve

This valve does not affect lifter speed!

Only adjust this valve if the lifter won't pick-up the desired weight, or if a chattering noise is heard.

Don't be fooled! Containers full of water, concrete, rocks, dirt, wet grass or other materials can easily weigh far more than the capacity of the lifter. Just because the lifter doesn't pick up that heavy cart, doesn't mean the lifter needs adjustment! If there is doubt, try weighing the container in question.

## Maintaining the Hand Valve

This valve requires no periodic maintenance.

If a problem is traced to the hand valve, turn the system off and remove the cartridge. Clean and inspect the cartridge. Make sure the handle returns to center on its own. If it doesn't, it may need a spring kit.



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## Maintaining the PO Check Valve

PO Check Valve: D63580

The valve locks the oil from escaping unless the hand control is activated. This locks equipment in position and prevents drifting when equipment is idle. It also acts as a safety, in the event of a broken hose, the valve stops the movement of the equipment.



This valve is not adjustable.

This valve requires no periodic maintenance.

If a problem is traced back to the PO check, turn off the system and remove the cartridge. Clean and inspect for damage. Replace cartridge if needed, flush the valve, rebuild and install.

## Maintaining the Adjustable Flow Control

Adjustable Flow Control Valve: D63575



The valve is located on the left-hand side port of the rotary actuator. It's purpose is to restrict oil coming out of the actuator when the lifter is moving back down. By restricting the oil, the lifter is prevented from "getting ahead" of the oil and slamming into the ground.

This valve only works in one direction, so adjusting it does not affect the speed of the upwards direction.

The valve has a small arrow stamped into its body. The arrow should point away from the actuator.

If the lifter comes down too quickly, try turning this valve in clockwise ¼ turn at a time until the down direction is smooth and under control.



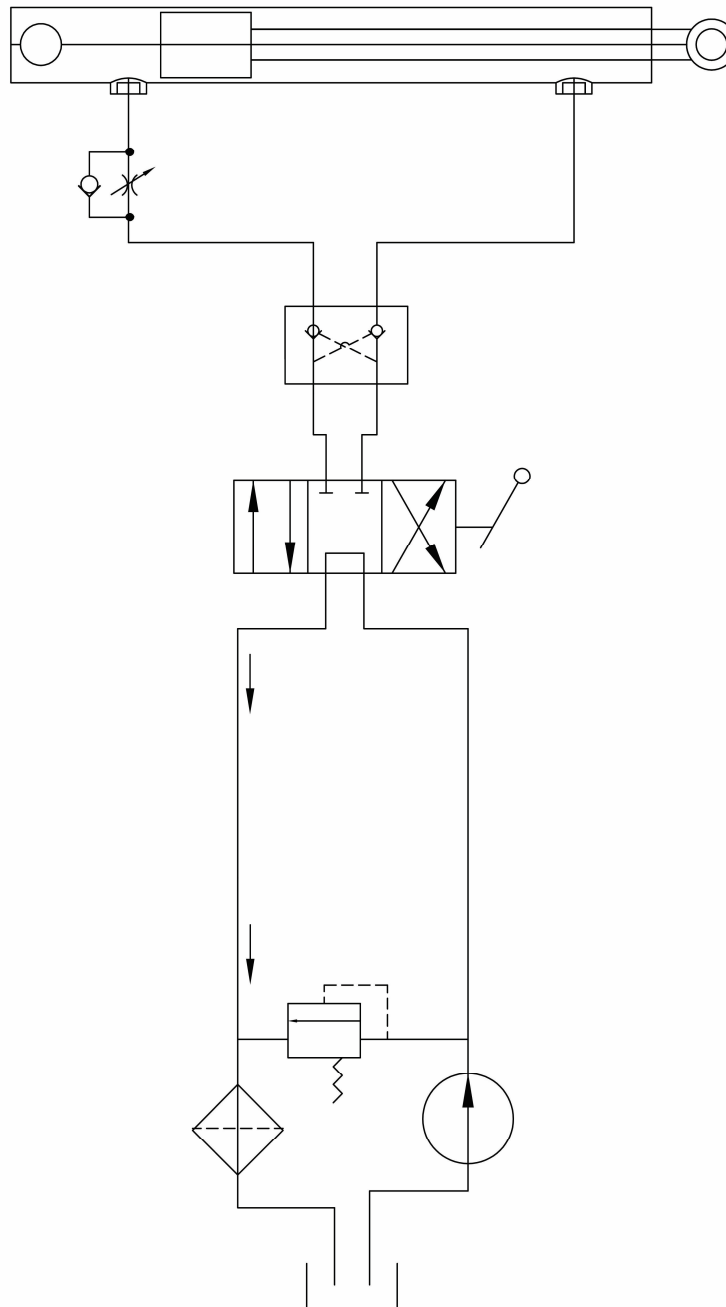
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## Perkins Single Lifter Hydraulics Schematic



