



EVR650/EVR750 Series

Automatic Truck Restraints



Rugged. Dependable. PIONEER.



P.O. Box 338 • Spring Hill, Tennessee 37174 • 1-800-251-3382 • fax: 931-486-0316 • www.pioneerleveler.com

The EVR650/EVR750 is designed for grade mounting at dock face. Proper performance relies on adequate preparation and installation. Read the manual to fully familiarize yourself with the added value of this safety equipment. When properly installed and operated the EVR650/EVR750 will provide many years of optimal service.

Be sure adequate electrical service is offered to insure proper operation of all electrical circuits.

If any information provided herein is not fully understood contact your local PIONEER representative or PIONEER direct.

Safety Procedures



WARNING: Read and understand all safety practices and operating instructions before installing, operating or servicing the vehicle restraint. Failure to follow the safety practices and operating instructions may result in property damage, serious bodily injury and/or death.

If you do not understand the safety procedures or the instructions, ask your supervisor to explain the safety procedures and/or teach you how to use the vehicle restraint.



CAUTION: The installer and/or operator MUST be very familiar with the operation, function and various parts of the PIONEER vehicle restraint PRIOR to installation and/or operation. If this is not the case, it is IMPERATIVE that the installer and/or operator read, and fully understand, the entire contents of this manual. **Be certain to read and understand all warning and caution statements contained in this manual prior to any installation, operation or servicing of this unit.**

- 1 Do not operate this equipment while under the influence of drugs or alcohol.
- 2 Do not stand in the driveway between the vehicle restraint and a truck backing or pulling away.
- 3 Be sure the truck wheels are chocked, or the truck is held in place by a restraining device, before attempting to load or unload the truck.
- 4 Do not use the vehicle restraint if it looks broken or does not seem to operate correctly. Lockout/tagout the defective equipment and tell your supervisor immediately.
- 5 Make sure the vehicle restraint is clear of all objects and debris before attempting to operate.
- 6 Be certain that equipment, material and/or people are not between the vehicle restraint and incoming/departing truck.
- 7 Keep clear of the vehicle restraint when it is moving. Never place your hands, arms, feet, or legs in the position where a moving vehicle restraint could cause injury. **If in doubt, do not do it!**
- 8 If the vehicle restraint is not working properly, as described in the operation instructions in this manual, **do not use**. Contact your authorized PIONEER representative.
- 9 Never attempt to work on the vehicle restraint, for service or repair, without proper placement of traffic barricades.
- 10 Damage to the vehicle restraint, personal injury or death can result from abuse and/or negligent use of this equipment.
- 11 If you have any questions, or if a malfunction occurs which is not understood, ask your supervisor to contact your authorized PIONEER representative for assistance PRIOR to attempting any corrective measures.



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 AND/OR DEATH.



WARNING

INDICATES A POTENTIALLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, COULD RESULT IN SERIOUS INJURY AND/OR DEATH.



KEEP THIS MANUAL AND ALL SAFETY PROCEDURES IN A SECURE LOCATION WITH EASY ACCESS.



WARNING! READ AND UNDERSTAND THIS ENTIRE MANUAL PRIOR TO OPERATING.



WARNING! A TRUCK RESTRAINT CAN BE A POTENTIAL THREAT TO PERSONS AND PROPERTY, IF NOT USED PROPERLY. SAFE OPERATION IS THE RESPONSIBILITY OF THE OPERATOR.



WARNING! DO NOT ENTER THE AREA IN FRONT OF OR BELOW THE DOCK LEVELER. SERIOUS PERSONAL INJURY AND/OR DEATH MAY RESULT.



WARNING! DO NOT ATTEMPT TO INSTALL, MAKE REPAIRS OR ADJUSTMENTS. ONLY A TRAINED AND AUTHORIZED SERVICE TECHNICIAN SHOULD PERFORM REPAIRS OR ADJUSTMENTS. ONLY A QUALIFIED CONTRACTOR/SUB-CONTRACTOR SHOULD PERFORM THE INSTALLATION PROCESS. CONTACT YOUR LOCAL PIONEER DEALER FOR ASSISTANCE.

ARRANGEMENT OF THE DOCK AREA

This unit is designed for grade level location. If local conditions warrant, the Restraint Console may be located above grade. PIONEER recommends limiting above grade mounting to less than 2" to maintain clearance for projected new standards allowing lower R.I.G. (Rear Impact Guard),

Standard Applications:

1. Install the control panel on a wall adjacent to the overhead door at approximately 48 in. - 50 in. (1219 mm - 1270 mm) above the floor level. Make sure to mount where control panel is clear of obstructions.
2. Drill a hole for the power supply conduit (supplied by others) in the bottom of the control panel. All holes drilled through the control panel must be through the bottom of the enclosure.
3. Fused disconnect must be installed per latest edition of UL508A and NEC requirement, located within a 50' radius and be visible from the control panel location.

WARNING

When working with electrical or electronic sure that the power source has been lock tagged according to OSHA regulations and electrical codes.

