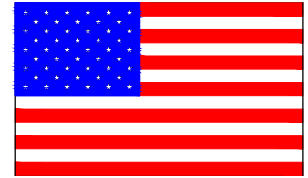


# OWNER'S / OPERATOR'S MANUAL

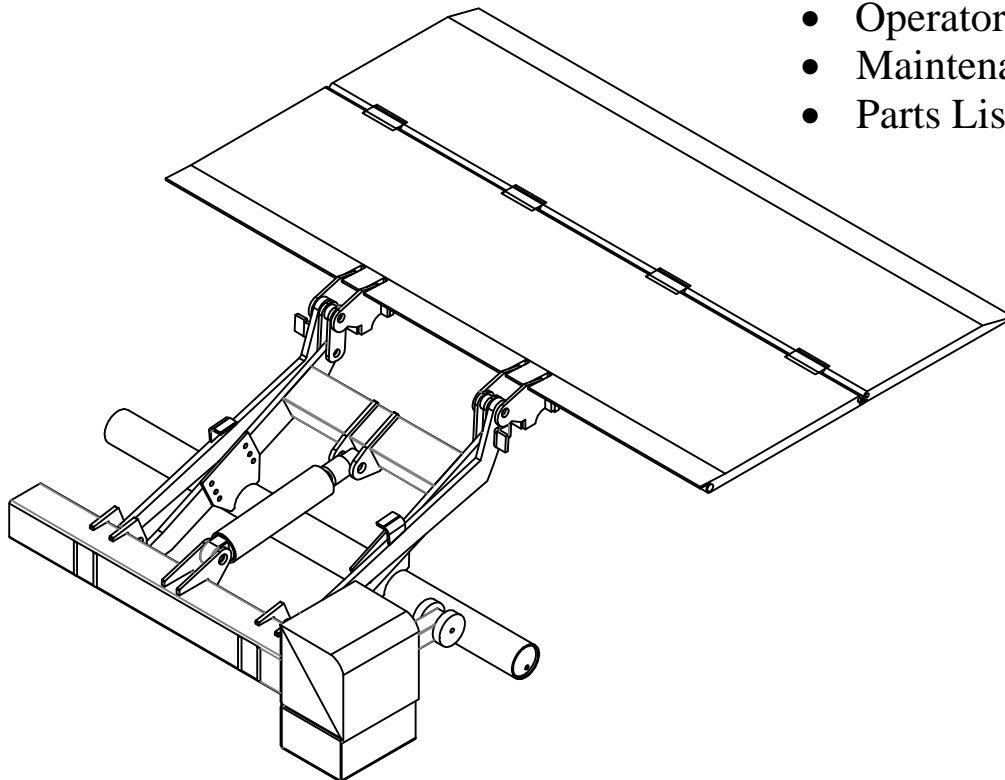


Woodbine, Iowa



## Tommy Gate TKL 2500 lb Capacity

- Safety Information
- Warranty Information
- Operator's Instructions
- Maintenance Instructions
- Parts List



Before installing this liftgate, please observe the Vehicle Loading Limitations. These loading limitations are outlined in the Vehicle Owner's Manual and the Safety Compliance Certification Label located on the driver's door pillar.



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# TO THE OWNER/OPERATOR:

Read this manual completely before using your gate. Operate and maintain your gate safely as outlined in this manual. Be sure you read and understand all operating, safety, maintenance and service information. Should you need repair or service information, contact Tommy Gate or an authorized distributor for assistance.



This is the safety alert symbol. It is used 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 indicates a potentially hazardous situation which, if not avoided, may result in property damage.

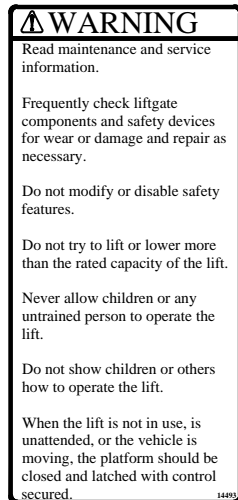
Safety is a primary concern in the design and manufacture of our products. Unfortunately, our efforts to provide safe equipment can be wiped out by a single careless act of an operator.

Accident prevention and safety are dependent upon the awareness, concern, prudence and proper training of the personnel who operate, transport, maintain and store this equipment. It is your responsibility to use good judgment in the operation of this equipment.

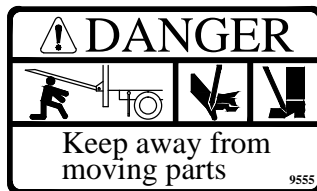
It has been said that "**the best safety device is an informed, careful operator.**" We ask you to be that kind of operator.

## DECAL LOCATIONS AND DESCRIPTIONS

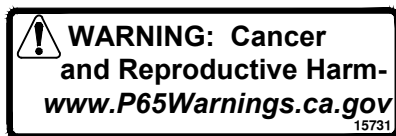
Locate and read all decals prior to operating gate  
**REPLACE IF MISSING OR NOT READABLE**



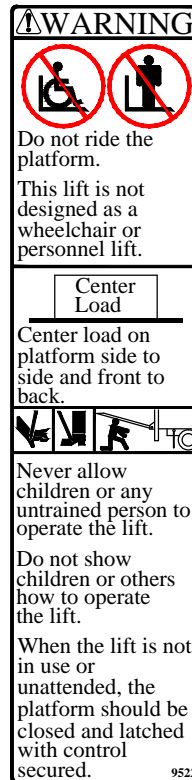
Decal No. 1  
 Located on the curb side on back of main platform.



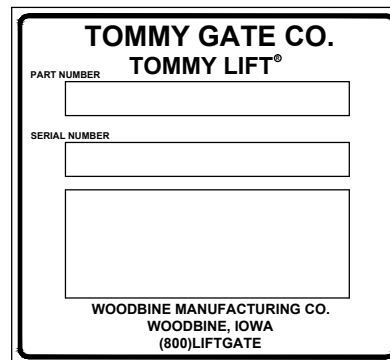
Decal No. 2  
 Located on each main platform lid end.



Decal No. 3  
 Located on the curb side on back of main platform.

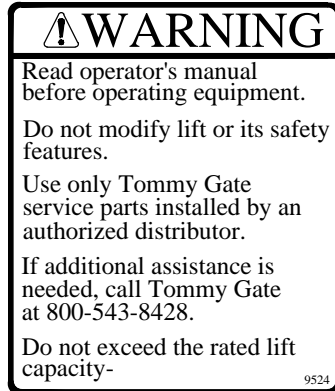


Decal No. 4  
 Located on the curb side on back of main platform.

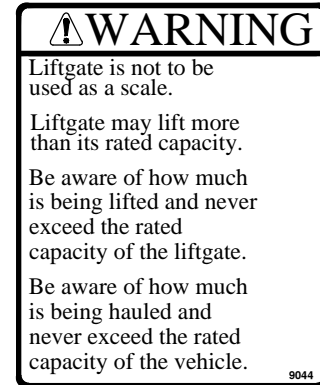


Decal No. 5  
 Located in the pump box and inside of the curb side arm

## DECAL LOCATIONS AND DESCRIPTIONS



Decal No. 6  
Located on the curb side on back of main platform.



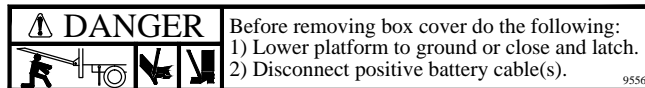
Decal No. 10  
Located on the curb side on back of main platform.



Decal No. 7  
Located on each main platform lid end.



Decal No. 11  
Located at the arm link support.



Decal No. 8  
Located on the pump cover.



Decal No. 12  
Located on the curb side on back of main platform.



Decal No. 9  
Located next to each coil spring.

## DECAL REPLACEMENT

**NOTE: When ordering Decals, please have Decal Numbers available.**

To replace decal, clear area of grease and dirt with non-flammable solvent and soap and water. Allow to dry. To apply decal, peel off 1/2 of back. Hold decal squarely and apply to cleaned surface. Peel off remaining back and smooth in place. Gently rub decal with a damp rag or sponge to smooth out bubbles. (The decal has a pressure-sensitive adhesive on the back.)

If the liftgate is going to be painted, you need to mask the decals before painting. Remove the mask **after** painting so the decals can be read clearly.

## Tuckunder Terms and Method of Operation

Your Tommy Gate is connected to your vehicle battery. The vehicle battery powers a motor, coupled to a hydraulic pump. This motor and pump combination is called a power unit. Flow from the pump retracts a cylinder attached to the upper arm assembly that lifts the gate platform. A check valve blocks return flow from the cylinder to the pump and a pressure relief valve prevents the gate from being overloaded.

**!WARNING:** Liftgate is not to be used as a scale. Liftgate may lift more than its rated capacity. Be aware of how much weight is being lifted and never exceed the rated capacity of the liftgate. Be aware of how much weight is being hauled and never exceed the rated capacity of the vehicle.

Placing the toggle switch into the lower position will direct the pump flow to extend the cylinder and the platform will lower.

The terms used to describe parts of the tuckunder in this manual can be found in (Figure 1).

