

**ANTHONY**  
LIFTGATES, INC.®

**ETU**



## OPERATION MANUAL

### MODELS

ETU-20-44

ETU-25-50



For Serial Number 123751 and Greater

QUALITY, RELIABILITY, CUSTOMER SERVICE

MADE IN THE USA 



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# 1. General Information

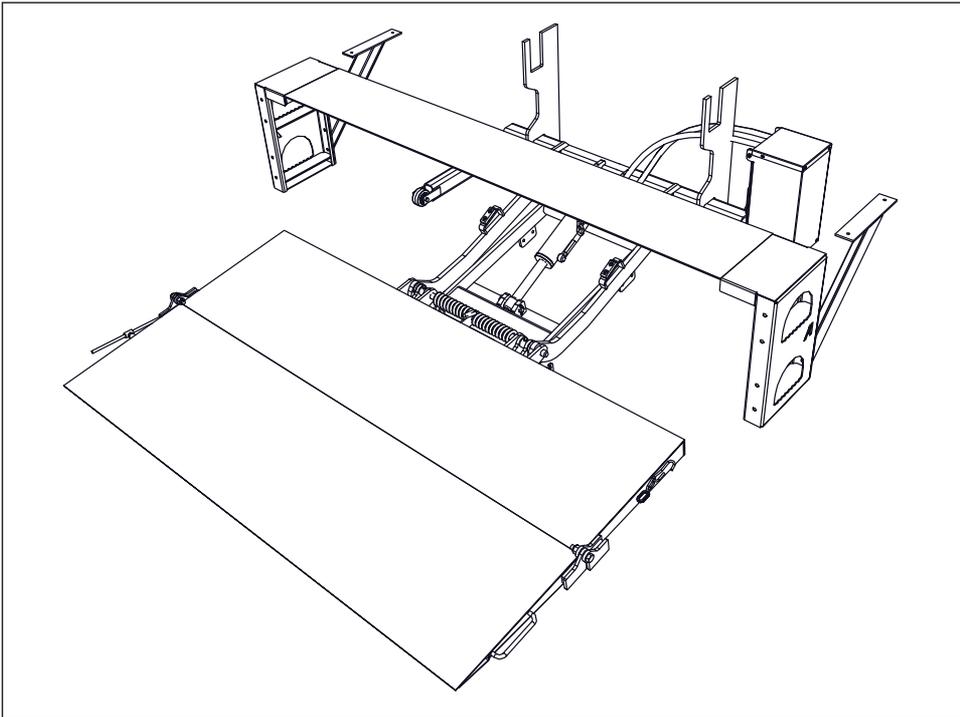
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## 1.1 Introduction

Congratulations on selecting an Anthony Liftgates ETU TuckUnder™ liftgate.

All Anthony tuckunder model liftgates are factory assembled, energized, and tested to ensure the highest quality performance standards. ETU liftgates ship completely assembled for fast and easy installation.

To ensure the liftgate operates to your expectations, we have provided this Operation manual, which is designed to provide you with the necessary operating instructions and precautions required for the ETU TuckUnder™ liftgate.



Typical Anthony Liftgates ETU Tuckunder Model.



Read, Understand, and Follow Instructions

**To avoid personal injury or even death, carefully read, understand, and follow all instructions about this liftgate. Do not attempt to operate this product without fully understanding all of the instructions and safety recommendations.**

**Do not operate the truck or liftgate unless you read and understand the instructions and safety precautions in this Operation Manual and other related manuals for the truck.**

**If any doubt or question arises about the correct or safe method of following the instructions found in this manual, contact your Anthony Liftgates' dealer. Proper care is your responsibility.**



All users of this liftgate must be at least 18 years old and have read and understood all operating instructions and safety decals before use.



Crush Hazard

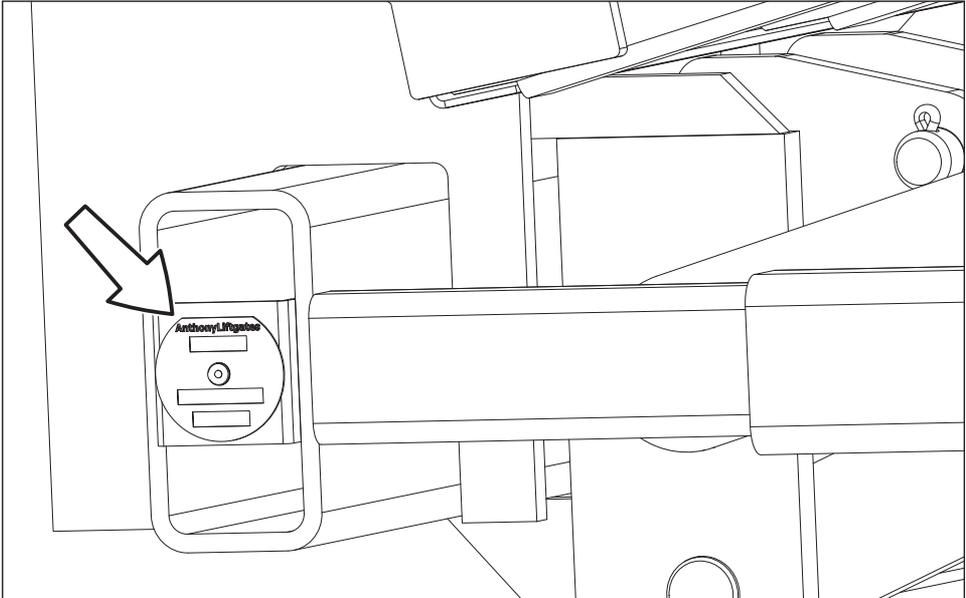
**Unsecured or unstable loads, when raised or lowered on the liftgate, can shift or fall.**