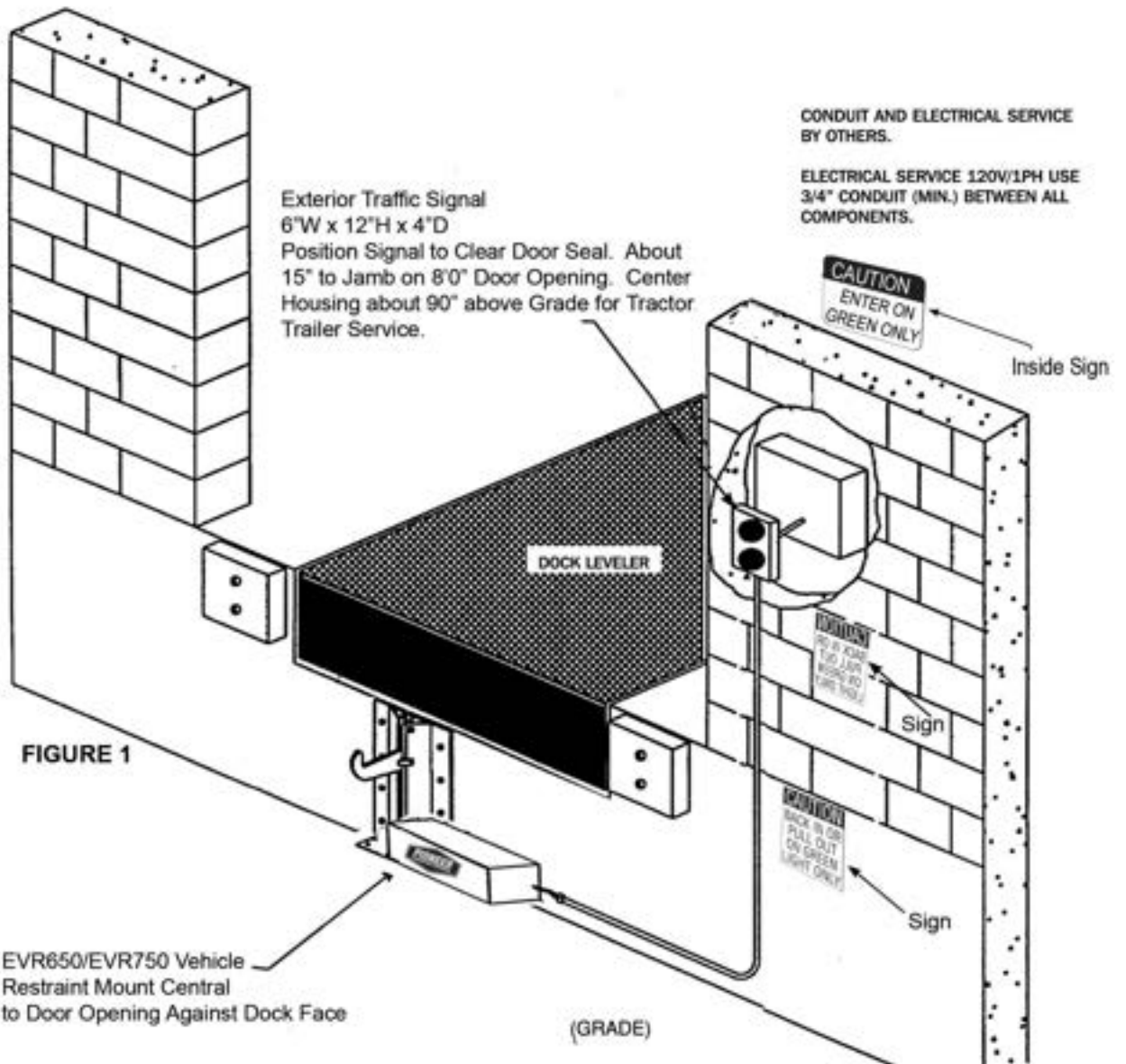
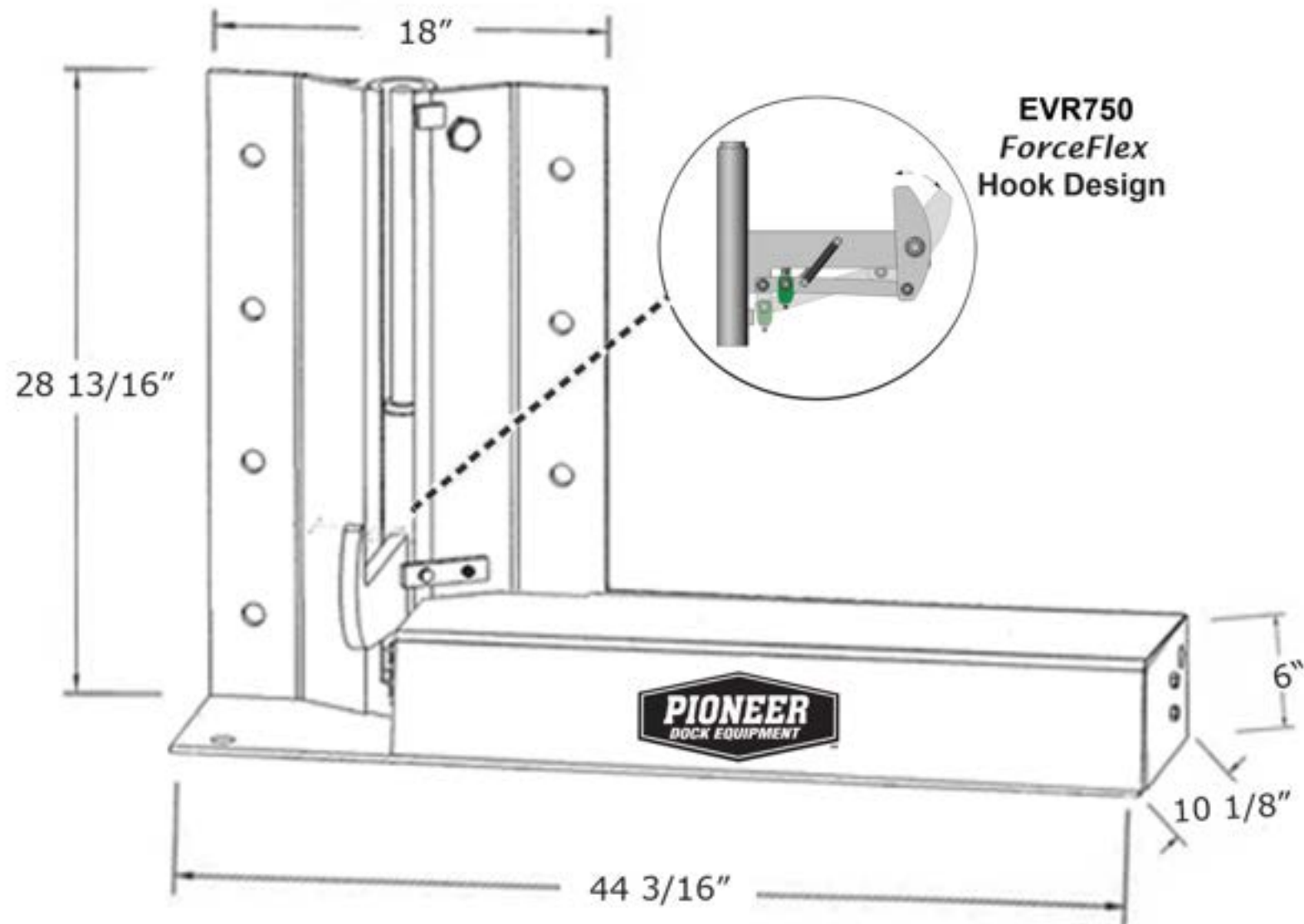