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# Operating the Lifter

## Operating Instructions

The recommended cycle is 7.3 seconds to travel up and 5.5 seconds to travel down. This cycle time is based on the safe and smooth movement that the plastic cart can be swung about at without risking damage to the cart or injury to the operator. Therefore, operating the lifter faster than this time will void the warranty.

**It is recommended that the lifter be visually inspected on a daily basis to ensure that there is nothing obviously in need of repair. Broken or missing parts/hardware should be attended to immediately to avoid risk of further damage to the lifter, damage to the cart, or injury to the operator. Operating a cart lifter that is not properly maintained is hazardous.**

Step 1: Turn the key on the control box to start the power pack.

Step 2: Roll a loaded cart to the lifter and position the lower bar of the cart in the nook under the lower hook

Step 3: Look and make sure no one is in the area of the lifter or cart, then operate the hand valve by pulling up on the handle. The lifter will rotate and engage the cart and raise it to 45 degrees above the horizon.

Safety Note: The hand valve operates like a deadman switch. Releasing the handle at any time will stop motion of the lifter. Normal operation may be resumed by operating the handle again.

Step 4: Lower the cart by reversing the hand valve handle (pushing down), until the cart is safely returned to the ground and the lifter has disengaged the cart.

Step 5: Remove the empty cart and repeat the process as needed. Be sure to turn off the pump using the key control when the operation is complete. Do not leave the key in the control box, or unauthorized persons may attempt to operate the lifter, resulting in injury or damage.

**DO NOT USE THE HANDLE TO "SHAKE" THE LIFTER. THIS CAN CAUSE DAMAGE TO THE LIFTER OR THE TILT TRUCK AND WILL VOID THE WARRANTY.**





## Safe Operating Tips

Always follow your company's safety policy during the use of this lifter, including use of proper clothing/ personal protective gear, reflective clothing, etc. Always be aware of your surroundings and watch for people who may be working on or around the equipment prior to using the lifter.

Do not lift anything with the lifter other than ANSI approved carts which are in good condition. Non-approved carts may not lock properly, causing them to fall from the lifter, which can cause damage or injury and will void the warranty.

Do not use the lifter for any purpose other than lifting a cart. Lifters are not meant as steps, or used to crush/breakdown an item. Doing so can cause serious damage or injury and will void the warranty.

Speeding up the lifter beyond the recommended cycle time of 13-14 seconds and/or adjusting the relief valve to pick up weights heavier than 1250 lbs can lead to damage or injury and will void the warranty.

Do not operate the lifter unless the area around it is clear of personnel. This means do not touch the lifter while it is in operation and do not stand or sit under/near the lifter while it is moving. Lifters have pinch points which can cause serious injury. Stay clear at all times.

If the lifter is damaged by collision, operator abuse, shaking the lifter, or unauthorized adjustments in pressure or flow, then damage will not be covered by warranty.



## Adjusting the Lifter

### Other Adjustments

This lifter is non-adjustable! The lifter is designed specifically for Rubbermaid 1315 carts and may or may not work for other brands/sizes of carts. If you experience any difficulties with the cart type you have, please call Perkins at 800-882-5292 to discuss the problem and Perkins will advise the best solution to meet your needs.

Make sure all hardware is firmly tightened. If any hardware loosens they may be affixed with Blue Loc-tite type 242 thread locker.



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## **Lifter operation is erratic, lifter does not move smoothly**

When the lifter does not move smoothly, there is typically air in the system. This is usually an issue after the initial installation or a recent repair where the hydraulic lines may have been opened. Bleed air out of the system by loosening a fitting very slightly and running the hand valve to create flow. Excess air should bleed out of the opening in the fitting. Retighten when complete done.