**Securely position loads on the platform to prevent personal injury or death.**

## 1.2 Registration

To register your liftgate go to **www.anthonyliftgates.com**, select Customer Service, and then select Product Registration.

Before calling your authorized dealer with questions or other product information requests, have the serial number, model number, and lift capacity of your liftgate available. This information is stamped into the identification plate on the side of the adapter frame tube and helps verify your warranty information and your specific liftgate.



Model and Serial Number Identification Plate.

Record the serial number, model number, date of installation, and load capacity of the liftgate for easy reference when contacting your authorized dealer with questions.

Serial Number Information	
Serial No.	
Model No.	
Date of Installation	
Lift Capacity	

## 1.3 Customer Service and Parts

For service or ordering replacement parts, contact your authorized dealer by going to **www.anthonyliftgates.com** and selecting the FIND A DEALER tab. Enter your zip code to find the nearest authorized service location.

## 1.4 Safety Signs (Decals)

**SAFETY  
INSTRUCTIONS**



**Being unaware of safety recommendations can lead to personal injury. The user must make sure all decals are attached to the liftgate and truck and are legible.**

Safety signs (decals) provide a vital role in helping reduce injury or even death. To ensure the highest level of safety, ensure all decals are attached to the liftgate. Remember, it is the users' responsibility to maintain the legibility of these decals. For decal placement or a complete part number list and illustration of the decals used on the ETU tuckunder liftgate, refer to section "5. Replacement Safety Signs (Decals)" on page 15 in this manual.

## 1.5 Warranty

For a detailed copy of the Warranty Statement, refer to "7. Limited Warranty" on page 25.

1. Unauthorized modifications or use of the liftgate may cause it to operate improperly or result in other unforeseen problems or dangers. If any deviation is deemed necessary, first obtain written permission from Anthony Liftgates.
2. All decals must be attached, and legible or all warranties are void.

## 2. Safety Section

---

### 2.1 Safety is Your Responsibility



It is the responsibility of the user to understand and properly use this liftgate. Be aware of the inherent dangers in the use of this product. Read, understand, and follow all Warnings, Cautions, Notices, and Safety Instructions in this manual, on the liftgate, or the truck.

Accidents can often be avoided by being alert and recognizing potentially hazardous situations. Anyone operating the liftgate must have the necessary training required to use the liftgate safely. The information in this manual serves as an essential guide in an attempt to prevent injury or even death.

Anthony Liftgates cannot anticipate every possible circumstance that might involve a potential hazard. The identification of hazardous situations in this manual and on the product itself is, therefore, not all-inclusive. If you use procedures, work methods, or operating techniques not specifically mentioned by Anthony Liftgates, you must satisfy yourself that they are safe for you and bystanders. Make sure the liftgate or truck is not damaged or made unsafe by any operating method you choose.

DO NOT proceed if any doubt arises about the correct or safe method of following any instructions found in this or other related equipment manuals. If in doubt, seek out expert assistance from your authorized dealer before continuing.

### 2.2 Safety Signal Words



The “Safety Alert Symbol” identifies personal injury hazards and is followed by a signal word such as **WARNING** or **CAUTION** to indicate the severity of the danger.



This safety alert icon surrounds an image showing a specific type of injury to avoid. These icons are shown in “2.2.3 Hazard Avoidance” on page 6.



**Indicates a potentially hazardous situation which, if not avoided, COULD result in death or serious injury.**



**Indicates a potentially hazardous situation which, if not avoided, MAY result in minor or moderate injury.**



*Indicates that equipment or property damage can result if instructions are not followed.*



**Indicates specific safety-related instructions or procedures.**

**Note:** Contains additional information important to a procedure.

### 3. Operation Section

#### 3.1 General Operating Safety Instructions



Do not use this liftgate for any other purpose than its intended use of loading and unloading cargo from the bed of a truck.



Do not overload the platform. The maximum rated capacity is based on an evenly distributed load on the platform.



Crush Hazard

– Do not stand in the platform's work area while operating the liftgate. Serious injury or death could result if the load shifts or falls from the platform.

– Do not go under the liftgate while it is in a raised position.

Accidental lowering could cause severe crushing injuries.

– Do not place any object under the liftgate's working zone.