FIGURE 1

EVR650/EVR750 Submittal Drawing



WARNING

- Before loading or unloading a trailer, while using the EVR650/EVR750 truck restraint, **ALWAYS** inspect to be sure that the R.I.G. is functional so that it can be captured by the truck restraint. If a condition occurs that cannot be remedied by backing the trailer firmly against the dock bumpers, secure the trailer by other means.
- Be sure the area around the housing assembly is free of all objects, debris, or any other obstructions.
- **ALWAYS** operate the EVR650/EVR750 truck restraint from the top of the dock.
- Inspect all EVR650/EVR750 restraint lights daily to make certain they work properly.
- Perform maintenance on the EVR650/EVR750 truck restraint in accordance with the Maintenance procedures on page 12 of this manual.
- EVR650/EVR750 truck restraints should only be operated by authorized personnel who have read and understand the Owner's Manual.

WARNING

**KEEP HANDS
AWAY**



**THIS IS NOT
A STEP**



ARRANGEMENT OF THE DOCK AREA

NOTE: Attachment of this unit places anchor components in shear and tension rather than direct tension for added strength. Your best results will be achieved when all mounting holes are used.

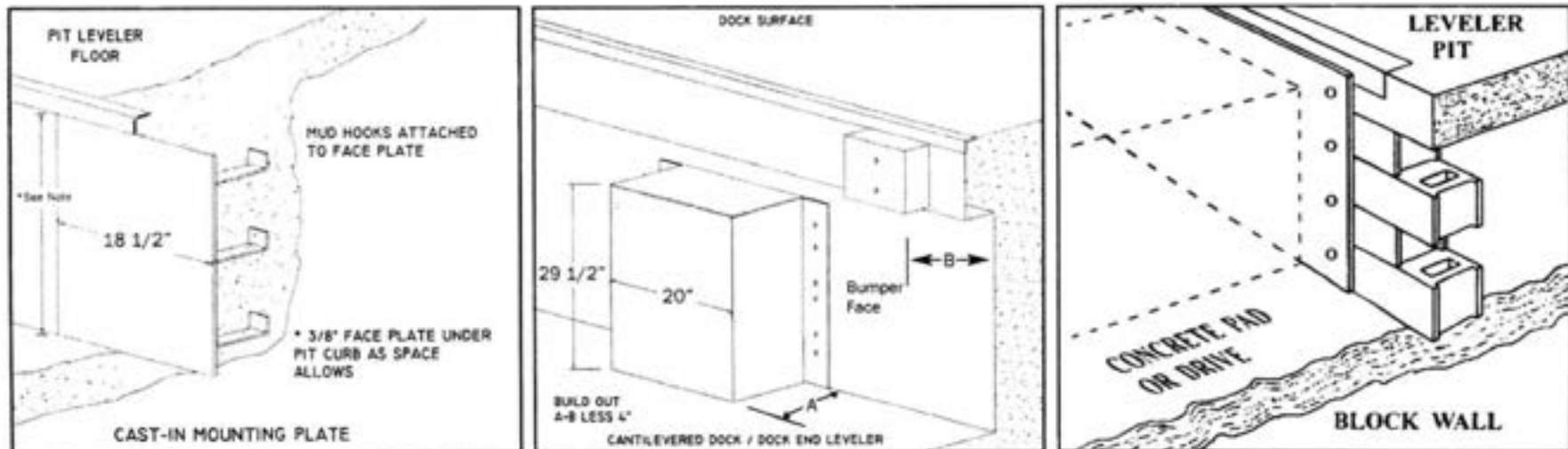
OPTIONAL INSTALLATION NEEDS:

New Construction: Preplanned use of the EVR650/EVR750 will afford the opportunity to use a cast in place anchor plate offered by PIONEER or prepared by others to become a fixed component of the dock face. These plates offer maximum strength and ease of installation. When embedded in a new wall or during remodeling, the EVR650/EVR750 becomes a weld-on installation. Verify that the pit leveler does not extend beyond the dock face.

Leveler Overhang: Should building design offer a cantilevered dock shelf, extended bumpers or dock end mounted leveler (Edge-of-Dock product), the EVR650/EVR750 Restraint console must be mounted ahead of the dock wall a distance equal to the location of the dock bumper face from the foundation wall, less 4". The console size is

designed to accommodate industry standard 4" - 6" dock bumperring. Any bumper projection more than 6" from dock face necessitates console positioning ahead of dock wall. PIONEER will prepare the EVR650/EVR750 per order to satisfy your dock conditions, if known in advance. PIONEER can also prepare field adapters for these mounting needs. Discuss with your representative or local fabricator as on-site conditions require.

Cinder Block Wall: Usually a block wall offers minimal longevity to face mounted equipment. It is, therefore, necessary to take added measures to assure improved anchoring. A face plate welded to pit slab curb steel and extending to grade level with extra anchoring will be beneficial, allowing for a weld-on installation of the EVR650/EVR750. Additionally, firm foot anchoring is highly recommended. If a concrete approach is not available, a pad should be prepared 8" deep by 6' wide by 4', with two layers (separated) of reinforcement mesh not less than 4' by 4'. A cast-in anchor base is also recommended for weld-in place installation in these situations.



SECTION 1

INSTALLATION PROCEDURE

Read and understand all instructions prior to installation or operation of this safety equipment.

The EVR650/EVR750 is shipped completely assembled and factory tested. This product displayed proper operation under factory conditions prior to shipment and is ready to install. Inspect all materials received and review arrangement layout included to preview installation setup needs.