Another possibility is the adjustable flow control, D63575 not functioning properly. Check the arrow printed on the valve body. The valve should be installed so the arrow points away from the cylinder. Adjust, clean, or replace the adjustable flow control valve as needed.

## **Cart lifter will not pick up the weight**

The cart may be overweight. If the cart is obviously very heavy and hard to move, try removing a few items from the top to lighten the load.

The hand valve relief pressure setting may be set too low. Check and adjust the pressure using a pressure gage. Note the pressure being delivered and adjust accordingly.

If all pressures are set properly and the hand valve works, then the cylinder may have internal leakage. Test for internal leakage by running the lifter all the way up and dead-head the lifter up. Note the pressure gage and see that the pressure stays constant as the hand valve is held depressed. If the pressure falls, you may have internal leakage and the actuator should be repaired/rebuilt with new seals.

## **Lifter operates slowly**

Check the flow using a flow meter to make sure the pump is delivering approximately 2 gpm. Older pumps can loose efficiency and flow drops as a result.

The hand valve may be faulty. Check, clean and/or replace as needed.

In rare instances, debris within the oil may be clogging components. Check and clean the valves as needed.



### **Hand valve lever sticks, does not return to center**

A worn or broken spring on the spool will cause the handle to fail to return to center. This is dangerous, since this means the deadman stop feature is not working. Check and replace the spring

If the spring is not the problem, check and clean the hand valve of any rust/corrosion and debris in or around the spool or the external parts.

On new installations, this is the result of having the pressure and tank lines reversed. Check and make sure that the pressure line goes to the "IN" port and the tank line goes to the "OUT" port.

### **Hand valve is leaking oil**

This is typically caused by worn or damaged seals. Install new seals, or in some cases, the spool itself is worn. If so, replace the hand valve.

### **Lifter drops carts**

Make sure the tilt truck is marked "Rubbermaid 1315". The D7420 needs the tilt truck wheels to fit nicely into the wheel wells, and the red lower bar of the tilt truck must slide under the lower hook prior to lifting, otherwise the tilt truck can fall out.

The "bullhorns" of the D7420 should be close fit to the surface of the tilt truck, otherwise the tilt truck can fall out.

Carts which are damaged or have missing lower bars will obviously not latch properly and should be repaired or replaced.

Some carts do not meet ANSI standards. Measure the problem cart and see that the bar to bar spacing is within 14 ½ - 15 ¼.

### **Lifter slams down to the ground or comes down too quickly**

On the way down, the lifter can get ahead of the oil and free fall. Check that the adjustable flow control is mounted to the left side of the actuator, with the arrow pointed away from the cylinder, and that the valve is adjusted properly. Try ¼ turn adjustments until the lifter returns to ground level smoothly.



### **Lifter drifts out of position when not in use**

Make sure the PO Check valve is installed. If it is and the lifter still drifts, remove the PO check and remove and clean the cartridge. If the valve is damaged, replace it.

If the problem does not seem to be the PO check, the hand valve may have internal leakage. Replace the hand valve seals and/or spool as needed.

If the problem persists, then the cylinder may be leaking internally. Check for internal leakage by running the lifter up and holding the hand valve while reading a pressure gage. If the pressure falls, then the cylinder is leaking internally and should be rebuilt with a new seal kit or replaced.

### **Lifter is in good condition, but lifter still breaks carts**

In this case, the lifter is most likely being operated too fast, or the carts are overweight. Excessively hard shaking of the carts by the operators can also lead to cart damage. Train your operators to operate the lifters properly.

## **Making a Warranty Claim**

For complete warranty coverage details, please see the warranty page at the end of this manual.

If you suspect that failure of the lifter to operate is due to a defect, please take a moment to locate the serial number of your lifter.

Warranty cannot be honored on lifters or individual pieces unless a serial number is provided. Since the tag is frequently lost, damaged, or painted over, it is a good idea to note the serial number in this manual at the time of installation.

At right is an example of the serial number plate. It will be stamped with a model number and serial number.

Once you have the number, please call Perkins Manufacturing at 800-882-5292 for additional instructions.