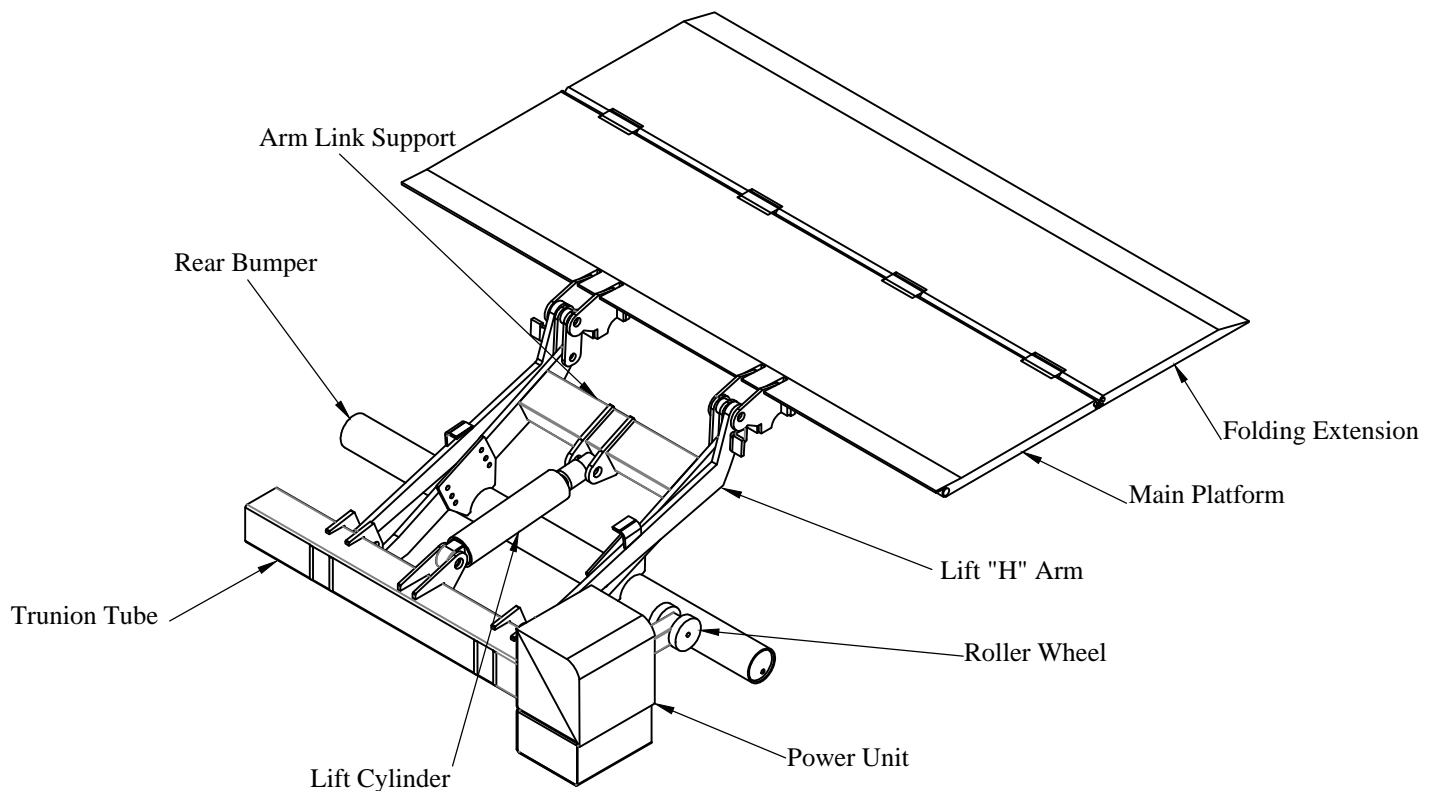


Figure 1: Tuckunder Terms

### **!Caution:**

**Never leave the truck with the platform on the ground, partially raised, or open.**

**Never show children or unauthorized personnel how to operate the gate.**

To prevent children or unauthorized personnel from operating the lift, be sure the gate is in the stored position and the platform latch is secured. Make sure the platform latch padlock is installed and the control is deactivated before leaving the truck unattended.

**!Warning:** The Tommy Gate is an industrial product for material handling only and is not to be used as a personnel or wheelchair lift. Do not ride on the platform and always stand clear of the platform when opening, raising or lowering.

TKL Technical Specifications

TKL SERIES SPECIFICATIONS				
MODEL		TKL-78-25EA33	TKL-78-25EA37	TKL-78-25EA41
PLATFORM LENGTH	in	41	45	49
WEIGHT	lb	540	550	560
CAPACITY	lb	2500		
CURRENT DRAW	amp	150		
FULL LOAD RAISE SPEED	in/s	3		
FULL LOAD LOWER SPEED	in/s	5		
HYDRAULIC FLUID TANK CAPACITY	gal	1.5		
MOTOR RATED HORSEPOWER	hp	2.1		
MAX. RELIEF VALVE SETTING	psi	2538		

LOAD CAPACITY AT DISTANCE (X) FROM THE EDGE OF PLATFORM (inches)										
(X)		0" ----- 24"	26"	28"	30"	32"	34"	36"	38"	40"
TKL 25	LOAD CAPACITY (lbs)	2500	2360	2130	1910	1740	1630	1500	1400	1350

EDGE OF PLATFORM

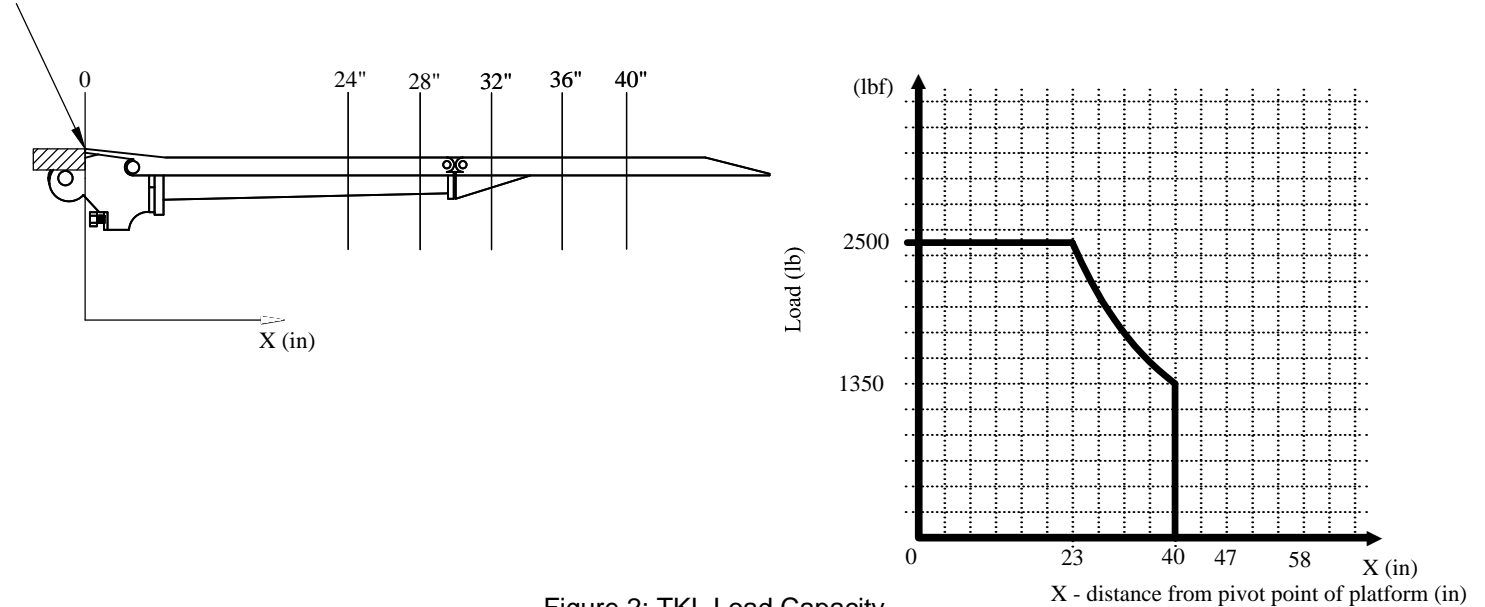


Figure 2: TKL Load Capacity

## Operator's Instructions

1. Never show children or unauthorized personnel how to operate the liftgate.
2. Clear away obstructions that could damage the platform while the load is being raised or lowered.
3. Do not ride on the Platform. Be sure to stand to the side of the lift, not behind it when opening the platform.

4. To turn the control power on, press the "POWER ON" hidden switch once, marked with white rings or circles (located below the Tommy Gate logo). You should see the amber LED "POWER ON" light when the control is armed. To disarm the control press the "POWER ON" hidden switch again. Terms used for the control are shown in (Figure 3).

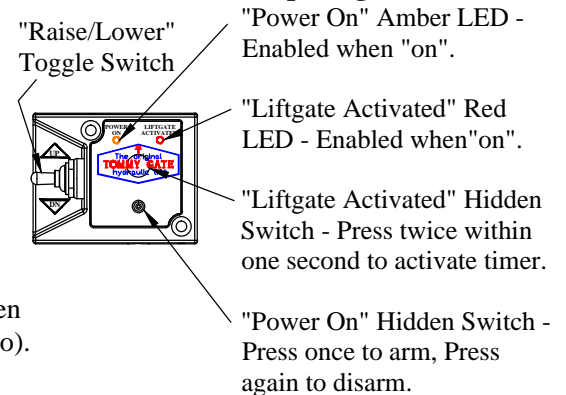


Figure 3: Control Terms.