Review the dock face area directly beneath the location where truck docking occurs. Remove or relocate any obstacles which would prevent flush and secure mounting of this product. Repair any weakness observed in the mounting area. If conditions warrant, prepare a slab for base mounting of the EVR650/EVR750.

NOTE: Base mounting in conjunction with wall mounting provides the ultimate opportunity to maximize the installed strength of this safety equipment and is highly recommended particularly when wall conditions may not be optimum. However, local conditions including floating yard slabs or poor drive construction may negate or minimize the value of this feature. Particular attention should be given other opportunities to offer a maximum installed strength of this product in the event a portion of the prescribed installation method requires deviation from that noted. (See examples on page 4.)

Position Restraint console and mark dock face and grade for anchors. Unit should be positioned to sit plumb (vertical) and level (horizontal) and as firmly against dock face as possible. Shim beneath bottom mounting plate as needed to provide firm footing. Shims should be steel and welded into position to avoid creepage or accidental dislocation. This unit is prepared for 3/4" diameter anchors. Minimum length recommended is 5" for wedge type anchors. (See other instructions if dock is not poured concrete construction). Eight (8) hole locations are provided for wall attachment and should all be prepared for anchors.

Grade attachment should be offered as allowed by conditions. Use same technique as wall mount if yard has concrete pad or drive. Compensate length of anchor for any shim addition under mounting plate. For black top or hard compacted drives provide anchor rods of 1/2" diameter by about 15" long.* These should be prepared with a modestly pointed nose to be driven into the ground surface through the mounting holes offered. The top end should then be welded to secure rod to Restraint base.

The operating range of the EVR650/EVR750 offers engagement of most legally mounted R.I.G. members. The unit performance will be limited to the position and strength of the R.I.G. section which varies by manufacturer and design as well as its condition due to the extent of its maintenance, age and possible abuse. The EVR will accept very high stress and pulling forces, however, this too can be limited by installation technique, anchors and materials and/or the condition of the dock wall and drive area. Conditions or equipment failure due to accident or inadequate preparations and/or reasonable maintenance (see page 12, Lubrication) of the dock area and its equipment could result in further property damage or personal injury.

The success and strength of any installed product relies heavily on the conditions of the material surrounding the installation site. This will include the dock face and adjoining drive area for the EVR650/EVR750 Vehicle Restraint. Repair any structural defects to the dock face and/or drive prior to attempting equipment installation. If necessary, prepare alternate attachment methods to accommodate on-site conditions or contact your local representative or PIONEER to assist in preparation of accessories needed to adequately secure this product.

*Use 1/2" diameter rebar or similar for good grip characteristics.



NOTE: Where possible, weld the back of the restraint to the embedded curb angle at the front / leading edge of the pit leveler.

CAUTION: Before you start to install the restraint, use proper safety signs and barriers to separate the work area from the remainder of the dock.

SECTION 2

INSTALLATION INSTRUCTIONS

MOUNTING CONTROL PANEL AND OUTSIDE LIGHTS

Mount Operator Station in a convenient location which will provide a good view for dock attendant of loading area. We recommend left side of opening looking "out" as shown in dock arrangements diagram as this simplifies installation. Right side of doorway mounting is fine if installation conditions warrant.

Mount exterior traffic light on truck driver's side of exterior wall (left side facing out) in area clearly visible to driver. Be certain to offer clearance for future or current installations of seal/shelter products. Light housing should be 90" above grade as noted on arrangement diagram.

The proximity sensor and the actuator are factory pre-wired to a twenty five foot (25') wiring harness. The wiring harness is coiled inside of the restraint console.

Route conduit and connectors (supplied by electrical installer) to join console unit, Restraint console and exterior traffic (wire also to be supplied by installer). Make connections per diagram inside light box.

Install trucker's instruction signs above and below traffic light where clearly visible to incoming traffic.

Supply and connect incoming electrical power to terminals within operator station.

WARNING

When working with electrical or electronic controls, make sure that the power source has been locked out and tagged according to OSHA regulations and approved local electrical codes.

FIELD WIRING THE EVR650/EVR750 CONTROL PANEL

The EVR650/EVR750 control panel comes pre-wired, ready for field installation. All field wiring is wired directly to the terminal strip provided. Figure 1 (page 9) is an excerpt from the electrical drawings. It shows where to land the cable leads in the EVR650/EVR750 control panel.

There are three items that need to be wired in the field, power, outside lights, and the motor.

Power

120VAC is wired directly to the terminal blocks marked L1 and N. The ground lead should be wired to the terminal block labeled GND.

Outside Light

The outside light has 3 wires, one for red, one for green, and one common. Make sure that the wire for the red outside light is landed on terminal, Red Out. The wire of the green outside light which lands on the Green Out terminal. The common wire for the outside lights should land on 0 VDC terminal.