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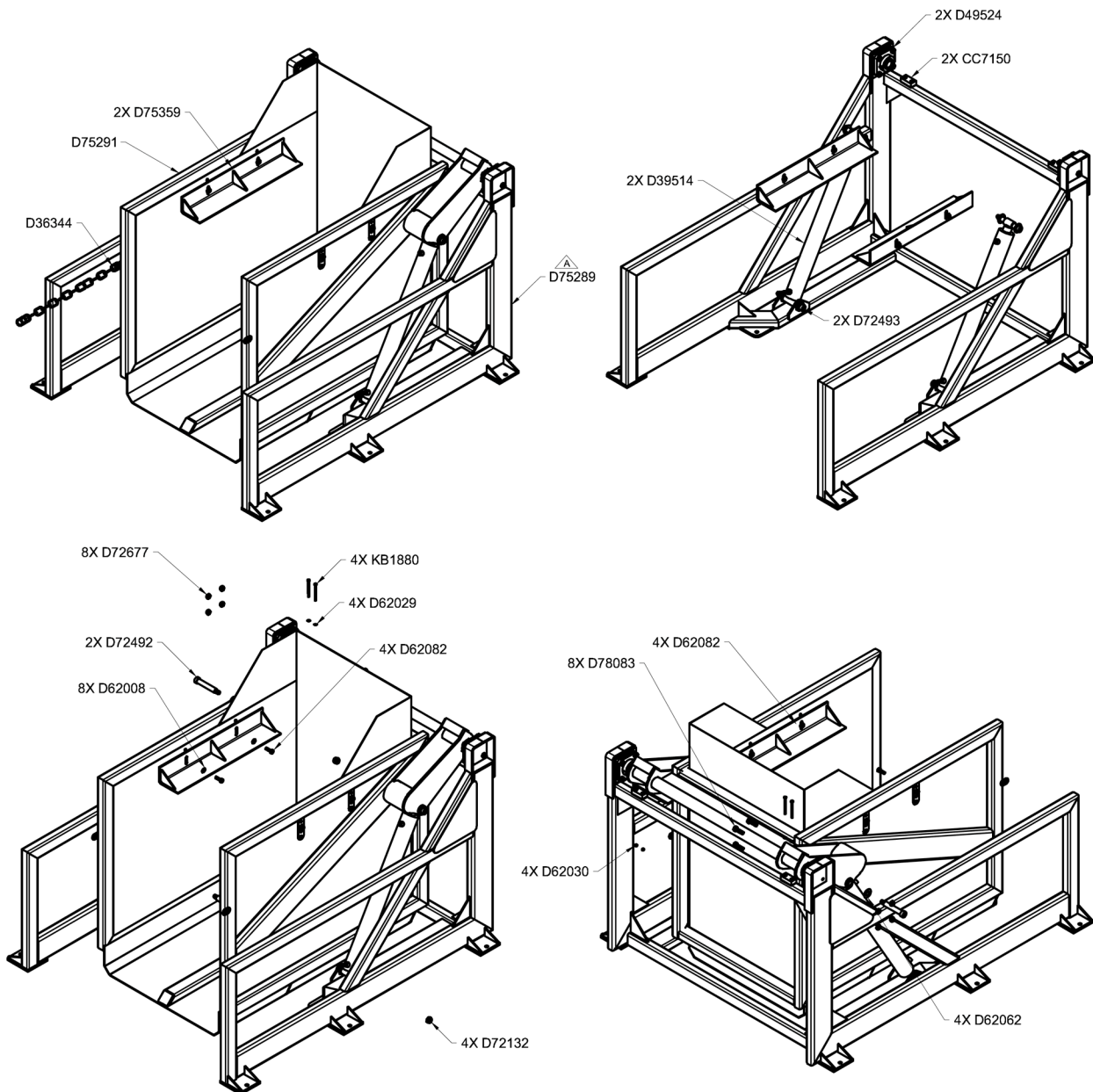
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# D7510 Exploded View



