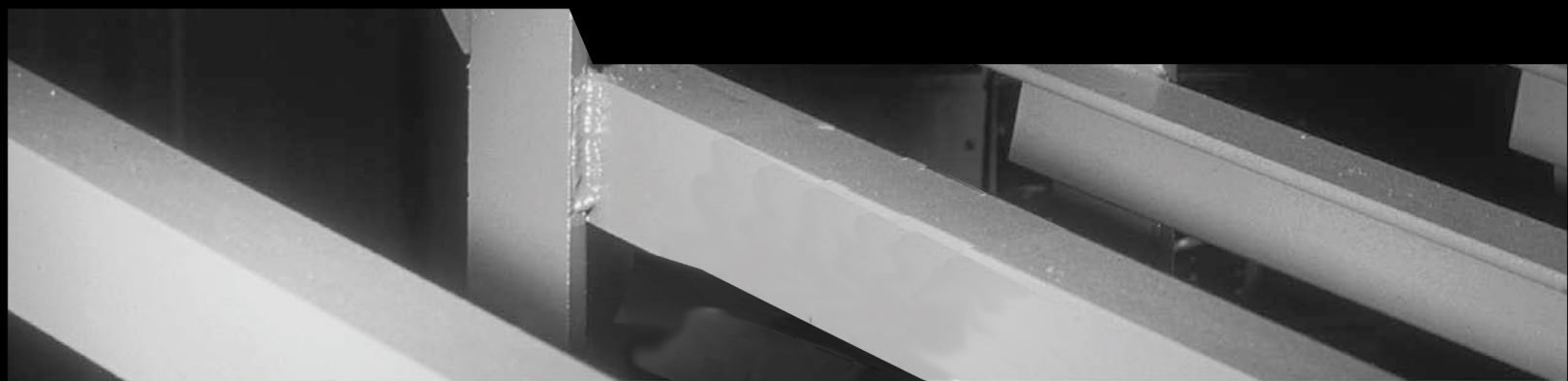




## SLR975 Series Automatic Truck Restraints



*Rugged. Dependable. PIONEER.*



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

The SLR975 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 SLR975 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, and restrained by the SLR975, 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 DOCK LEVELER 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.**

