PROTECT YOUR INVESTMENT

Whether you bought your Columbus McKinnon brand hoist for its performance capabilities, safety features or long service life; you understand the value of a good investment. Make sure you protect that investment by demanding only genuine Columbus McKinnon parts for all of its service and maintenance needs. Only with Parts Star can you be sure that your hoist repair is using authentic Columbus McKinnon parts. All Columbus McKinnon parts are built to the highest standards of quality and performance. They are designed to fit your hoist’s exact specifications; maintaining warranty requirements.

BETTER INVENTORY. BULK SAVINGS. EASY ORDERING

Whether you need individual repair parts, Total Repair Kit or Bulk Packaged Parts, Parts Star has the right solution for your repair needs.

IDENTIFYING & ORDERING GENUINE PARTS AND ACCESSORIES

Finding parts for CMCO products is now easier than ever with the new Parts Star Parts Locator, Parts List tool and the improved Serial Number Lookup tool. Accessible from our Distributor Web, these tools allow you to:

- Look up current product drawings and O&M manuals.
- Search for and review product parts lists by serial number, product type, hoist model and capacity.
- Find parts with pricing and availability, and purchase parts right on the Distributor Web.

If you need further support, contact our customer service department for assistance. If possible, please have your applicable data for identifying the installed products ready at hand, for example:

1. Hoist Model Number from identification plate.
2. Serial number of the hoist stamped below identification plate.
3. Voltage, phase, hertz from the identification plate.
4. Length of lift.
5. Part number of part from parts list.
6. Number of parts required.
7. Part name from parts list.
SUPPORTING SPARE PARTS
As a manufacturer of premium products, it is also in our interest to guarantee a supply of spare parts for our customers on current, discontinued and obsolete products.

For products that are currently in production, parts available for resale will be identified in the O&M and/or parts manual. If a part is not listed in the manual, it is not for sale as a repair part. Some parts will only be available in complete assemblies called Total Repair Kits (i.e. lower hook block assembly), while other parts will be sold only in Bulk Packaged Part quantities (i.e. latch kits). Parts in kits will not be sold as individual parts.

Once a product is discontinued (stopped production or inventory no longer available), the full support of parts will be maintained for the timeframe below. When the support period has been reached, a complete evaluation of parts will be completed to determine what parts, if any, will continue to be supported.

PRODUCT PARTS SUPPORT TIMELINES
After the product rationalization announcement has been released, the full support of parts will be maintained for the timeframe shown below. The timeframe may be re-evaluated based on overall product sales and parts availability.

<table>
<thead>
<tr>
<th></th>
<th>CHAIN &amp; ATTACHMENTS</th>
<th>MANUAL HOISTS</th>
<th>POWERED CHAIN HOISTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic products:</td>
<td>3 years</td>
<td>5 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Imported products:</td>
<td>1 year</td>
<td>3 years</td>
<td></td>
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<tr>
<td>CM Cady Lifters</td>
<td>Evaluated on a per job basis and dependent on parts availability</td>
<td></td>
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<tr>
<td>WIRE ROPE HOISTS</td>
<td>10 years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CRANE COMPONENTS</td>
<td>10 years</td>
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HOIST PART RETURNS
Please see the Columbus McKinnon North American Hoist & Rigging Return and Order Cancellation Policy for more details.

Any hoist parts inventory that is returned needs to be clean, free of corrosion, and in good, salable (as received) condition, and must be returned within one (1) year of their delivery to Channel Partner. Parts that are, in CMCO’s sole discretion, not currently active or are obsolete will not be allowed for return. All parts need to be bagged and identified with the part number, and only hoist parts that are stocked by CMCO, with a unit list price of over $10.00, may be returned. The invoice number and the invoice date should be shown for each item being returned. If the invoice number and date cannot be supplied or determined by CMCO, no credit will be allowed. Once a parts return request is initiated, CMCO will provide Channel Partner with a form which must be completed to obtain all required information for the parts being returned, and allow for the Return Goods Authorization Number to be issued.

ONLINE WARRANTY REGISTRATION
Improvements to our Online Warranty Registration page will allow users to get the most out of their product warranty, receive important product support alerts and have efficient customer service and support. Links to our online warranty registration page can be found on cmworks.com and on the Distributor Web.