## D7420 Parts key

Item	Description	Qty
D56005	HYDRAULIC CYLINDER 3" BORE X 8" STROKE	1
D63011	ELBOW 90°, #6MT - #6MO	2
D63014	HOSE CLAMP SET #8 (DUAL HOSE)	3
D63031	TEE #6MT - #6MO - #6MT	4
D63105	ELBOW 90°, #6MT - #8MO	2
D63185	ELBOW 45°, #6FTSWIVEL- #6MO	2
D63575	VALVE FLOW CONTROL ADJUSTABLE - 6 GPM MAX. #6 SAE PORTS *FREE FLOW ONE DIRECTION / ADJUSTABLE RESTRICTION IN OTHER DIRECTION.* RESTRICTS IN DIRECTION OF ARROW.	1
D63581	ELBOW 45°, #6MT - #6FT	2
D63597	ADAPTER #6MO - #6FT	1
D72208	LOCKNUT 1-8-THIN X 1/2" HIGH, ZINC PLATED	2
D72209	BOLT HHCS 1-8 X 9, GR 8, ZINC PLATED	1
D56045	BASE FRAME WELD	1
D56054	LIFT FRAME WELD	1
D72851	BOLT HHCS 1-8 x 11 GR 8 W/ZINC PLATED	1
D63689	#8 HYDRAULIC HOSE ASSY X 114" MATCHMATE GLOBAL/EATON/AEROEQUIP #GH681-8 STANDARD #8 FEMALE SWIVEL JIC STRAIGHT ENDS	2
D62113	BOLT HHCS 5/16-18 X 3/4 GR8, ZINC PLATED	2
D72466	NORD-LOCK LOCKWASHER 5/16	2
D56059	PIVOT PIN WELD	2
D72895	LABEL KIT - ALL INDUSTRIAL LIFTERS	1
D63491	SERIAL NUMBER PLATE	1
D72009	DRIVE SCREW #6-3/8 PLATED	4



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 Addendum

## Protective Safety Labeling

Perkins provides each finished cart lifter with ANSI-specified caution labels. They are clearly placed directly on the machine for easy viewing by the operators.

Should the cart lifter ever be re-painted, or if the labels are damaged beyond recognition, it is advised to replace the labels immediately to help keep your crew safe.

OHSA always requires these labels to be in clear sight on the machine.

Responsibility to maintain proper caution and warning labels is the responsibility of the end-user.



You should make sure that all pressure is bled/released from the hydraulic or pneumatic system; for some systems it may be possible to work on a part of the system by using line-breaking or blanking procedures. Never loosen or tighten a hydraulic connection when the system is under pressure. The connection could fail catastrophically and cause an injection injury and/or damage to property. Inspect hoses regularly for wear then replace hoses before leaks can develop. Hydraulics systems should look clean and dry. You can typically see leaks where the machine is collecting dirt and debris that is sticking to the oil. Look for wet-looking areas that are collecting dirt. Check for abraded/scuffed hoses, loose or damaged fittings, or worn out seals, or other physical damage that may have led to creating the leak.

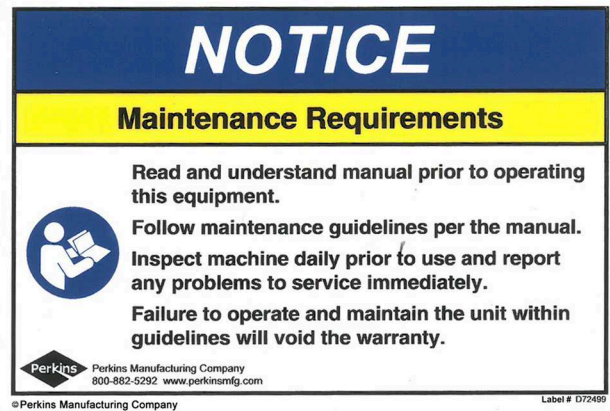


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Dress appropriately for work with pants and sleeves that are not too long or too loose. Shirts should be fitted or tucked in. Avoid wearing loose and dangling jewelry. Tie back long hair and tuck braids and ponytails behind you or into your clothing. Wear the appropriate, well-fitting gloves for your job.

Look for possible pinch points before you start a task. Take the time to plan out your actions and decide on the necessary steps to work safely. Read and follow warning signs posted on equipment.

Machinery can pose a hazard with moving parts, conveyors, rollers, and rotating shafts. NEVER reach into a moving machine. Turn equipment off and use lockout/tagout procedures before adjusting, clearing a jam, repairing, or servicing a machine.



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## NOTICE

**Grease all zerks on a weekly basis to maintain warranty.**

**Re-grease after power washing.**

**Visit [www.perkinsmfg.com](http://www.perkinsmfg.com) for important updates.**

**Please read the manual prior to operating or adjusting this machine for important information.**

Perkins Manufacturing. Company 708 482 9500

Label # D72163

Maintaining the lifter is vital to ensure proper operation of the equipment and for warranty to be valid. Inspection of the lifter is also important to make sure there are no loose parts and that the lifter is properly greased. Not inspecting or maintaining the machine regularly can pose a hazard of parts coming loose, parts not moving properly or wear items to become too worn to not move properly. If any issues occur, please contact service immediately.