Motor

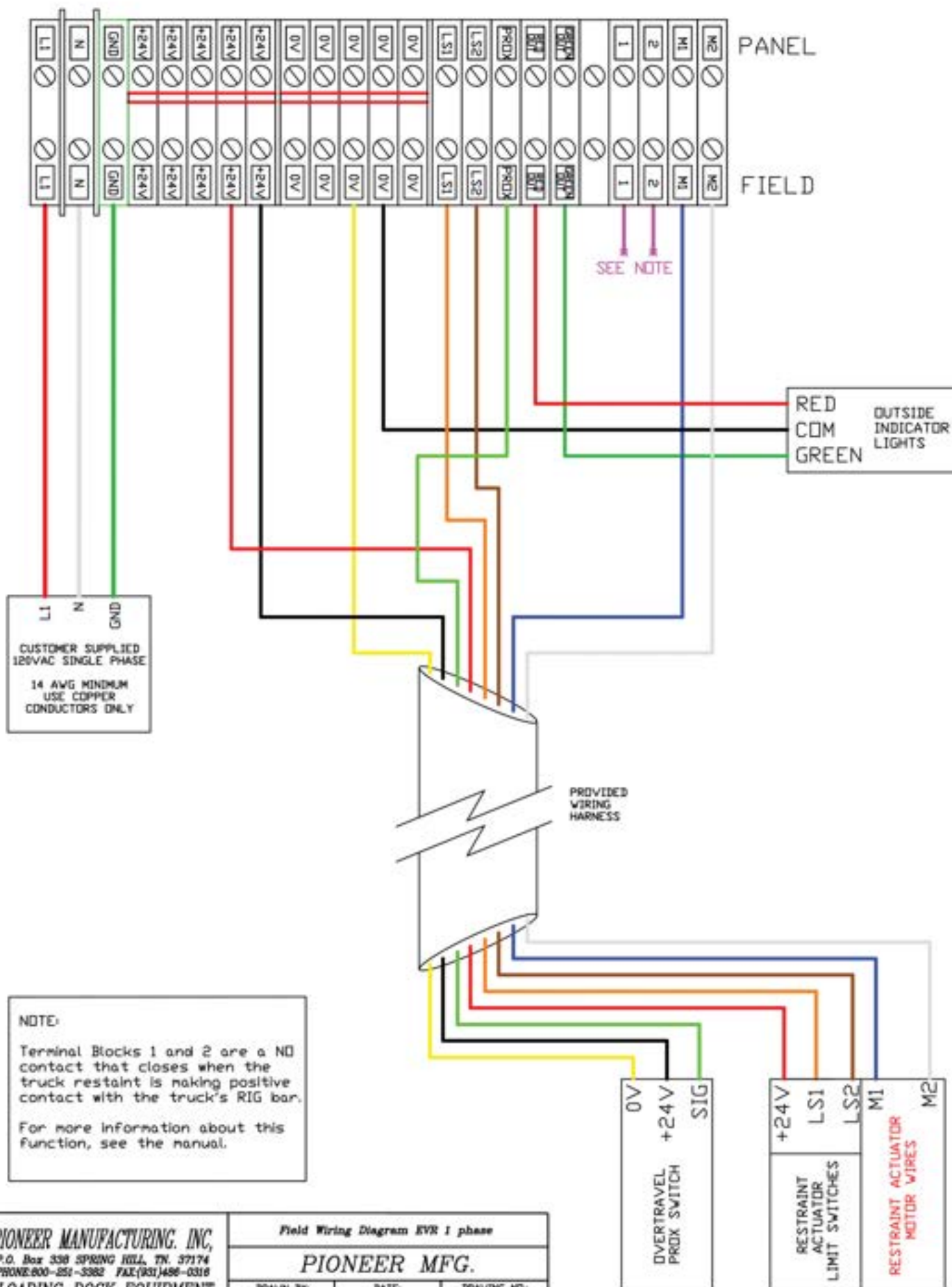
A color coded motor cable is provided with each unit and is wired to the terminal strip per Figure 1. (page 9)

Contacts for Leveler Engaged Interlock Circuit (Optional)

Terminals 1 and 2 in the control panel can be used to interface with other controls. When the truck is restrained, a relay is energized, closing a set of contacts, completing the circuit between the wires connected to terminals 1 and 2. The maximum current that can be carried through this circuit is 1 amp. Land the leads for the interfacing equipment in terminals 1 and 2, it does not matter where either lead is landed.



WHEN MOUNTING THE ENCLOSURE,
LEAVE THIS AREA OPEN FOR
CONDUIT OR CABLE CONNECTIONS



PIONEER MANUFACTURING, INC.
P.O. Box 338 SPRING HILL, TN. 37174
PHONE: 600-251-3382 FAX: (615) 496-0318
LOADING DOCK EQUIPMENT