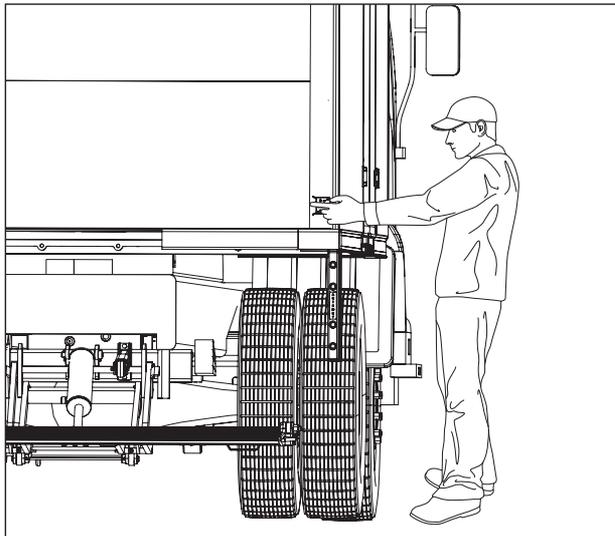
To prevent personal injury, immediately clean up any spilled fluid on the liftgate platform. To avoid tripping, do not leave anything laying on the platform or around the work area.



Do not allow children to play on or around the liftgate or operate it.



Anthony Liftgates recommends not riding on the platform when it is raising or lowering a load. If, however, conditions require it, make sure you stand away from the edge, and your footing is stable. When operating the liftgate from the ground, always stand to the side on the side of the truck, as shown.





Always apply the truck's parking brake and remove the ignition key before operating the liftgate. Failure

to follow this recommendation can result in injury.



Do not place hands or feet into pinch points areas, between the platform and the platform extension, or under the edge of the

platform.



Persons unfamiliar with its operation must not use the liftgate.



Visually inspect the liftgate before use to make sure all parts are in good working condition, and the platform operates freely. Replace any damaged parts immediately.



To prevent possible injuries due to improper operation, make sure all decals are attached to the liftgate and truck and are legible at all times.



Always use three points of contact during ingress or egress of the truck or platform.



Before opening, closing, raising, or lowering the platform, make sure the working area around and under the platform is clear.



Always place the load as close to the center of the platform as possible and as close to the truck as possible.



Only operate the liftgate with the control mounted on the truck body.



Do not drive a lift truck onto or over any part of the platform.

## 3.2 Operating Instructions

Anthony Liftgates strongly recommends the installation of an optional cut-off switch. This switch prevents accidental or unauthorized use of the liftgate by disconnecting power between the battery and the power unit.

1. Unhook the latch chain.

### NOTICE

*In some cases, the liftgate can slightly lower against the latch chain. If this happens slightly raise the liftgate to relieve the pressure.*

2. Press and hold the control switch in the DOWN position until the folded platform rests on the ground.



### CAUTION

**Always stand on the curbside of the truck when raising or lowering the platform with the control switch.**

3. Manually unfold the main platform.



### CAUTION

**Always stand on the curbside of the truck when unfolding the platform.**

4. Manually unfold the flipover section.



### CAUTION

**Always stand on the curbside of the truck when unfolding the flipover section.**

5. Raise and lower platform using the UP and DOWN functions of the control switch.

### SAFETY INSTRUCTIONS

**Do not bounce the platform by pushing and releasing the control switch abruptly.**

### NOTICE

*Do not allow the motor and pump to run after the liftgate is closed, or in the up position.*

6. Reverse steps to fold and store platform. Make sure platform is locked in the storage position with the latch chain.

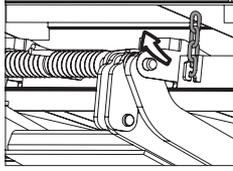
### SAFETY INSTRUCTIONS

**When placing the liftgate in the storage position (folding), slowly fold the platform until it contacts the wheel arm assembly. Lock the liftgate into the storage position with the latch chain whenever the liftgate is not in use.**

# ANTHONY TUCKUNDER LIFTGATES OPERATING INSTRUCTIONS

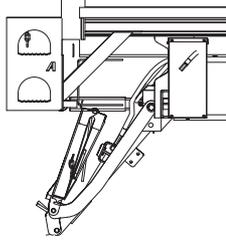
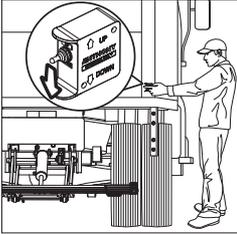
## 1. Release latch chain.

Liftgate may need to be slightly raised to release pressure on latch chain.



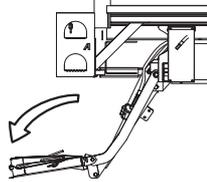
## 2. Press control switch DOWN until folded platform rests on ground.

Always stand on curbside of truck when raising or lowering platform with control switch.



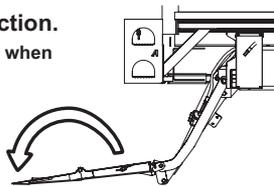
## 3. Manually unfold main platform.

Always stand on curbside of truck when unfolding platform.