To activate the control, press the "LIFTGATE ACTIVATED" hidden switch twice within one second (located under the Tommy Gate logo). You should see the red "LIFTGATE ACTIVATED" light when the control is activated. To lower the platform, push the control toggle switch up. When you remove pressure from the control toggle switch, the operation will stop.

After you have activated the control by pressing the "LIFTGATE ACTIVATED" hidden switch twice within one second (located under the Tommy Gate logo), you have approximately 5 minutes to use the gate. If the gate is not used for approximately 5 minutes, the "LIFTGATE ACTIVATED" time deactivates the control.

If the gate is used during the 5 minutes, the "LIFTGATE ACTIVATED" timer automatically resets for an additional 5 minutes. To reactivate the timer, press the "LIFTGATE ACTIVATED" hidden button twice.

**Note:** If your gate includes a pendant control, the operation of the pendant will be the same but the "LIFTGATE ACTIVATED" timer will be 90 seconds.

5. To lower the liftgate, stand off to the side, well clear of the liftgate, and push down on the control toggle. The platform will rotate under the truck as the liftgate is lowered.
6. With the liftgate arms touching the ground, stand off to the side, and unfold the platform (Figure 4).

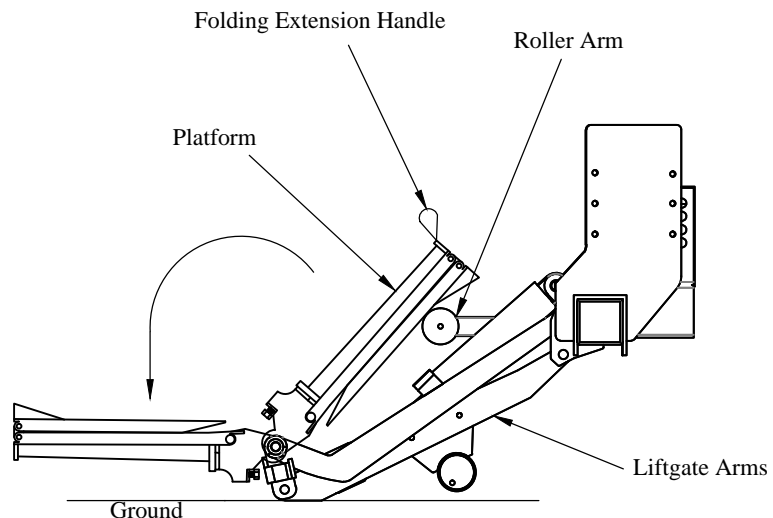


Figure 4: Step 8.



## Operator's Instructions (continued)

9. Stand off to the side and unfold the platform folding extension (Figure 5).
10. To load and use the liftgate, center the load on the platform side to side and front to back (Figure 7). Put heavier loads as close to the front of the platform (near truck) as possible. Platform cart stops may be actuated at this time, if equipped.

**Note:** Liftgate capacity depends on both the weight and location of the load. Loads placed closer to the taper may reduce lifting capacity or damage the liftgate. See [Figure 2: TKL Load Capacity](#) on Page 7.

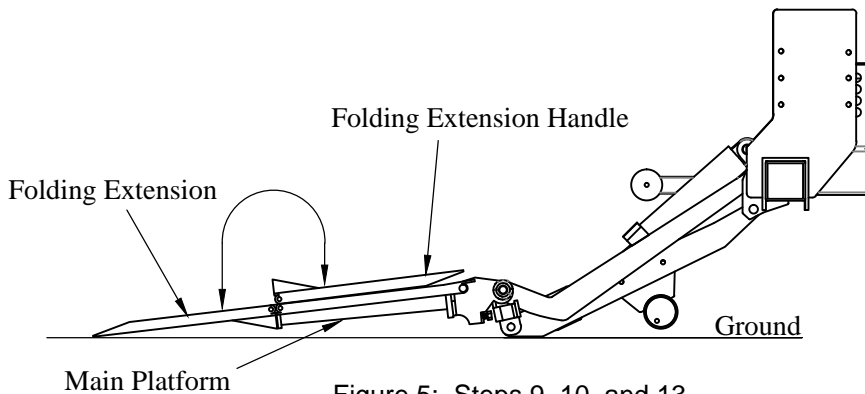


Figure 5: Steps 9, 10, and 13.

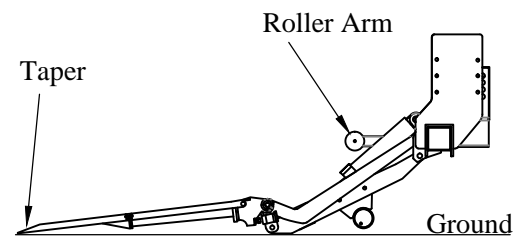


Figure 6: Step 11.

11. To raise (or lower) the load, stand off to the side, well clear of the platform and push up (or down) on the control toggle switch until the load has reached the desired position. Do not allow the pump and motor to continue to run after the platform has reached its maximum height or after it has reached an obstruction.
12. To close the platform, stand to the side of the platform, not under or behind the platform. With the liftgate lowered, close and lock the platform cart stops, if so equipped, then fold the folding extension by lifting on the handle (Figure 5).
13. With the liftgate arms touching the ground, stand to the side of the platform, and fold the platform closed until it rests on the roller arm (Figure 8).
14. Raise the liftgate by pushing up on the control toggle. The platform will rotate under the truck into the stowed position.
15. Always deactivate the control when not in use.

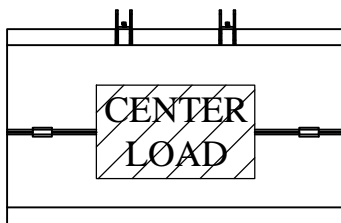


Figure 7: Step 12.

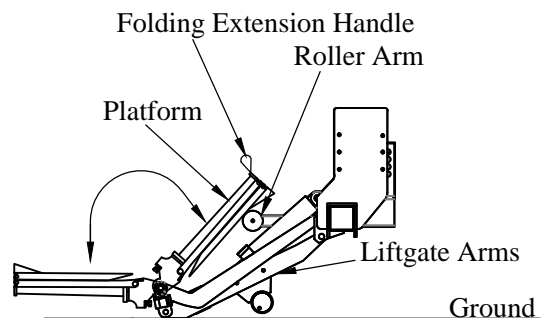


Figure 8: Step 15.

## Platform Adjustment Instructions

If the platform is no longer at the desired angle at the ground, it may need adjustment. These instructions will aid you in adjusting the platform angle.

1. **Position** the liftgate so that the lift arms are touching the ground, but the platform is still folded (Figure 9).
2. **Support** the platform so that it cannot fall while performing the next step.
3. **Loosen** set screw.
4. **Screw/ unscrew** the adjusting screws to raise or lower platform.
5. **Unfold** the platform and folding extension.
6. **Verify** that the angle of the platform is acceptable.
7. **Tighten** set screws.
8. **Store** the liftgate.

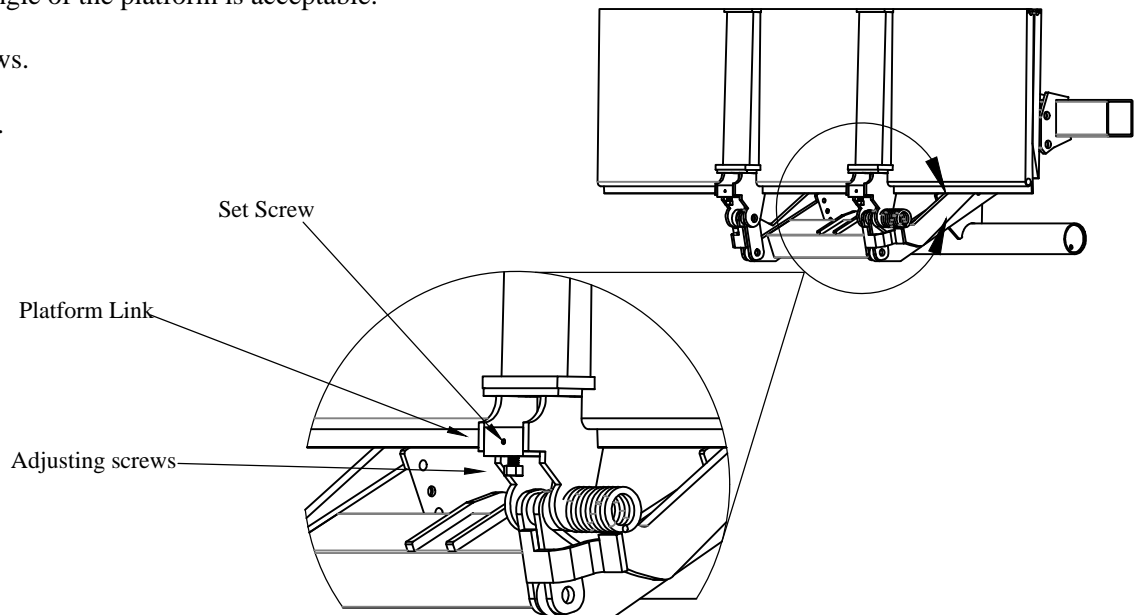


Figure 9: Platform Adjustment.