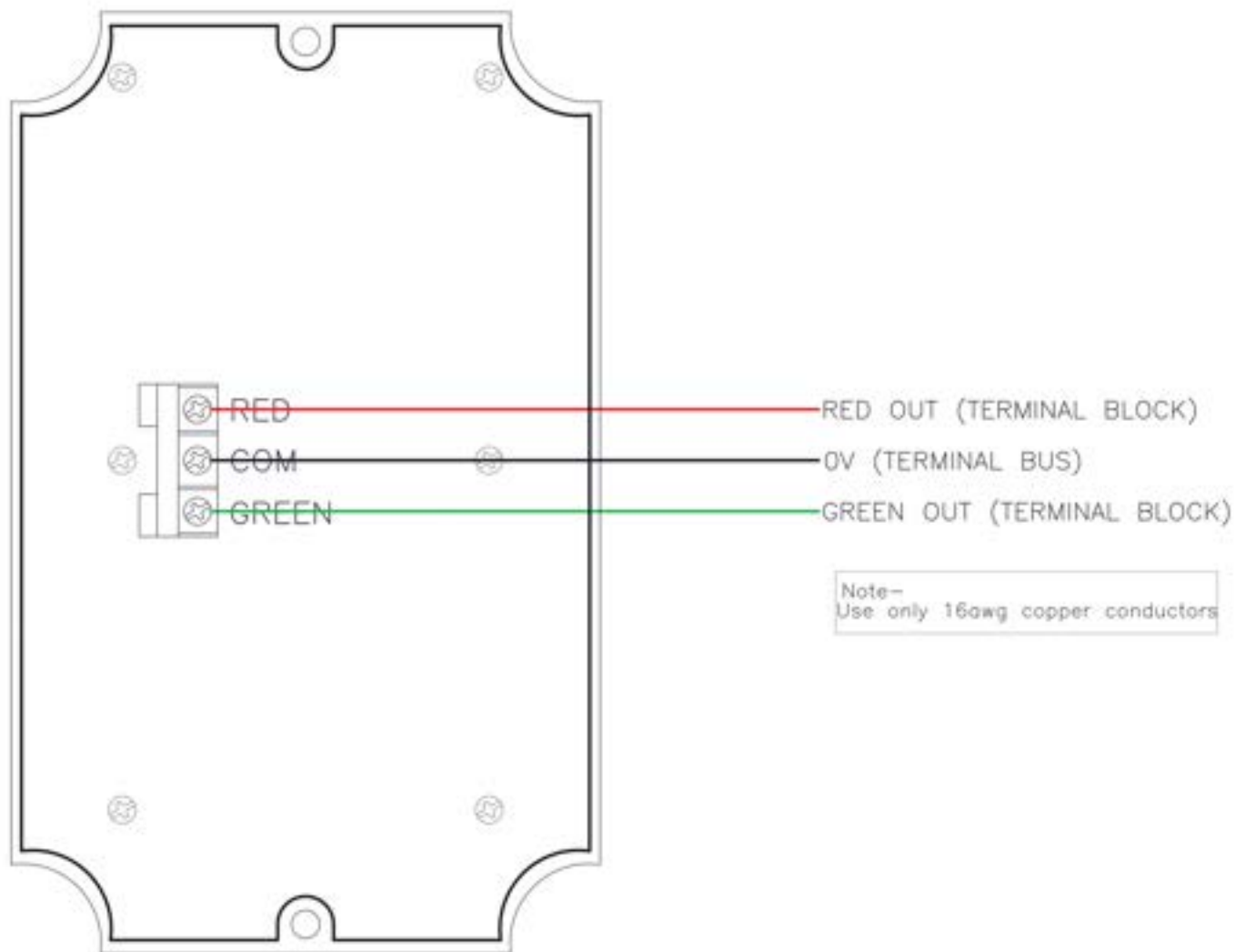
Field Wiring Diagram EVR 1 phase

PIONEER MFG.

DRAWN BY:
R. Arlka

DATE:
11/13/21

DRAWING NO:
EVR-0675309



PIONEER TECHNOLOGIES,
385 DALLAS RD. STE. 200, DALLAS, TX 75243
WWW.PIONEERTECHNOLOGIES.ORG
OEM, AUTOMATION & CONTROLS

SIGNAL LIGHT WIRING

DRAWN BY: S. Arko	DATE: 07/22/25	DESIGNED BY:
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SECTION 3

ADJUSTMENTS

Properly installed and serviced this Vehicle Restraint will greatly enhance safety during truck loading/unloading operations and should offer many years of service with minimum maintenance. This product is designed for use in the outdoor environment. **Regional and seasonal climate variables offer a wide range of maintenance possibilities for equipment exposed to the elements. (See page 12, Lubrication).** The factory adjustment of this product offered proper operation prior to shipment. Although the factory attempts to offer equipment which will display normal operation for most installations, local conditions may require attention at installation to cope with specific site needs.

Please contact the factory to review any installation or equipment issue which is not covered by this manual or which is not fully understood.

Contact your authorized PIONEER representative for required service or adjustments.

SECTION 4

OPERATION

The PIONEER Vehicle Restraint uses state-of-the-art circuitry to engage and disengage the locking hook of this unit. This system eliminates the need for regular maintenance (other than minor lubrication) although an adjustment as previously noted may be in order.

Preparing to Run

In order for the system to operate normally, the truck restraint must be fully retracted. If the restraint hook is not fully down, turn the override key switch to override and then press and hold the hook down button until the hook travels all the way down. Once the truck restraint hook is fully retracted, turn the override key switch back to normal and the system is ready to run.

Engaging or Disengaging the Truck Restraint

With the truck docked firmly **against the bumper face**, the dock attendant simply presses, the "hook up" push button momentarily, which will raise the truck restraint hook and engage the truck. Once the truck restraint is fully extended, the "OK to Enter" light flashes on the EVR650/EVR750 control panel indicating a good loading condition. At the same time the Red outside light will begin to flash, indicating that the truck is restrained and warning the driver not to attempt a departure.

SAFETY NOTE: A brief, **visual check of the engagement** is necessary and should show the R.I.G. captured by the restraining hook of the EVR650/EVR750. If the truck is noted to have a weak or missing R.I.G., the attendant should notify the dock supervisor of the problem and see that other measures are taken to secure the truck prior to loading or unloading. The EVR650/EVR750 should remain engaged in order to offer a secondary safety opportunity by controlling truck traffic with its exterior traffic light.

When the "hook down" push button is momentarily pressed the restraint hook will power retract into the stored position next to the console housing and release the truck. **NOTE:** If the hook is too tight against the truck, to release, ask the trucker to back up slightly. Once the truck restraint is fully retracted, the "DO NOT ENTER" light will begin to flash on the EVR650/EVR750 control panel advising caution around the dock area because the restraint is deactivated and the truck may leave at any time. The Green outside light will begin to flash, indicating that the truck is free to move.

Override Key Switch

The override key switch is used to silence alarms and manually control the motor. Turning the key to the right puts the unit in override. Turning the key to the left allows the system to operate normally.

SECTION 4

OPERATION

ALARMS

There are three (3) different conditions in which the alarm will be triggered. When any of the three alarm conditions exist, a buzzer sounds and the lights on the EVR650/EVR750 control panel blink in an alternating pattern. All alarms can be silenced by switching the override key to override. The conditions that cause alarms are given below.

1) The actuator does not complete its cycle up or down.

It takes approximately 25 seconds for the hook to complete an up cycle and a down cycle. If it takes longer than 30 seconds then the motor stops and the alarm engages. To get out of this condition, switch the OVERRIDE key on the control box to the on position (turn key clockwise), this turns off the alarm and enables the user to complete the cycle up by continuously pushing the HOOK UP push button until the hook reaches its up position. The user can also complete the cycle

down by continuously pushing the HOOK DOWN push button until the hook reaches its down position. After the hook has reached the up or down limit, switch the OVERRIDE key off (turn counterclockwise).

2) The cable from the motor is disconnected.

Check to make sure that the motor cable is connected to the actuator and that the pins are in contact with each other. Once the connection is good the alarm will disengage.

3) The motor over travel limit is reached.

If the hook travels too far up, the alarm will engage meaning the hook has over traveled in the up position. To get out of this alarm condition, engage the OVERRIDE key switch (turn clockwise), then continuously push the HOOK DOWN push button until the hook reaches the down position. This will disengage the alarm. If the over travel alarm keeps engaging when the hook is in the up position, then user might have to adjust the motor actuator mount bracket.

SECTION 5

MAJOR COMPONENTS

Restraint Console: A heavy steel housing, to enclose the operating components of the EVR650/EVR750, serves as the mounting framework for the unit installation. The console is offered for grade level mounting against the dock wall face. Alternate mounting options are available to satisfy unique local conditions.