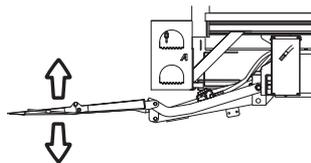
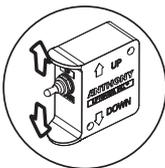


## 4. Manually unfold flipover section.

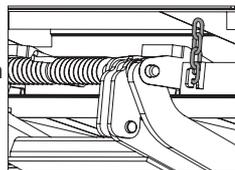
Always stand on curbside of truck when unfolding flipover section.



## 5. Raise and lower platform using UP and DOWN functions of control switch.



## 6. Reverse steps to fold and store platform. Make sure platform is locked in transport position with latch chain.



A131150

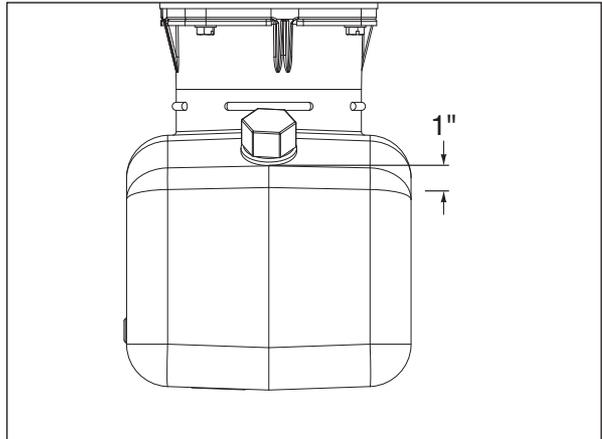
## 4. Routine Service Items

### 4.1 Adding Fluid to Power Unit Reservoir

1. Check the oil level.

With the platform on the ground, the oil level should be within one inch of the top of the fill plug opening.

Do not overfill; prevents overflow.



2. Pull the fill plug straight out. Add oil to fill the reservoir to the appropriate fill level.

#### **NOTICE**

*To prevent damage to the pump, use only the recommended Hyken Glacial Blu anti-wear, low-viscosity, hydraulic fluid in the power unit reservoir.*

*In an emergency, use any anti-wear hydraulic fluid, but flush the system and replace it with our recommended fluid soon as reasonably possible. Do not mix hydraulic oil and automatic transmission fluid due to possible compatibility problems.*

*Use the appropriate viscosity of fluid based on the surrounding climate conditions. Viscosity is important because the pump will not cause a temperature increase to the oil in the reservoir, like a typical closed-loop hydraulic system.*

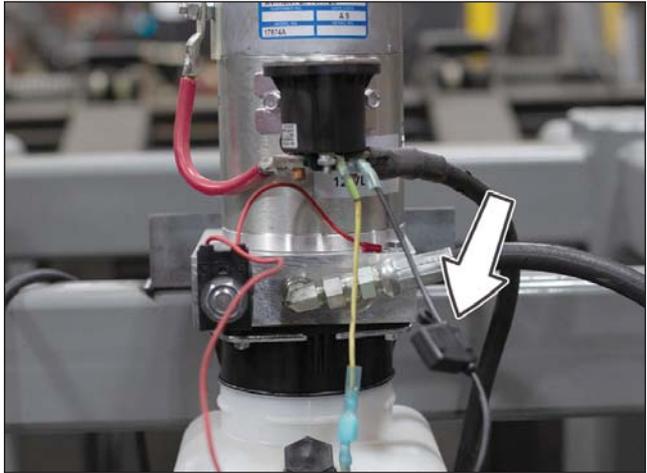
*DO NOT use brake fluid in place of our recommended fluids.*

3. Change the fluid if it is contaminated or dirty, or every 12 to 24 months, depending on use.

## 4.2 Checking Control Switch Fuse

If the control switch is not operating the liftgate, check the in-line fuse located on the control cable inside the power unit box.

Replace the fuse with part number A-150438, 10 Amp Fuse.



## 5. Replacement Safety Signs (Decals)

### 5.1 Placement of Decals

#### **SAFETY INSTRUCTIONS**

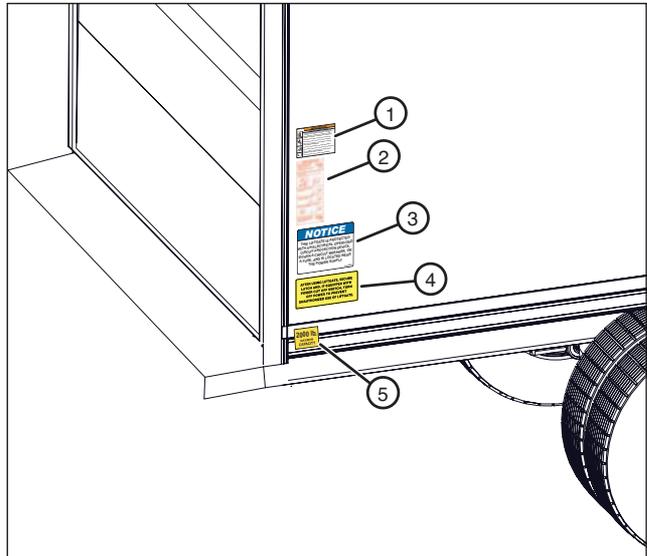


Being unaware of safety recommendations can lead to personal injury. The user must make sure all decals are attached to the liftgate and truck and are legible.