**ELECTRICAL WIRING DIAGRAM - Standard Fixed Control - Tuckunder**

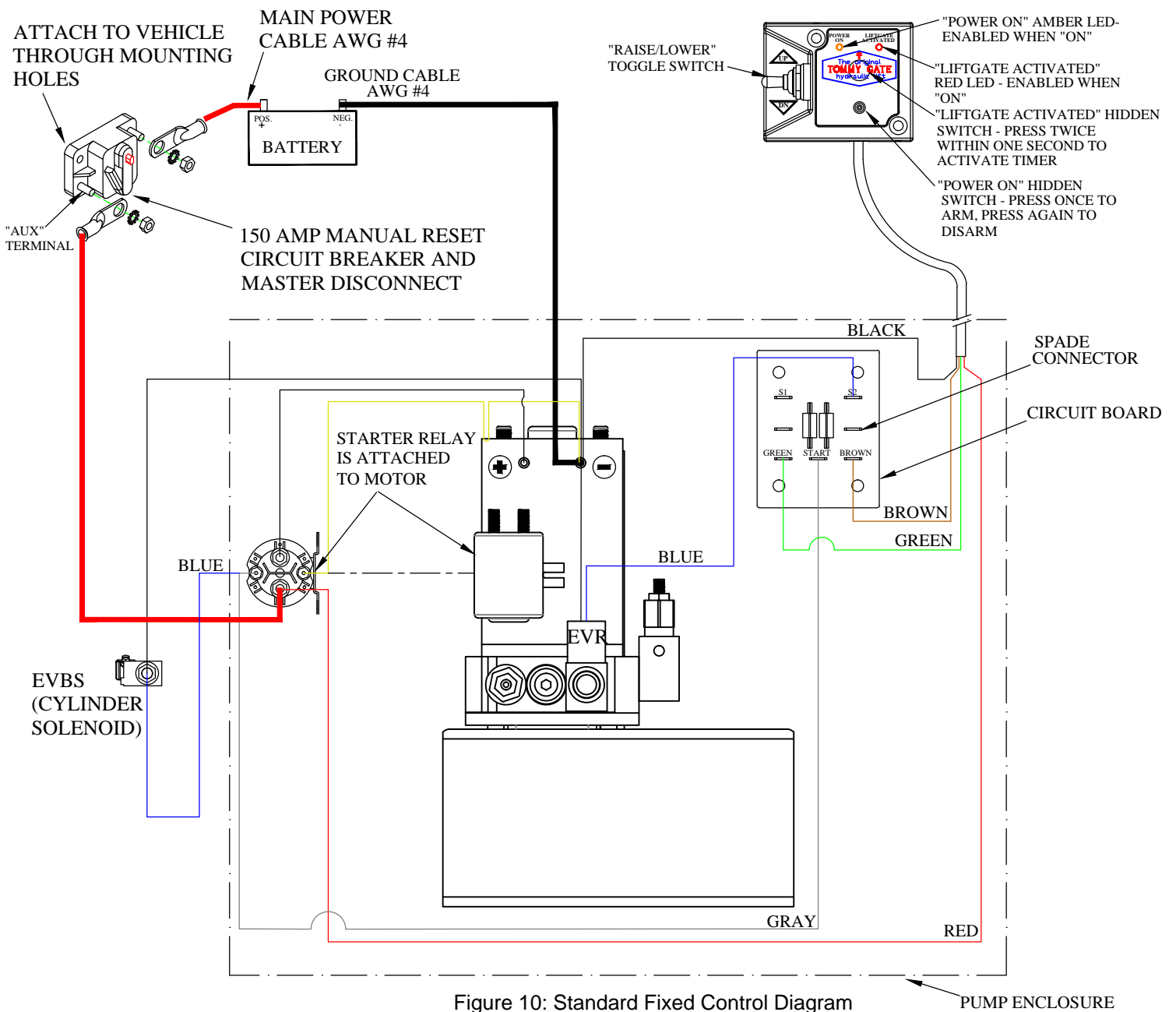
**!!! PLEASE READ AND FOLLOW ALL DIRECTIONS BEFORE PROCEEDING !!!**



**NOTE !!! IF GATES ARE NOT WIRED IN ACCORDANCE WITH THIS DIAGRAM YOUR WARRANTY WILL BE VOID.**



**WELDING NOTE !!! DISCONNECT ALL BATTERY CABLES. ALWAYS DISCONNECT THE GROUND CABLE FIRST. ATTACH THE WELDING GROUND TO THE TRUCK RATHER THAN THE LIFTGATE.**



# ELECTRICAL WIRING DIAGRAM - Optional Pendant Control- Tuckunder

**!!! PLEASE READ AND FOLLOW ALL DIRECTIONS BEFORE PROCEEDING !!!**



**NOTE !!! IF GATES ARE NOT WIRED IN ACCORDANCE WITH THIS DIAGRAM YOUR WARRANTY WILL BE VOID.**



**WELDING NOTE !!! DISCONNECT ALL BATTERY CABLES. ALWAYS DISCONNECT THE GROUND CABLE FIRST. ATTACH THE WELDING GROUND TO THE TRUCK RATHER THAN THE LIFTGATE.**

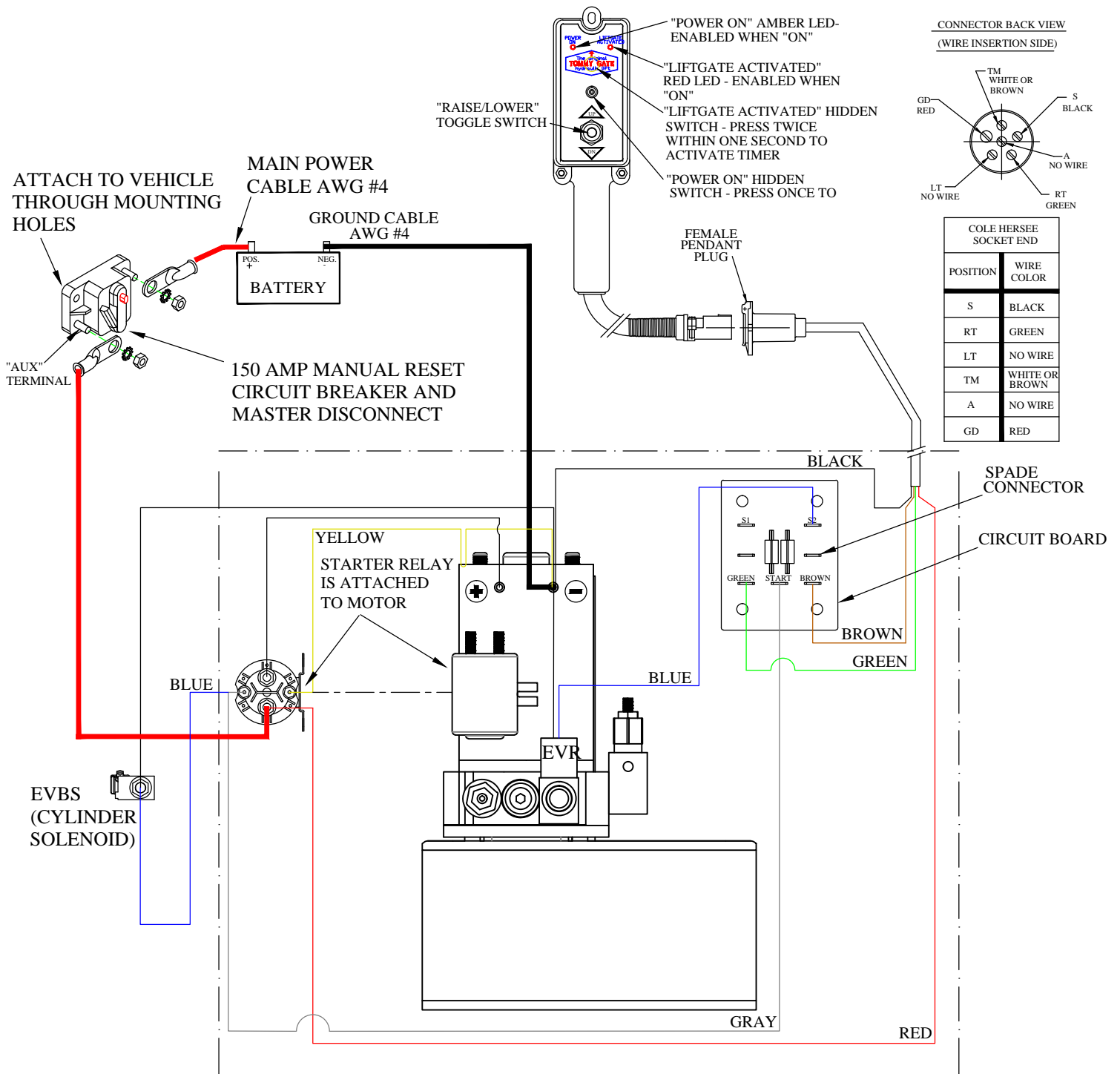


Figure 11: Pendant Control Diagram

PUMP ENCLOSURE

# Electrical Schematic - TKL

This document contains a circuit schematic of the Tommy Gate TKL Liftgate wiring and Power Unit Control Circuit.