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## Safety Labeling and Training Requirements

Perkins provides safety labeling on all outgoing product per ANSI regulations, seen below.

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### 19-01 Warning, Label and Safety Instructions.

Include standard safety instructions as one of the first items in a manual. This helps emphasize safe use of the product and can help the user understand the hazards, the consequences of the hazards and how to avoid the hazards. Priority placement also increases the likelihood that the information will be read. Any symbols or pictograms physically on the product should be included in the appropriate section of the manual to reinforce the association between the nature and severity of the hazard and the correct behavior.

The American National Standards Institute (ANSI) standard Z535.6, *Product Safety Information in Product Manuals, Instructions, and Other Collateral Materials*, should also be applied.

To help ensure the product user sees and understands warnings and safety instructions, you should make them conspicuous. It is critical that you make proper use of the signal words "*danger*", "*warning*", "*caution*" and "*notice*" and their corresponding signal colors *red*, *orange*, *yellow*, and *blue*.

Choosing the appropriate signal words and colors are based on an estimate of the likelihood of exposure to the hazardous situation and what could happen as a result of exposure to the hazard. The American National Standards Institute (ANSI) standard Z535.4, *Product Safety Signs and Labels*, defines the hazard signal words as follows:

**DANGER**: Indicates an imminently hazardous situation which, if not avoided, "will" result in death or serious injury. This signal word is to be limited to the most extreme situations.

**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. It may also be used to alert against unsafe practices.

**NOTICE**: Indicates information considered important, but not hazard related (e.g., messages relating to property damage).

***It is the responsibility of owner of this product to maintain the safety labels, keep them clear & visible to all users, and replace the safety labels when they become worn or missing.***

***All users must read and understand this manual and the safety precautions before using this product.***



Perkins Manufacturing Company  
Creators of the TuckAway® Cart Lifter  
[www.perkinsmfg.com](http://www.perkinsmfg.com)

800-882-5292

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Addendum

## Manufacturing Company

### Perkins Warranty Procedure

This procedure for claiming warranty must be followed or warranty will not be approved, credit will not be issued, and replacement parts will not be shipped. This document is not a replacement for the warranty policy. Please refer to the last page of your manual, which describes the warranty policy in detail.

If you believe your Perkins lifter has suffered from a failure that could be covered by warranty, immediately lock out any equipment that has failed per OSHA guidelines.

Take photographs of the lifter, including overall views of the unit and some close-ups, as necessary to properly record the failure in a way our engineering staff can examine. While taking photos of the lifter, record the serial number of the lifter.

Call Perkins at (800) 882-5292 and ask to speak to the service department. Requests for warranty can also be emailed to [svaldez@perkinsmfg.com](mailto:svaldez@perkinsmfg.com). Attach any photos to the email, as necessary. The service department will use the photos to determine if the return of parts for inspection is necessary or not. If the return of parts is required, the service department will issue you an RGA number.

Your replacement parts will be shipped at the time of your warranty request, but they will require a purchase order number/payment in order to ship. (Credit will be issued later, after warranty status is determined.) Your replacement parts will feature RGA numbers on the documentation referencing your warranty request. Replacements are sent UPS ground. For faster shipping, the customer will be charged.

Clearly mark the box of any returns with the provided RGA number in a prominent place. This helps our shippers identify your items. When your returned parts arrive, our service and engineering teams will inspect your shipment and determine if the failure is a defect covered by the warranty or not. If the item(s) are covered by warranty, credit will be issued. If the item(s) were not covered by warranty, a report will be generated that fully describes the reasoning behind the decision.

### Common Warranty Mistakes:

Please do not ship lifters/parts to Perkins without first obtaining an RGA number. Parts received without prior authorization or without RGA markings will be discarded and credit will not be issued.

Orders that are placed without discussing warranty status will be treated as a typical order and will be billed accordingly. Credit will not be issued for warranty requests after the order is placed.

No warranty is allowed on lifters/parts not having a serial number.