Restraint Hook: Operates to engage the ICC frame section of the trailer chassis. When engaged the Restraint hook offers resistance to truck movement. When disengaged the Restraint hook is stored beside the console housing to allow free passage of docking or departing vehicles.

Extension Spring / Motor Unit: The EVR650/EVR750 hook is activated by an extension spring. Drive motor maintains hook in retracted (stored) position. Lock circuit allows hook to engage truck via motor operation to release hook from stored position and attach to truck at R.I.G. .

Unlock circuit causes motor drive to reverse direction and retract hook for alongside console housing.

Operating Station: A fully-gasketed steel enclosure which houses the operating push-buttons, the interior visual indicators and contains the electrical service which operates the motor and the interior/ exterior visual traffic signals.

Exterior Traffic Lights: Impact resistant enclosures for housing red and green visual traffic control indicators to display docking or no-go conditions for trucker. To open light housing, screw clamps must be loosened to service lights or wiring.

SECTION 6

SPECIFICATIONS

Electrical: 120V AC, 15A. (Amp Draw = 8.75 Amps)

Motor Unit: Linear Actuator

Wiring: Operator station prewired. Refer to field arrangement drawing (Page 1) for conduit and wire needs

Limit Switches: Non-Adjustable Industrial quality momentary contact type. Used to control traffic signals and stop cycle in motor control circuit.

Push Buttons: Momentary contact type industrial quality switch.

Interior Lights and Exterior Lights: (Red and Green) L.E.D. 24V

SECTION 7

MAINTENANCE

Maintenance Procedure: Shut off electrical power before servicing electrical system or during lamp replacement.

Remove four (4) bolts from console cover to open. Remove any debris. Inspect components for indications of potential problems (wear, damage). Cycle to review operation. Make adjustment or repairs as necessary. See Operation Instructions on Page 11.

Quick Check: Are all lamps on when required in cycle? Does the Restraint hook fully extend and motor stop to complete "Lock" cycle? Does the Restraint hook fully retract and motor stop to complete "Unlock" cycle?

Visual Indicator: Proper traffic signals are critical to this safety equipment. Review functions on Page 11. Verify correct lamps on / off during lock / unlock cycles. Shut power off before lamp replacement.

Lubrication: This product is designed to function without excessive lubrication. However, for maximum efficiency, spray white lithium grease on the hook slide and chain once every thirty (30) days.

 WARNING

A safe work place requires all lights to be working properly. DO NOT use the EVR650/EVR750 truck restraint if parts are broken or missing.

 WARNING

Post safety warnings and barricade the work area, at dock level and ground level, to prevent unauthorized use of the dock position.

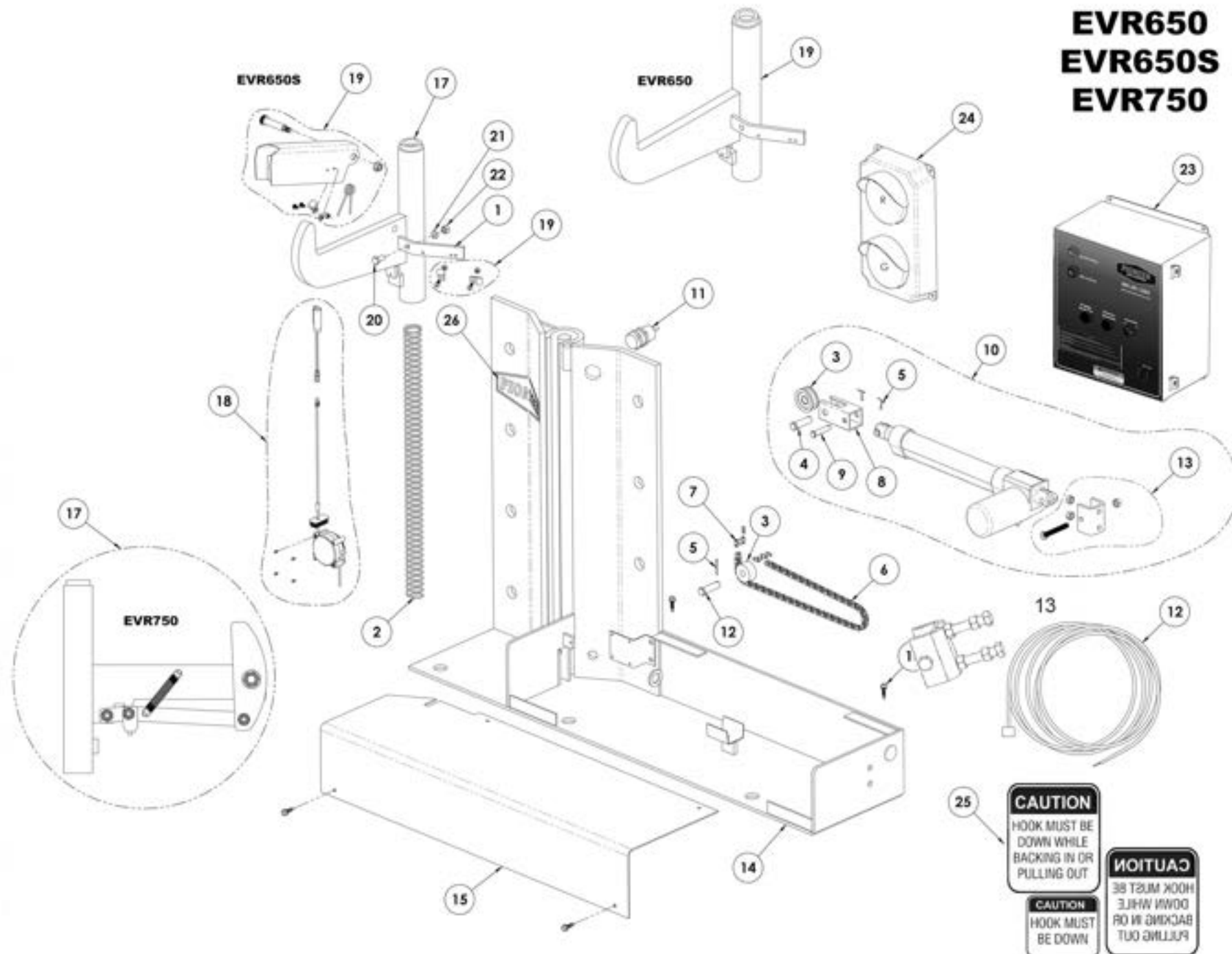
 CAUTION

When lifting unit use a proper lifting device. Lifting by hand may cause serious injury and/or death.