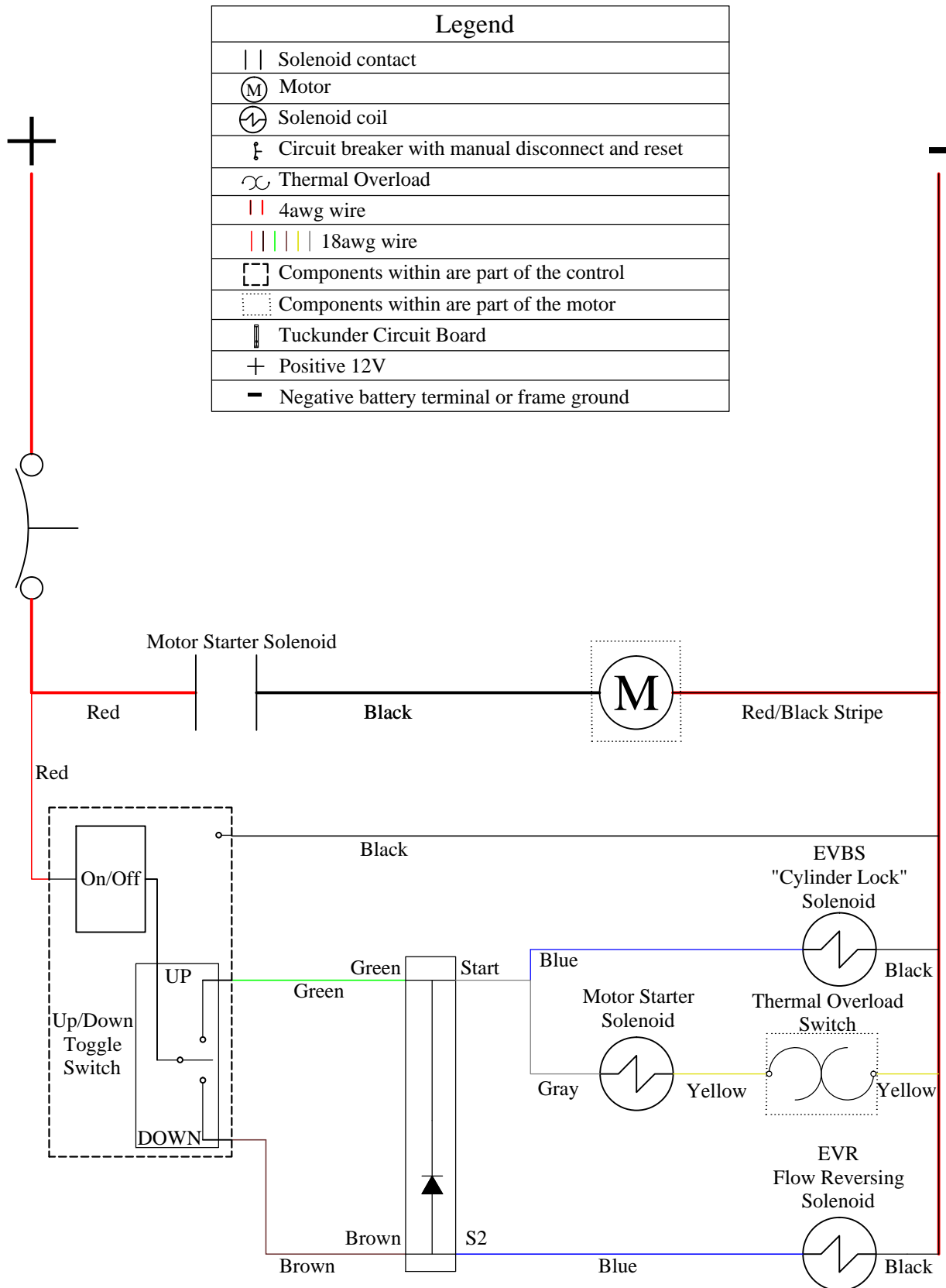


Figure 12: Electrical Schematic

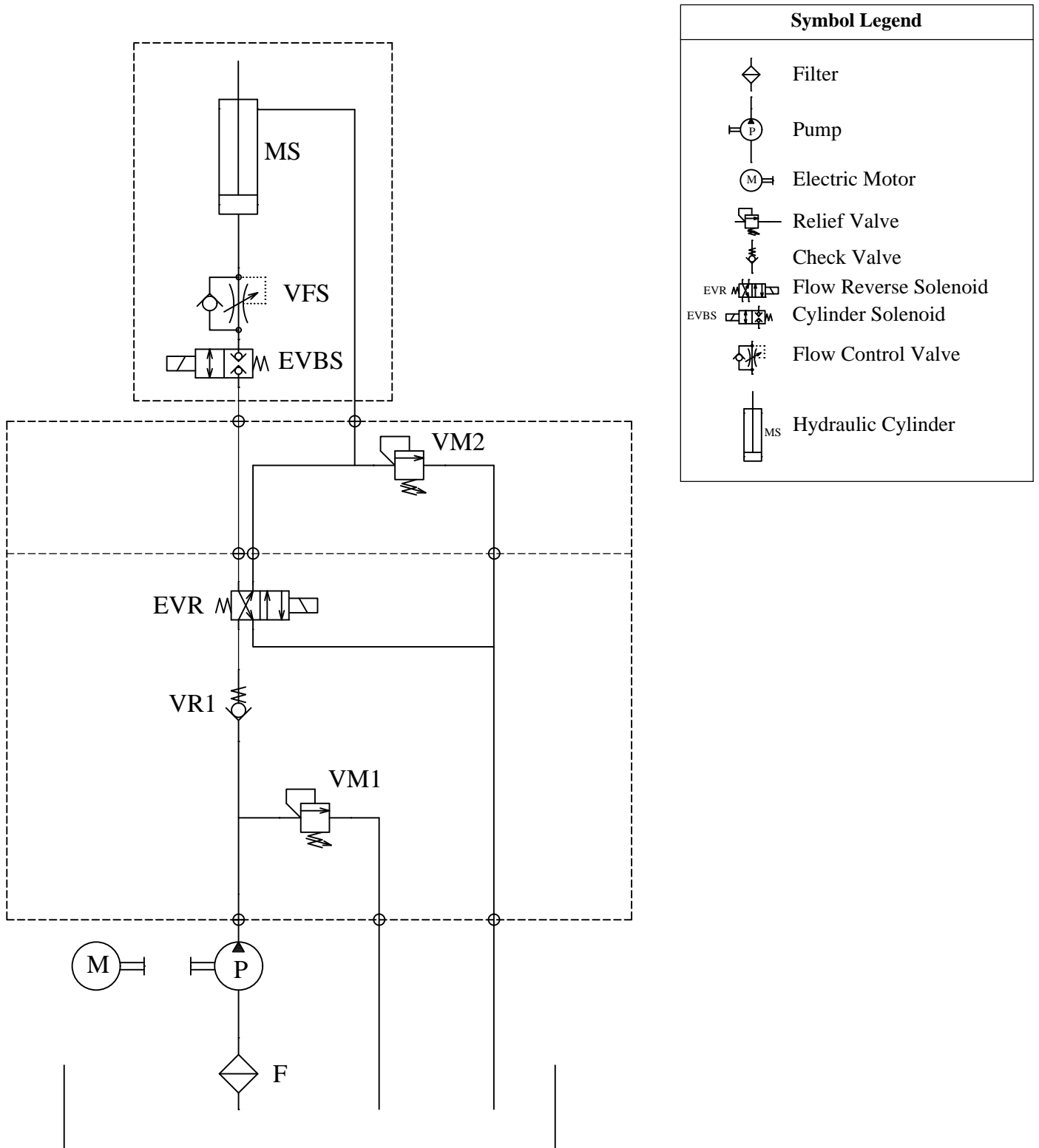
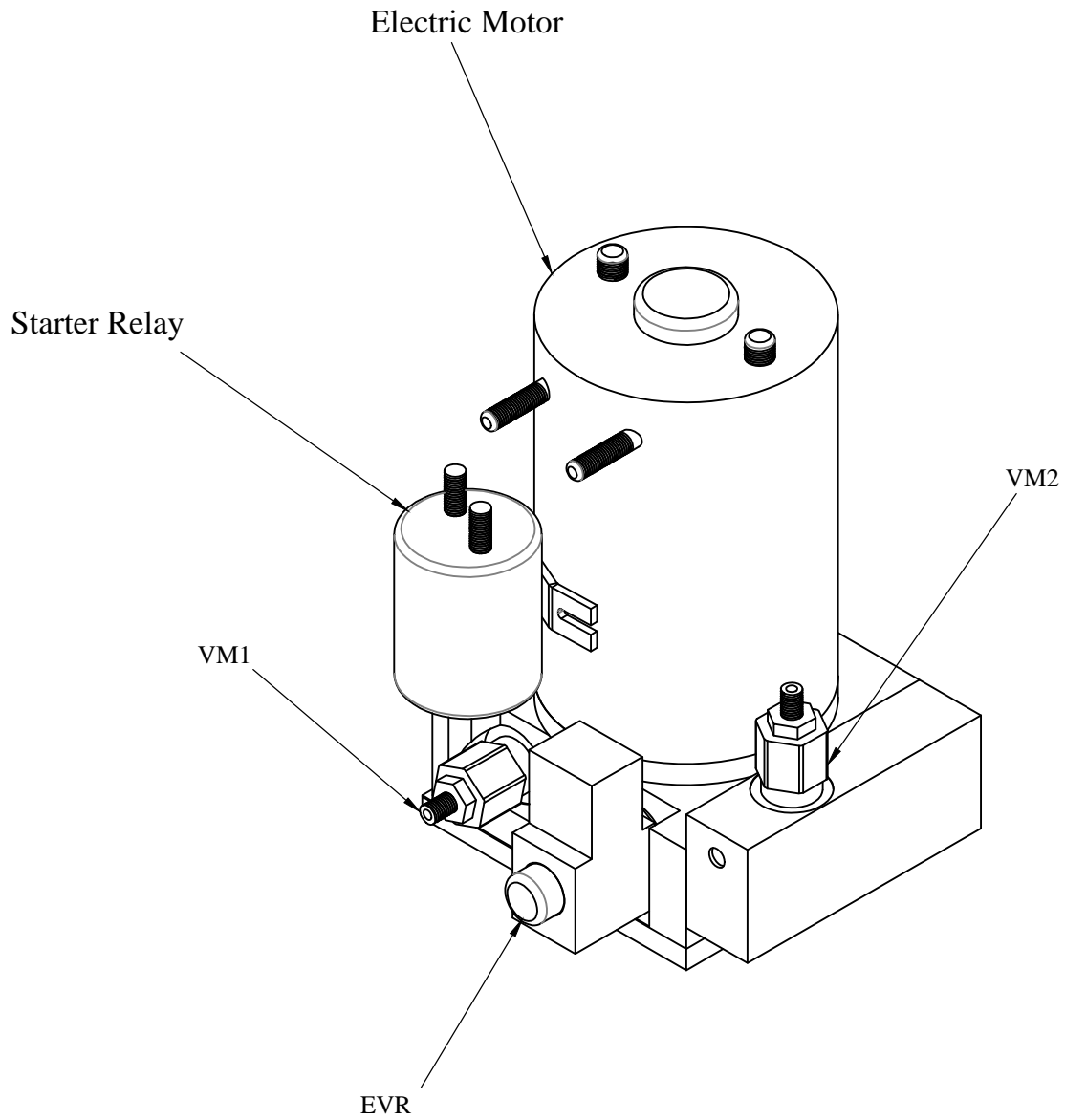