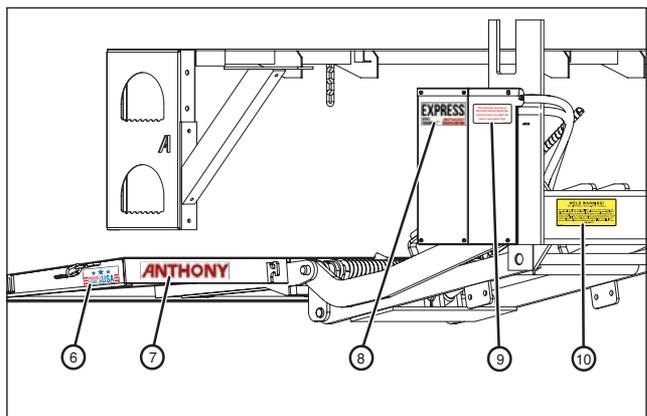
Safety signs (decals) provide a vital role in helping reduce injury or even death. To ensure the highest level of safety, ensure all decals are attached to the liftgate. Remember, it is the users' responsibility to maintain the legibility of these decals.

For replacement decals contact an authorized dealer by going to **[www.anthonyliftgates.com](http://www.anthonyliftgates.com)** and selecting the FIND A DEALER tab. Enter your zip code to find the nearest authorized service location.

1. Warning Personal Injury Hazard Decal
2. Operating Instructions Decal
3. Electrical Overload Circuit Protection Decal
4. Remove Power using Power Cut-off Switch Decal
5. Maximum Capacity Decal



6. Flag — Made in the USA
7. Anthony Logo
8. Express Series Decal.
9. Hydraulic Tank Fluid.
10. Weld Warning.



Item	Part Number	Description	Qty.
1	A-131115	DECAL: WARNING, PERSONAL INJURY	1
2	A-131150	DECAL: OPERATING INSTRUCTIONS	1
3	A-150238	DECAL: NOTICE - PROTECTED WITH ELECTRICAL OVERLOAD CIRCUIT BREAKER	1
4	ATU-141	DECAL: POWER CUT-OFF SWITCH	1
5	A-131020 ATU-174	DECAL: 2000 LB. MAXIMUM CAPACITY DECAL: 2500 LB. MAXIMUM CAPACITY	1
6	A-150601	DECAL: MADE IN THE USA	1
7	A-131147	DECAL: ANTHONY LABEL	1
8	A-131148	DECAL; EXPRESS SERIES	1
9	A-131133	DECAL: HYDRAULIC TANK FLUID	1
10	A-131028	DECAL: WELD WARNING	1
--	A-131001	DECAL: 10 AMP FUSE CHANGING PROCEDURE (attached to control wiring in pump box)	1

<b>ANTHONY</b> LIFTGATES, INC.™		 <b>WARNING</b>
<b>PERSONAL INJURY HAZARD</b>		
	<p><b>Operation may require user to stand on platform. To prevent injury or death of operators or bystanders:</b></p> <ul style="list-style-type: none"> <li>• <b>Read and follow operator/owner manual for safety, operation, inspection, and maintenance instructions.</b></li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Do not place unstable or unsafe loads on platform.</b></li> <li>• <b>Do not allow loads to extend over edge of platform.</b></li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Do not exceed capacity or use liftgate for anything other than intended purpose.</b></li> <li>• <b>Be aware of surroundings when operating liftgate.</b></li> <li>• <b>Do not allow body parts to contact moving components.</b></li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Ensure footing is stable and stand away from edge before raising or lowering platform.</b></li> <li>• <b>Owner/operators must properly maintain liftgate.</b></li> </ul>	
		A-131115

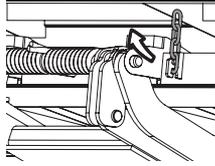
**ADVERTENCIA**  
**PELIGRO DE LESIÓN PERSONAL**

La operación puede requerir que el usuario se pare sobre una plataforma. Para evitar lesiones o la muerte de operadores o transeúntes:

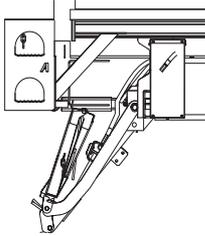
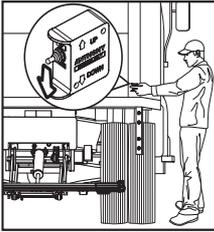
- Lea y siga las instrucciones del manual del operador o del propietario en cuanto a seguridad, operación, inspección y mantenimiento.
- No coloque cargas inestables o poco seguras sobre la plataforma.
- No permita que las cargas sobresalgan por el borde de la plataforma.
- No supere la capacidad máxima ni utilice el montacargas para ninguna otra cosa que no sea el propósito previsto.
- Preste atención a los alrededores cuando utilice el montacargas.
- Tenga cuidado de que ninguna parte del cuerpo esté en contacto con los componentes que están en movimiento.
- Asegúrese de estar sobre una superficie estable y aléjese de los bordes mientras la plataforma está subiendo o bajando.
- El debido mantenimiento del montacargas corre por cuenta del propietario o los operadores.