IMPORTANT

Maintenance may be required more frequently at loading docks exposed to harsh environments. Contact PIONEER if accelerated maintenance is required.

EVR650 **EVR650S** **EVR750**



Pioneer Dock Equipment - "EVR650/EVR750" Series Automatic Truck Restraint

EVR650/EVR750 Parts List

Illus#	Part#	Part Description	Illus#	Part#	Part Description
1	2403	Hook Stop	15	2975	EVR650S Cover Plate
2	1709	Spring	16	9080	Self Tapping Cover Plate Screws (4 Req.)
3	1819	2" Idler Pulley	17	2399	Hook Assembly EVR650
4	193	Idler Clevis Pin (1/2" x 1 3/4")	17	9912	Force Flex Hook Assy. EVR750
5	235	Cotter Key	17	2967	Hook Assembly EVR650S
6	1820	Chain (28 1/2" long)	18	2976	EVR650S Cord Reel & Sensor Assembly
7	9298	Master chain link # 35	19	3561	EVR650S Hook Guard Mount Kit
8	3782	Motor Idler Pulley Mount	20	8840	Hook Stop Bolt (EVR650S only)
9	8972	Clevis Pin - Motor Idler Pulley Mount (3/8" x 1 3/4")	20	9024	Hook Stop Bolt EVR650 and EVR750
10	3775	Actuator w/Hardware	21	9781	Hook Stop Bolt Washer All Models
11	10171	Proximity Sensor	22	9070	Hook Stop Bolt Nut All Models
12	9813	Wiring Harness	23	TBD	Control Panel
13	2397	EVR Motor Adjustment Bracket & Bolt Kit	24	9657	Red / Green LED Outside Light Package
14	TBD	Main Body Assembly	25	9221	Inside / Outside Sign Kit
15	2394	EVR650 / EVR750 Cover Plate	26	3077	Pioneer Logo Label





Warranty Procedure

The information on the Warranty Claim Request Form must be provided with all warranty claims.

When a call is received with a warranty problem a Customer Service number (CSF #####) will be issued for that problem only and cannot be used again without prior approval. This number must be on all invoices submitted for payment and on all correspondence.

Before and after pictures of all the work performed must be supplied with each claim. If you take digital pictures, e-mail them to connerh@pioneerleveler.com. If you use a film camera forward the film to Pioneer Dock Equipment, PO Box 338 Spring Hill, TN 37174, Attn: Warranty Dept.

No claim will be considered for processing without the required information.

If warranty work is approved, Pioneer's Warranty Policy for labor requires a formal invoice from the company performing the warranty. Pioneer must receive the labor invoice within 30 days of warranty authorization. Once the invoice is approved by Pioneer, a check will be processed and mailed to the company performing the work.

Replacement Part under Warranty

Any replacement parts will be invoiced and a credit will be given when the damaged parts are returned to Pioneer. Pioneer will determine the only exception, if the parts are not to be returned. A copy of the credit memo will be sent to your billing address. If a check payment is required, the request must be in writing. The request then has to be approved by Pioneer's accounts payable department.

Replacement parts will be sent at Pioneer's discretion either UPS ground or OTR truck. Any other request for shipments will be charged to the dealer. (i.e. UPS Next Day or FedEx Express, etc.)

All returned parts will be issued a Return Authorization Number (RGA #####). A form will be faxed to you with the number. The signed copy is to be faxed to 1.931.486.0316 and returned with the parts. The Return Authorization is only good for 30 days. **The RGA# must be listed on all returns, using the RGA Form as a packing list.**

No credits will be issued without prior proper authorization. **No Credit will be given on non-Pioneer parts.**

A copy of the credit memo will be sent to your billing address. The credit will be given against the invoice issued for the replacement parts.

Any questions regarding Warranty or Return Authorization should be directed to Customer Service at connerh@pioneerleveler.com or 866.728.6195.



Warranty claim request form

The Following Information Must Be Supplied To Process Any Claim

Dealer Name: * _____

Contact Person: * _____

Pioneer Invoice Number : _____ Date Of Purchase: _____

End User Name and address:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Product: _____

Model Number: * _____ Serial Number: * _____

Customer Complaint: *

Scope of Service Performed: *

Estimated Repair: Hours: * _____ \$ * _____

If multiple repairs list hours and \$ for each item.

Pioneer requires an invoice for all claims requiring a payment.

***Before And After Pictures Must Be Supplied With All Work Performed**

Purchase a disposable camera and send it to Pioneer along with the receipt.

***Required to process all warranty claims.**

WARRANTY

PIONEER MANUFACTURING, INC. guarantees its EVR650/EVR750 Series Truck Restraint to be free from defects in materials and workmanship for a period of one (1) full year from date of shipment.

A claim for breach of warranty will be honored if the product has been properly installed, maintained and operated and not damaged by abuse.

PIONEER will exchange or repair any structural component found to be defective in nature.

PIONEER MANUFACTURING, INC.. SHALL NOT BE LIABLE FOR LOSS OF USE OF ANY EQUIPMENT OR INCIDENTAL DAMAGES.

Pioneer reserves the right to make product improvement at any time without prior notice.

Warranty Phone # 1-866-728-6195

CAUTION:

Contact your PIONEER representative or the factory if a malfunction occurs which is not understood. DO NOT attempt to correct the situation without proper information and understanding, as this may damage components and void the warranty.

SERVICE AND MAINTENANCE

PIONEER recommends periodic inspection and servicing of the EVR650/EVR750 Truck Restraint to assure proper operation and maximum life span of the unit. Units should be inspected a minimum of every thirty (30) days, and if needed, can be adjusted and lubricated. Contact your local PIONEER dealer to secure a complete maintenance plan.