Figure 13: Hydraulic Schematic

# Power Unit Main Components

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VM1 = System Relief Valve
VM2 = Pressure Relief Valve
EVR = Flow Reverse Solenoid

Figure 14: Power Unit Components

## Maintenance

---

This manual contains the information needed to carry out the proper maintenance of TOMMY GATE liftgates. These checks are to be carried out in order to ensure the reliability of the product as well as to safeguard oneself and others. The time taken to follow these simple steps will make the lift more reliable and will prolong its life.

**ATTENTION** - The liftgate shall not be modified and maintenance must be carried out in the manner specified in the instructions. Without written authorization from TOMMY GATE, any modifications or deviations from the maintenance instructions will be considered unauthorized. Should there be any modifications or maintenance instructions applied other than those recommended without prior written authorization, TOMMY GATE will not be held liable in any way.

The liftgate, which is part of the vehicle on which it is installed, requires the same care given to the body of the vehicle. Wash away the dirt and mud by spraying cold or lukewarm water. It is necessary, especially after the winter period, to carry out a particularly thorough washing to remove any traces of salt used on the roads. After washing, it may also be necessary to restore the areas where the paint has been removed from external agents.

**ATTENTION** - Avoid using high pressure and high temperature cleaning systems that would compromise irreparably the integrity of some parts and the correct functioning of the lift. The washing liquid must not be aggressive (pH 5-8) and should comply with anti-pollution regulations. Do not spray oil, petrol or chemicals that can cause the deterioration of aluminum, rubber or plastic. The washing spray and stem must not penetrate the hood of the power unit or the controls. Do not wash the cylinders at high temperature, the heat causes subsequent condensation inside the cylinder, causing rust.

Before use, it's up to the operator to inspect the liftgate to ensure the proper operation of all the safety systems and the proper execution of all function; check the presence and the correct readability of the safety and information plates. The lift should run smoothly and quietly and at a rather steady pace. When lifting the platform only the power unit sound should be heard; carefully examine other noise. If in doubt or noise is heard or abnormal movements are perceived, **DO NOT USE** the lift and immediately contact an authorized TOMMY GATE service technician to repair any deficiencies and anomalies.

### GENERAL SAFETY INSTRUCTIONS

1. Wear suitable work clothes. Never wear loose/baggy clothing that could get caught in the liftgate's moving parts. Always wear safety glasses with side shields, safety shoes with protective steel toes, non-flammable overalls, protective gloves and ear plugs. Wear a safety helmet when working under the lift or the vehicle frame. Avoid wearing rings, bracelets, necklaces and watches.
2. Check that hydraulic system accumulates pressure (i.e. that it goes into overpressure) and make sure there are no visible oil leaks.
3. During opening the platform, always position oneself on the side of the vehicle and never behind the platform. Always stay away from the area directly behind the platform. If the nature of the work requires positioning oneself inside a danger area, make sure the platform will not have any accidental drops caused by hoists, forklifts, cranes, etc.
4. Never position yourself either standing or seated between the open platform and the rear part of the vehicle.
5. If the nature of the maintenance requires positioning oneself inside a danger area or between the moving parts of the tail lift, be sure to disconnect the lift power supply.
6. During assembly/reassembly of the articulation arms, make sure that the arms have been repositioned as they were originally.
7. It is forbidden to modify the structure of the mechanical components.



## Tuckunder Series; TKL Maintenance and Service Information

### Preventive Maintenance

TOMMY GATE liftgates do not require special or complicated maintenance standards. The following checks should be carried out in order to ensure reliability of the TOMMY GATE product as for the safety of operators and third parties. Time spent on these simple operations will make the liftgate more reliable thus prolonging its operational life.

If any of the components should present a defect or irregularity contact a Tommy Gate dealer.

PREVENTIVE MAINTENANCE TABLE		
Component	Check Method	MINIMUM Frequency
Structural elements and platform	Visual check - detect any failures, deformations or cracks in the welds, joints and connections of the platform.	During use
Safety valves (on the cylinders)	Functional -Lower the gate and check that the movement stops immediately on releasing the controls.	During use
Decals indicating loads, capacities and warnings	Visual - must ALWAYS be perfectly legible and visible from all control positions.	During use
The entire liftgate	Visual - perform any possible movement to locate anomalies.	During use
Controls	Functional - watch for jamming, binding or sticking switches	During use
Flexible hydraulic hoses	Visual - Check for cracks, abrasions or oil leaks. Replace as necessary.	Monthly
Pins and bushings	Functional - apply force manually to all the joints to check for wear. Visual- check the presence of the pin locking devices.	Monthly
Hydraulic Cylinders	Visual- check for oil leaks and worn parts	Monthly
Anchoring to the trunion and the chassis frame (when bolted)	Check the tightness of the fastening screws (torque wrench set as 81 lb.ft) and if they are in good condition (*),	Monthly
Rigid hydraulic pipes	Visual - check for abrasions or oil leaks.	Monthly
Oil level	Check the oil level in the tank with the platform resting on the ground. The level should be $\frac{2}{3}$ full. Refill if necessary.	Monthly
Electric Motor	Visual - inspect the motor brushes and clean using compressed air (*).	Every three months
Electric Cables Insulation	Check the condition of the electric cable insulation. Replace as necessary.	Every three months
Electric Connections	Check the electric connections and check that the tail lift system receives at least 9 Volt. Perform this check with the platform loaded to capacity and at the top of its travel.	Every three months

(\* ) To be done at a Tommy Gate dealer.

## Tuckunder Series; TKL Maintenance and Service Information

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### Preventive Maintenance (continued)

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All installations and repairs of Tommy Gates should be performed by a qualified authorized distributor that is familiar with its operation and safety features. All replacement parts must be of original quality, and all safety and operational decals must be attached. No modifications are allowed to a Tommy Gate product unless authorized in writing by the Engineering Department at Tommy Gate.

As is with any mechanical product, a preventive maintenance program needs to be followed in order to keep it in its best operating condition. Please review this information and if you should have any questions, please call (712) 847-8000. Please have your model number and serial number available.

The Tommy Gate needs to be serviced according to the tables on Page 16, or every 1500-2000 cycles, whichever comes first.

The lift will not be automatically serviced when the vehicle is serviced.

If there is any noticeable problem with the liftgate between service intervals, the liftgate must be taken out of service and checked immediately.

1. Remove the pump cover.
2. Check for fluid leaks from the cylinders, hoses, and all fittings (replace or repair if found to be leaking).
3. Check the oil level in the reservoir. With the liftgate platform at the bottom of its travel, the fluid should be two-thirds full. Add ISO grade 22 hydraulic oil if needed.
4. Replace any worn or missing parts before the liftgate is put back into service.
5. Check the welds on the deck extension, the liftgate, its mounting brackets, and on the adjacent vehicle structure for cracks or damage. Repair any cracks or damage.
6. Check the torque on all mounting bolts and re-tighten as necessary.
7. Check for wear at all pivot points.  
Do not grease composite bushings.
8. Check all electrical connections (clean or repair if needed).
9. Check electric cables for worn or damaged insulation.
10. Replace or clean safety decals, so that they are legible.
11. Check for proper operation of the control.
12. Reinstall the pump cover.