**ANTHONY TUCKUNDER LIFTGATES  
OPERATING INSTRUCTIONS**

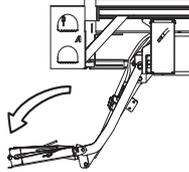
- 1. Release latch chain.**  
Liftgate may need to be slightly raised to release pressure on latch chain.



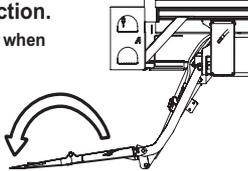
- 2. Press control switch DOWN until folded platform rests on ground.**  
Always stand on curbside of truck when raising or lowering platform with control switch.



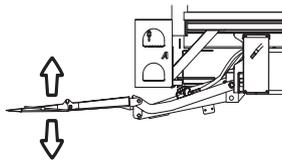
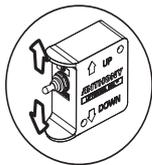
- 3. Manually unfold main platform.**  
Always stand on curbside of truck when unfolding platform.



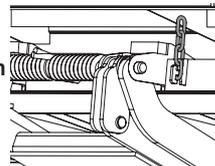
- 4. Manually unfold flipover section.**  
Always stand on curbside of truck when unfolding flipover section.



- 5. Raise and lower platform using UP and DOWN functions of control switch.**



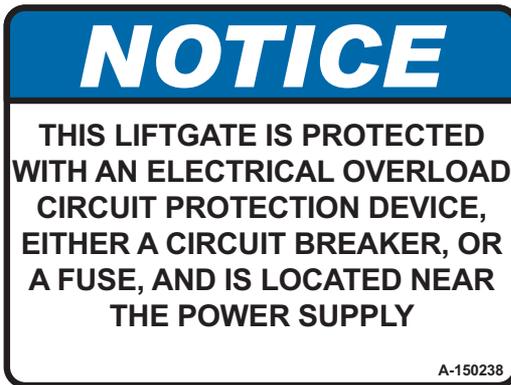
- 6. Reverse steps to fold and store platform. Make sure platform is locked in transport position with latch chain.**



A-131150

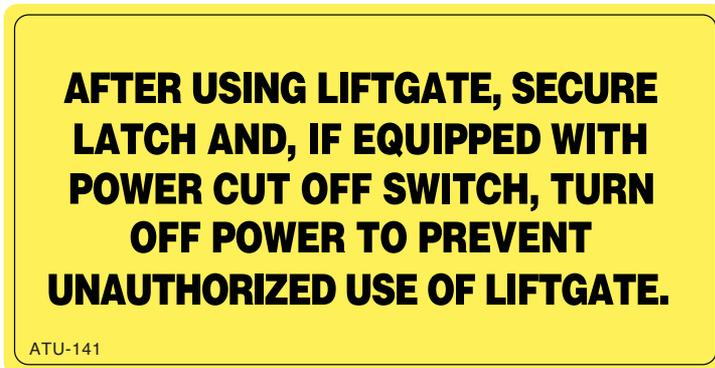
**INSTRUCCIONES DE  
MANEJO**

- 1. Cadena de cierre de liberación**  
La plataforma puede necesitar ser levantada levemente para liberar la presión en la cadena del pestillo.
- 2. BAJE LA PLATAFORMA EMPUJANDO EL CONTROL HACIA LA POSICIÓN "DOWN".**  
La plataforma empezará a abrirse a medida que baja.
- 3. DESDOBLE LA PLATAFORMA TIRANDO DE LA MANIJA HACIA AFUERA Y HACIA EL PISO.**
- 4. DESDOBLE LA SECCION PLEGADA "FLIP"**
- 5. MANTENGA EL CONTROL EN "UP" PARA LEVANTAR LA PLATAFORMA -O- "DOWN" PARA BAJARLA**
- 6. Invierta los pasos para plegar y almacenar la plataforma. Asegúrese de que la plataforma esté bloqueada en la posición de transporte con la cadena de cierre.**



**AVISO**

ESTE MONTACARGAS CUENTA CON UN DISPOSITIVO QUE PROTEGE EL CIRCUITO CONTRA LAS SOBRECARGAS ELÉCTRICAS, YA SEA UN DISYUNTOR O UN FUSIL, UBICADO CERCA DE LA FUENTE DE ALIMENTACIÓN.



DESPUÉS DE UTILIZAR EL PANEL POSTERIOR, FIGE EL PASADOR, Y SI ESTÁ PROVISTO DE UN INTERRUPTOR DE CIERRE DE ALIMENTACIÓN, APAGUE LA POTENCIA PARA EVITAR EL USO NO AUTORIZADO DEL PANEL POSTERIOR

5 — A-131020, ATU-174



### CAPACIDAD MÁXIMA



Make sure the proper “MAXIMUM CAPACITY” decal is placed on the truck for the appropriate lifting

capacity of the liftgate being installed. Do not put a higher rated decal on a liftgate with a lower capacity; this could result in liftgate damage or possibly personal injury.