## Manufacturing Company

### Perkins Return Policy:

If, within 30 days of receipt of the item(s), a customer would like to return an unused item(s), the customer may contact Perkins for a return authorization (RGA#). The item must be shipped within 2 weeks of the return authorization. The customer will pay the return freight and a 15% restocking fee on the return(s). The item must be in new / unused condition, and any damage or clean up required to restore the product to resalable condition will be charged to the customer.

Packages received without an RGA# on the packaging identifying who the product is from may be discarded or refused and credit may not be issued. Always make sure the RGA# is displayed on the box and on any included paperwork.

If Perkins shipped the wrong item(s), the incorrect item(s) may be returned within 30 days of receipt of the item by contacting Perkins for a return authorization (RGA#). The item(s) must be shipped within 2 weeks of the return authorization. Perkins will pay the return freight and waive the restocking fee.

If the return results in a net debit, the customer will be invoiced. If the return results in a net credit, the credit can be used against the replacement item(s) or a future purchase.

### Special Notes:

**Perkins does offer customized solutions and due to the customization of these items, Perkins cannot accept returns or refunds on anything custom ordered. This includes industrial units, cane lifters, and other items which have been specially fabricated to the customer's specifications. Unfortunately returns on these products cannot be accepted.**



## Perkins Manufacturing One-Year Limited Warranty

PERKINS MANUFACTURING COMPANY warrants its products to be free from defects in material and workmanship under normal use for a period of **one (1) year** from the date of delivery to the first purchaser.

Any claim under this warranty must be handled in accordance with PERKINS' warranty procedure.

This warranty is expressly limited to the repair or replacement in PERKINS' discretion of any component or part of any PERKINS product unit manufactured by PERKINS which is brought to PERKINS attention promptly after discovery and is proven to PERKINS' satisfaction to have been defective in material or workmanship.

This warranty shall not obligate PERKINS to bear the cost of labor or transportation charges in connection with the repair or replacement of defective parts, and it shall not apply to a product upon which repairs, or alterations have been made unless authorized in writing by PERKINS.

Any damage, wear & tear or improper use, substitution of parts not approved by PERKINS, modifications other than those done by PERKINS or as authorized in writing by PERKINS, or any alteration or repair by others in such a manner which, in PERKINS' judgment, materially and adversely affects the product shall void this warranty. Operation at an actuator cycle time of less than six seconds shall void this warranty. Wear items used for anti-friction purposes are not covered by this warranty.

Periodic maintenance is required in order to maintain warranty but is not covered by warranty. Please refer to the maintenance section of the service manual for instructions.

PERKINS makes no warranty of products manufactured by others and supplied by PERKINS, the same being subject to warranties, if any, of their respective manufacturers.

PERKINS shall not assume any liability for any incidental, consequential, direct, or indirect damage, loss or delay of any kind, including, but not limited to, the loss of profits, product or downtime.

PERKINS warrants any service parts it may sell for a period of ninety (90) day from the date of delivery for replacement only. The item being replaced must be returned to PERKINS for evaluation upon its request. The cost of labor to replace such part shall be the responsibility of the owner. PERKINS does not warrant any used parts.

PERKINS, whose policy is one of continuous improvement, reserves the right to improve its products through changes in design or materials as it may deem desirable without obligation to incorporate such changes in products of prior manufacture.

**THE ABOVE WARRANTY SUPERCEDES AND IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITING, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO EMPLOYEE OR ANY OTHER REPRESENTATIVE OF PERKINS IS AUTHORIZED TO CHANGE THIS WARRANTY IN ANY WAY OR TO GRANT ANY OTHER WARRANTY. THESE TERMS WILL BE CONSTRUED ACCORDING TO THE LAWS OF THE STATE OF ILLINOIS WITHOUT REGARD TO ITS CONFLICTS OF LAWS PROVISIONS. ALL ACTIONS OR PROCEEDINGS IN ANY WAY, MANNER OR RESPECT ARISING OUT OF OR RELATED TO THE GOODS WILL BE LITIGATED ONLY IN STATE OR FEDERAL COURTS, AS APPROPRIATE, LOCATED IN WILL COUNTY, ILLINOIS. BUYER CONSENTS AND SUBMITS TO JURISDICTION IN THE STATE OF ILLINOIS AND WAIVES ANY RIGHT TO TRANSFER THE VENUE OF ANY SUCH ACTION OR PROCEEDING.**