## Troubleshooting - 2500 TKL

PROBLEM	POSSIBLE CAUSE	REMEDIES
1.) The platform does not go up or goes up slowly, the pump motor runs normally	<ul style="list-style-type: none"> <li>a.) Insufficient oil in the tank, the pump sucks in air.</li> <li>b.) EVBS solenoid valve not activated or blocked.</li> <li>c.) Faulty pump.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Add oil</li> <li>b1.) Check if, by activating the UP command, the solenoid valve receives electricity and/or check if the coil to see if it is magnetized and activating.</li> <li>b2.) Replace the coil if necessary</li> <li>c.) Replace the pump</li> </ul>
2.) The platform does not go up or goes up slowly, you can hear the pump motor runs more slowly	<ul style="list-style-type: none"> <li>a.) Battery discharged.</li> <li>b.) Battery low due to weak alternator.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Change or replace the battery.</li> <li>b.) Check the power supply cable.</li> </ul>
3.) The platform does not go up or goes up slowly.	<ul style="list-style-type: none"> <li>a.) Main power supply cable contact terminal oxidized or corroded.</li> <li>b.) Ground cable contact terminal oxidized or corroded.</li> <li>c.) Electric motor brushes worn out.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Thoroughly clean the contact terminals. Replace if necessary.</li> <li>b.) Thoroughly clean the contact terminals. Replace if necessary.</li> <li>c.) Repair motor. Stop use of platform, to avoid damaging the electric motor.</li> </ul>
4.) The pump motor is not working.	<ul style="list-style-type: none"> <li>a.) Faulty power relay.</li> <li>b.) Motor brushes are worn out.</li> <li>c.) The motor's thermal switch is on.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Replace power relay</li> <li>b.) Replace motor</li> <li>c.) The motor is once again ready for use after it has cooled down for about 5 minutes. Remove the cover of the hydraulic unit to increase cooling.</li> </ul>
5.) The pump motor won't stop.	<ul style="list-style-type: none"> <li>a.) The motor starter relay remains engaged.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Replace the motor starter relay.</li> </ul>
6.) The platform goes down too quickly (maximum speed 0.5 ft/s).	<ul style="list-style-type: none"> <li>a.) VFS flow adjusting valve is dirty or faulty.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Replace valve.</li> </ul>

## Troubleshooting - 2500 TKL

PROBLEM	POSSIBLE CAUSE	REMEDIES
7.) The platform goes down on its own remaining horizontal (i.e. 1 inch in 5 minutes).	a.) Leaking cylinder seals.	a.) Replace the cylinder seals.
8.) Platform does not go down.	a.) Cables or valves EVBS of the lifting cylinder or valve EVBS are defective.	a.) Replace the cables and/or valve.
9.) Lift will not operate - "POWER ON" amber light does not come on.	a.) Control not armed properly. b.) Poor electrical connection. c.) Polarity reversed. d.) Circuit breaker tripped or disengaged e.) Faulty control.	a.) Turn the power on at the control by pressing the "POWER ON" hidden switch, marked with white rings or circles (located below the Tommy Gate logo). b.) Check and repair or replace all cables and connections. c.) Switch positive and negative cables. d.) Check for short, then manually engage circuit breaker. e.) Replace control.
10.) Lift will not operate - "LIFTGATE ACTIVATED" red LED light does not come on.	a.) "POWER ON" amber LED light is blinking. b.) Control not activated properly. c.) Faulty control.	a.) Low voltage condition. Check and repair or replace all cables and connections. b.) Press the "LIFTGATE ACTIVATED" hidden switch twice within one second (located under the Tommy Gate logo). The red "LIFTGATE ACTIVATED" LED light should come on. c.) Replace control.
11.) Blinking amber "POWER ON" LED.	a.) Low voltage condition. b.) Poor grounds or connections. c.) Power connected or reconnected since last use	a.) Check and clean or repair all electrical connections. Load test battery, then recharge or replace battery, if required. Reset control. b.) Repair, replace, clean as necessary. c.) Normal, press bullseye once to activate solid "POWER ON" amber LED.



## **STANDARD WARRANTY**

### **Tuckunder Series 2500 & 3000**

The Tommy Gate Company provides a limited warranty against faulty materials or workmanship.

#### **2-Year Warranty**

Tommy Gate pump and motor unit parts are guaranteed for two (2) full years from date of user purchase against faulty materials or workmanship.

#### **2-Year Warranty**

Tommy Gates are guaranteed for (2) years from the date of user purchase against faulty materials or workmanship.

All affected parts must be returned to the factory prepaid - with full credit issued for those found to be defective. Warranty replacement parts will be shipped from the factory prepaid.

Labor charges to install warranty replacement parts shall be paid in accordance with Tommy Gate's estimated repair time guide and a flat hourly rate established by Tommy Gate.

#### **DEVIATION FROM THE WARRANTY TIMES LISTED MUST BE AUTHORIZED BY TOMMY GATE COMPANY IN ADVANCE.**

The warranty does not include damage resulting from improper installation procedures. Parts must be installed according to Tommy Gate Company's specifications.

Tommy Gate Company will not pay labor for removing other equipment to gain access to Tommy Gate Equipment. Tommy Gate Company will not pay labor for time on the road to and from a service call.

Tommy Gate Company reserves the right to disallow or reduce claims for parts which have been damaged due to misuse, abuse, accidents, improper shipping; or parts which have been incorrectly or unnecessarily replaced.

The warranty is void if the product has been subject to other than normal use. **THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTY OF MERCHANTABILITY OR A WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE EXTENDING BEYOND THAT SET FORTH ABOVE.**

**NOTE: SEE FOLLOWING PAGE FOR THE WARRANTY CLAIMS HANDLING PROCEDURE.**



## WARRANTY CLAIMS HANDLING PROCEDURE

The following procedures are required when an authorized distributor submits a warranty claim for a defective Tommy Gate part:

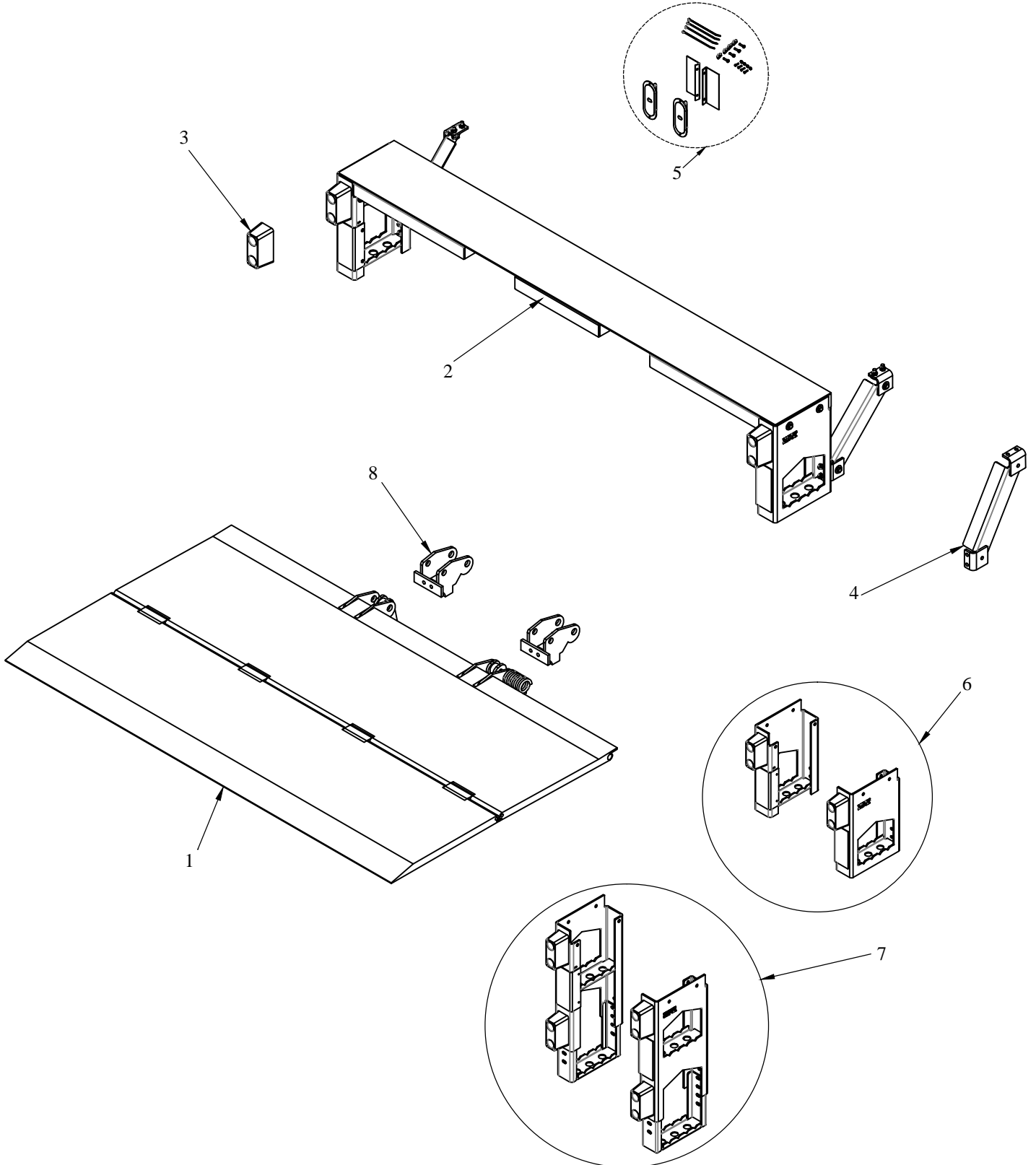
1. Before any expense is incurred, but after the problem has been diagnosed, the authorized distributor should contact Tommy Gate Company's Warranty Department to discuss the problem and its correction.
2. If it is determined that the condition is potentially covered by Tommy Gate Company's warranty, the authorized distributor will receive instructions on how to proceed. A decision will be made to either repair or replace the product or part in question.
3. If the product or parts are to be repaired, the authorized distributor will receive a **WARRANTY REQUEST NUMBER**.
4. If the product or parts are to be replaced, the authorized distributor will be instructed to either hold the parts for inspection by a representative, in which case the authorized distributor will receive a **WARRANTY REQUEST NUMBER**, or the authorized distributor will be asked to return the product for inspection to Tommy Gate Company, in which case the authorized distributor will receive a **RETURN GOODS AUTHORIZATION NUMBER**. Under no circumstances are parts to be returned without a **RETURN GOODS AUTHORIZATION NUMBER**.
5. After the repair or replacement work is completed, the authorized distributor will submit the claim to Tommy Gate Company with the following information.
  - a. Tommy Gate Company **WARRANTY REQUEST** and/or **RETURN GOODS AUTHORIZATION NUMBER**.
  - b. Tommy Gate model number.
  - c. Tommy Gate serial number.
  - d. Tommy Gate part number involved and a description of the apparent problem or defect.
  - e. Authorized distributor performing warranty work.
  - f. Person responsible for warranty work (contact).
  - g. Distributor from whom liftgate was purchased.
  - h. Liftgate owner's name, address, and phone number.
  - i. Action taken, cost involved, complete with work orders and parts expense invoices.
6. If defective parts are to be returned to Tommy Gate Company they:
  - a. Must be packaged for each individual warranty return. No multiple warranty claims in the same box.
  - b. Must be returned "freight prepaid" to Tommy Gate Company's location.
  - c. Must be clearly marked with the **RETURN GOODS AUTHORIZATION NUMBER** on the outside of the package.