6 — A-150601



7 — A-131147



8 — A-131148



**This hydraulic reservoir is filled with Kendall Glacial Blu hydraulic fluid. Use ONLY the same or equivalent fluid.**

A-131133

**El depósito hidráulico está lleno con líquido hidráulico Kendall Glacial Blu. Use ÚNICAMENTE el mismo líquido o uno equivalente.**

## **WELD WARNING!**

**For all Anthony "Service-Free" Liftgates**

When performing welding during installation, service, or repair on Anthony "SF" Service-Free liftgates, the actual part being welded must be grounded. Failure to follow this instruction can cause the welding ground to travel through the high pressure hydraulic hose as the source of ground, thus causing damage to the hose from the powerful electric current. The resulting damage to the hose may or may not be visible and can cause unexpected catastrophic failure of the lift. If you have any questions, please contact Anthony Liftgates, Inc., Pontiac, Illinois, USA (800-482-0003).

A-131028

## **¡ADVERTENCIA ANTES DE SOLDAR!**

**PARA TODOS LOS ELEVADORES ANTHONY "SERVICE-FREE"**

**Cuando se tenga que soldar durante instalación, servicio o reparación de un elevador Anthony "SF" Service-Free, la pieza que se está soldando debe estar a tierra. El no seguir esta instrucción causará que la tierra de la máquina soldadora viaje a través de la manguera hidráulica de alta presión hasta la fuente de tierra. La intensa corriente eléctrica dañará la manguera. El daño resultante puede ser visible o invisible, y puede causar una inesperada falla catastrófica del elevador. Si usted tiene alguna pregunta al respecto, por favor contacte Anthony Liftgates, Inc., Pontiac, Illinois, USA. (800-482-0003)**

## A-131001 (attached to control cable)

<p>10 AMP FUSE &amp; HOLDER Protects against <u>dead shorts</u> in this "control circuit". If blown, pull "fuse holder cap", replace fuse, replace "cap". If fuse continues to blow, contact a qualified mechanic, "control circuit" may be damaged.</p>	A-131001	<p>10 AMP FUSE &amp; HOLDER Protects against <u>dead shorts</u> in this "control circuit". If blown, pull "fuse holder cap", replace fuse, replace "cap". If fuse continues to blow, contact a qualified mechanic, "control circuit" may be damaged.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**FUSIBLE DE 10 AMPERIOS Y SOPORTE - Protege contra cortocircuitos francos en este "circuito de control". Si el fusible se quemó, quite la "tapa del soporte del fusible", cambie el fusible y vuelva a colocar la "tapa". Si el fusible continúa quemándose, comuníquese con un mecánico calificado, dado que el "circuito de control" podría estar dañado.**

## 6. Troubleshooting

<b>Troubleshooting Chart</b>	
<b>Liftgate will not open when control switch is activated.</b>	
<sup>1</sup> (If the problem cannot be quickly and easily resolved by the operator, the liftgate should be taken to an authorized dealer for repair).	
Possible Causes	Possible Solution
If installed, cab cut-off switch is OFF.	Place switch to ON position. Note <sup>1</sup>
Truck battery is dead.	Check for loose or corroded battery connections and make sure battery is fully charged. Replace or recharge battery.
In-line circuit protection fuse in main power cable from truck battery is blown.	Check for continuity. Replace fuse. Note <sup>1</sup>
10 Amp fuse for control box switch in power unit box is blown.	Replace fuse. Note <sup>1</sup> Refer to "4.2 Checking Control Switch Fuse" on page 14.
Motor start solenoid is bad.	Note <sup>1</sup>
Battery cable is damaged.	Note <sup>1</sup>
Motor is not working.	Note <sup>1</sup>
<b>Motor runs, but liftgate will not open or lower to the ground.</b>	
Low oil level in reservoir.	Add oil to the appropriate fill level. Refer to "4.1 Adding Fluid to Power Unit Reservoir" on page 13.
Other causes which are not able to be fixed by operator: Structural damage. Lowering valve solenoid on pump. Lowering valve cartridge on pump. Flow control valve on cylinder.	Note <sup>1</sup>
<b>Motor runs, but platform will not raise, will not raise rated capacity, or raises but drifts down when control switch is released.</b>	
Load capacity has been exceeded.	Verify load capacity and adjust load weight.
Low oil level in reservoir.	Add oil to the appropriate fill level. Refer to "4.1 Adding Fluid to Power Unit Reservoir" on page 13.
Low Voltage.	Make sure truck battery is fully charged.