Warranty claims must be submitted by the Authorized Distributor on behalf of their customer as part of their customer assistance.

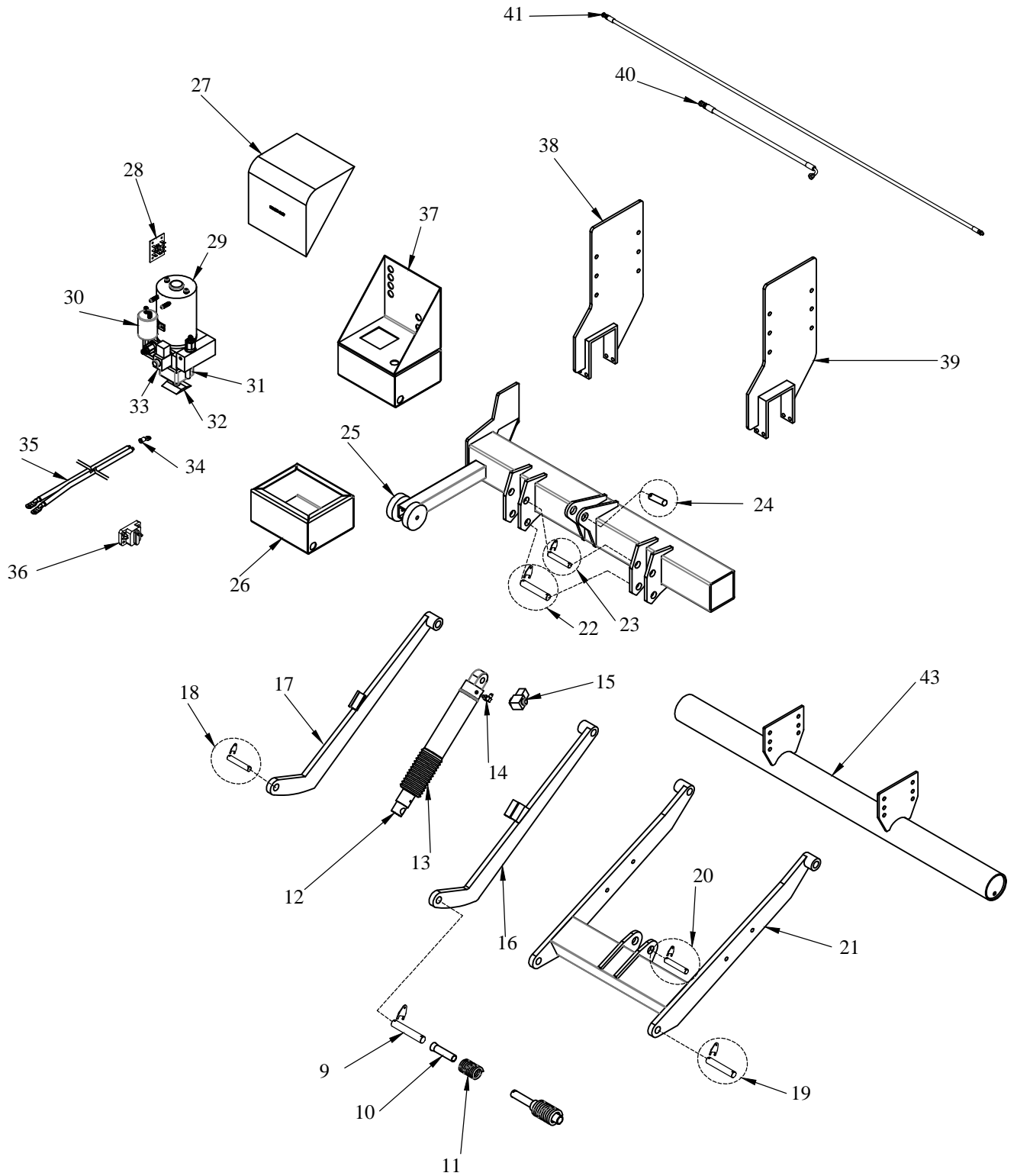
Warranty claim acceptance or rejection is based solely upon defective part inspection and a review of the claim date (outlined in step 5 above) as they apply to the requirements of Tommy Gate Warranty. Claim reimbursement after acceptance is governed by those allowances previously agreed upon between Tommy Gate Company and the Authorized Distributor (as outlined in Steps 1-4 above).

Any warranty claims submitted without a **WARRANTY REQUEST NUMBER** or **RETURN GOODS AUTHORIZATION NUMBER** and the necessary information will be denied.

**TKL SERIES**  
**REPAIR PARTS DRAWING**  
(WITH INTERNAL TIMED ELECTRIC TOGGLE CONTROL)



**TKL SERIES**  
**REPAIR PARTS DRAWING**  
(WITH INTERNAL TIMED ELECTRIC TOGGLE CONTROL)





**TKL SERIES  
REPAIR PARTS DRAWING  
(WITH INTERNAL TIMED ELECTRIC TOGGLE CONTROL)**

ITEM#	DESCRIPTION	ITEM#	DESCRIPTION
1	Platform	34	Copper Lug
2	Bed Extension	35	2 GA. 4 Wire Electric Cable
3	Dock Bumper	36	Manual Reset Circuit Breaker
4	Bed Extension Brace	37	Power Unit Metal Box
5	Stop Tail Turn and Backup Light Kit	38	Left Mounting Plate
6	Short and No Adjustable Side Step	39	Right Mounting Plate
7	Tall and Adjustable Side Step	40	Hydraulic Cylinder Hose
8	Platform Link	41	Power Unit Rubber Hose
9	Spring Pin w/ Keeper		
10	Spring-pin Protection		
11	Platform Folding Spring		
12	Lift Cylinder		
13	Cylinder Dust Cover		
14	Elbow		
15	EVBS Solenoid		
16	Right Lift Arm		
17	Left Lift Arm		
18	1-1/4" Lift Arm Pin w/ Keeper		
19	Lift H Arm Pin & Keeper		
20	Head Cylinder Pin w/ Keeper		
21	Lift H Arm		
22	Frame H Arm Pin w/ Keeper		
23	Frame Lift Arm Pin w/ Keeper		
24	Bottom Cylinder Pin		
25	Roller Wheel Kit		
26	Power Unit Reservoir		
27	Power Unit Cover		
28	Electric Board		
29	Electric Motor		
30	Starter Relay		
31	Hydraulic Pump		
32	Oil Filter		
33	EVR Solenoid		

**Note:**

The item number **is not** the part number. Please have the model number and serial number available before calling for repair parts.



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in Liftgates™**

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