<b>Troubleshooting Chart</b>	
Other causes which are not able to be fixed by operator: Structural damage. Lowering valve solenoid on pump. Lowering valve cartridge on pump. Defective piston seals. Defective piston pump. Flow control valve on cylinder.	Note <sup>1</sup>
<b>Platform lowers extremely slow.</b>	
Causes which are not able to be fixed by operator: Structural damage. Improper oil in hydraulic reservoir. Lift arm bushings are worn. Damaged or kinked hydraulic hose. Cylinder rod is scored, pitted, or bent. Faulty flow control valve in cylinder.	Note <sup>1</sup>
<b>Platform raises partially and stops.</b>	
Load capacity has been exceeded.	Reduce weight of load.
Low Voltage.	Make sure battery is fully charged.
Low pressure.	Add oil to the appropriate fill level. Refer to "4.1 Adding Fluid to Power Unit Reservoir" on page 13.
Structural damage.	Replace damaged parts.
<b>Platform will not lower.</b>	
<sup>1</sup> (If the problem cannot be quickly and easily resolved by the operator, the liftgate should be taken to an authorized dealer for repair).	
Platform operating area is not clear.	Clear working area.
Low Voltage.	Make sure battery is fully charged
Structural damage.	Note <sup>1</sup>

## 7. Limited Warranty

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### 7.1 Limited Warranty

#### **ETU - 1 yrs/3,000 cycles Mechanical/Electric/Hydraulic**

Thank you for purchasing an Anthony liftgate. We strive to produce the most trouble-free and reliable liftgates in the market. We are sure you will experience years of reliable operation. To further ensure your confidence in Anthony, this warranty will cover your unit for the listed time period or number of cycles (whichever occurs first) on mechanical/structural, electrical, and hydraulic operating parts. This warranty is extended to the original purchaser (user only) and is not transferable. The warranty term begins from the date of shipment from our factory or warehouse.

Anthony Liftgates Inc. will cover all failed components during the warranty period. Labor will be provided under our Flat Rate Warranty Schedule, in effect at the time of the part failure, and includes diagnosis time. Contact Anthony for current reimbursement amounts. For repairs NOT listed on the Flat Rate Warranty Schedule, contact the Anthony Warranty Department for approved reimbursement, prior to performing repairs. Anthony Liftgates Inc. reserves the right of determination of whether a component is defective or has failed. This warranty applies to Anthony liftgates installed, operated, and maintained in accordance with Anthony Liftgates Inc. installation, operation, and maintenance manuals, videos, etc.

Certain Anthony models have published Lifetime Warranties on listed components, as published in current literature. This additional coverage will be detailed on the published operation components, providing the unit has been operated and maintained within the intended usage.

Anthony Liftgates, Inc. will process all claims and determine their eligibility for authorization upon the receipt of the failed part, the identification of the claimant, and the liftgate serial number. All parts must be returned freight prepaid and following the instructions given by the Anthony Warranty Department. Freight collect shipments will not be accepted.

**PLEASE NOTE THAT NO CLAIMS WILL BE PROCESSED WITHOUT THE PART, THE CLAIMANT'S INFORMATION, AND THE LIFTGATE SERIAL NUMBER.**

Claims not submitted within 30 days of repair date will be denied.

**Note** ALL CLAIMS MUST BE COMPLETED ON THE ANTHONY LIFTGATES INC. WARRANTY CLAIM FORM.

This form provides all the necessary information.

Upon approval of the claim, Anthony will, at the direction of the claimant, return a replacement part and labor allowance, or a parts credit based on current distributor net pricing, and the appropriate flat rate labor allowance.

Anthony Liftgates, Inc. is not responsible or liable for loss of time, cost, labor, material, profits, direct or indirect damages caused by failed components, whether due to rights arising under purchase, order, contract of sale or independently thereof, and whether or not such claim is based on contract, tort, or warranty. The sale of products of Anthony Liftgates, Inc. under any other warranty or guarantee express or implied is not authorized. This warranty does not cover misuse, abuse, damage, or product finish, normal wear, maintenance adjustments, careless or negligence of use or maintenance. Modifications to our product are not covered unless prior authorized by Anthony.

Purchased Parts warranty is 1 year from the date of purchase and covers replacement of the part only.

If you require assistance or have questions, please contact Anthony Liftgates, Inc. at 815-842-3383.

**Note:** Most (not all) Anthony liftgate models incorporate our Service-Free feature. Service-Free refers to the fact that these models require no routine or scheduled lubrication of the major pivot points that contain our service-free bushings. Normal repair and maintenance of your liftgate, per our instruction, is necessary for ALL Anthony liftgates.

Anthony Liftgates, Inc.  
1037 W. Howard St. P.O. Box 615  
Pontiac, IL 61764-0615  
PH: 815-842-3383  
FAX: 815-844-3612  
E-Mail: [warrantyclaims@anthonyliftgates.com](mailto:warrantyclaims@anthonyliftgates.com)

## 7.2 Warranty Policy and Procedure

All warranty claims must be completed on the Anthony Liftgates Warranty Claim Form utilizing the Flat Rate Warranty Schedule. See the current rates as listed for each model. Using this process will allow for quick and accurate credit payment.

Claims will not be processed without the failed part returned (pre-paid) to Anthony Liftgates, and the warranty claim form completed.

**Note:** When returning defective parts for warranty consideration, be sure to call ahead for a Return Authorization Number.

If you require further assistance or have questions, please contact the Anthony Liftgates Warranty Department.



**ANTHONY**  
LIFTGATES, INC.®

**ETU**



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