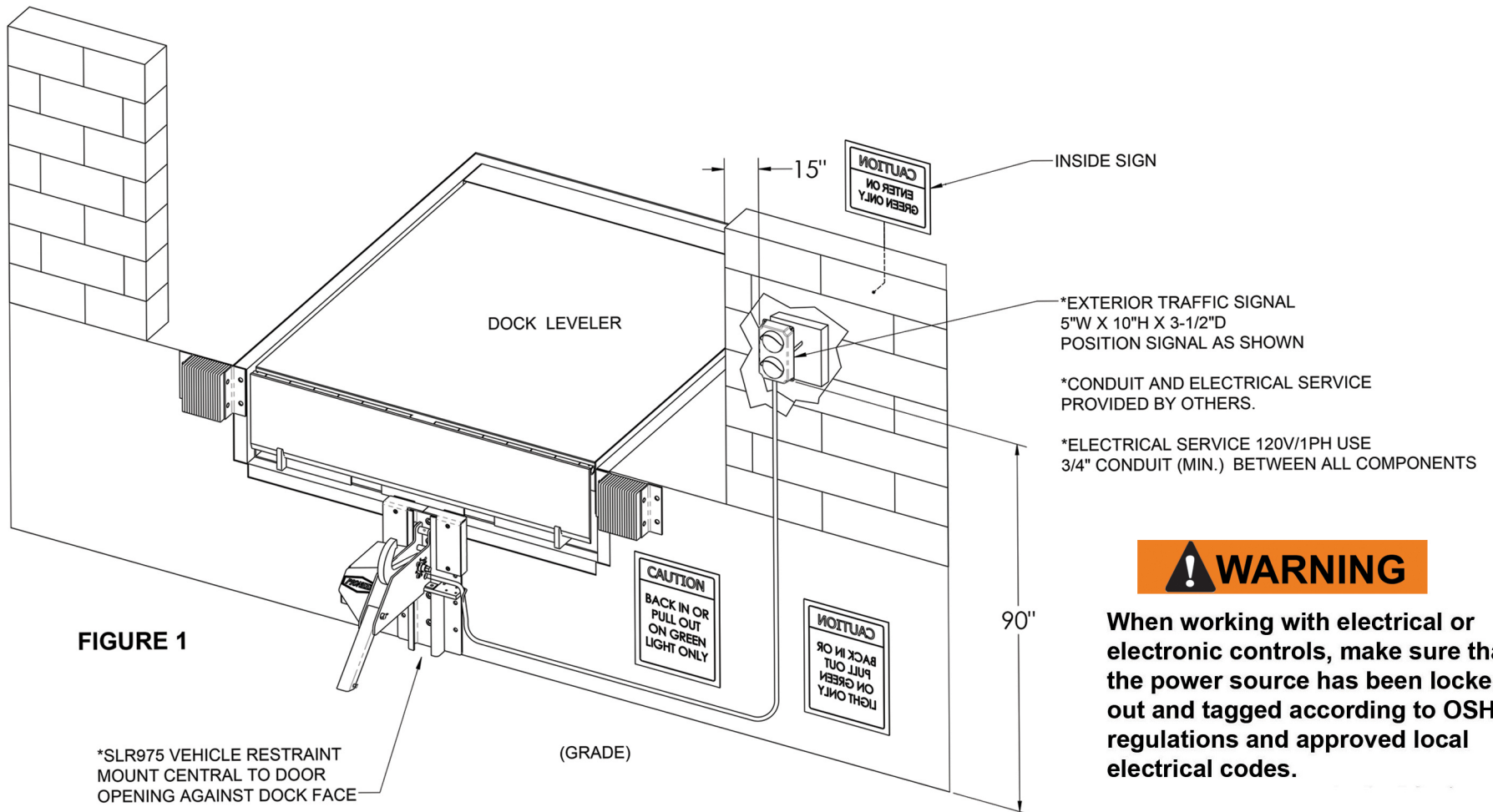


**WARNING! DO NOT ATTEMPT TO INSTALL, MAKE REPAIRS OR ADJUSTMENTS. ONLY A TRAINED AND AUTHORIZED SERVICE TECHNICIAN SHOULD PERFORM REPAIRS OR ADJUSTMENTS. ONLY A QUALIFIED CONTRACTOR/SUB-CONTRACTOR SHOULD PERFORM THE INSTALLATION PROCESS. CONTACT YOUR LOCAL PIONEER DEALER FOR ASSISTANCE.**

## ARRANGEMENT OF THE DOCK AREA

### 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**

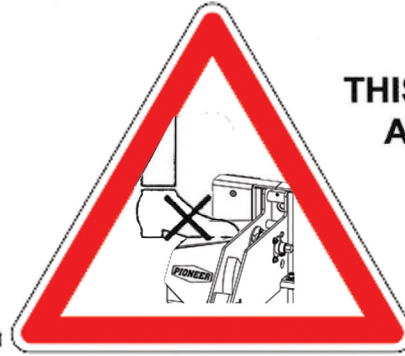
- Before loading or unloading a trailer, while using the SLR975 truck restraint, **ALWAYS** inspect to be sure the R.I.G. is functional so that it can be captured by the truck restraint. If a condition occurs that cannot be remedied by backing the trailer firmly against the dock bumpers, secure the trailer by other means.
- Be sure the area around the housing assembly is free of all objects, debris, or any other obstructions.
- **ALWAYS** operate the SLR975 truck restraint from the top of the dock.
- Inspect all SLR975 restraint lights daily to make certain they work properly.
- Perform maintenance on the SLR975 truck restraint in accordance with the Maintenance procedures on page 14 of this manual.
- SLR975 truck restraint 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**



## SECTION 1

## INSTALLATION PROCEDURE

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

The SLR975 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 SLR975. Consult factory for any optional installation needs.

Position Restraint and mark dock face for anchors. Unit should be positioned to sit plumb(vertical) and level (horizontal) and as firmly against dock face as possible. This unit is prepared for 5/8" x 5" wedge type anchors. Fifteen (15) hole locations are provided for wall attachment and should all be prepared for anchors.

The operating range of the SLR975 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 SLR975 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 13, Lubrication) of the dock area and its equipment could result in further property damage or personal injury.

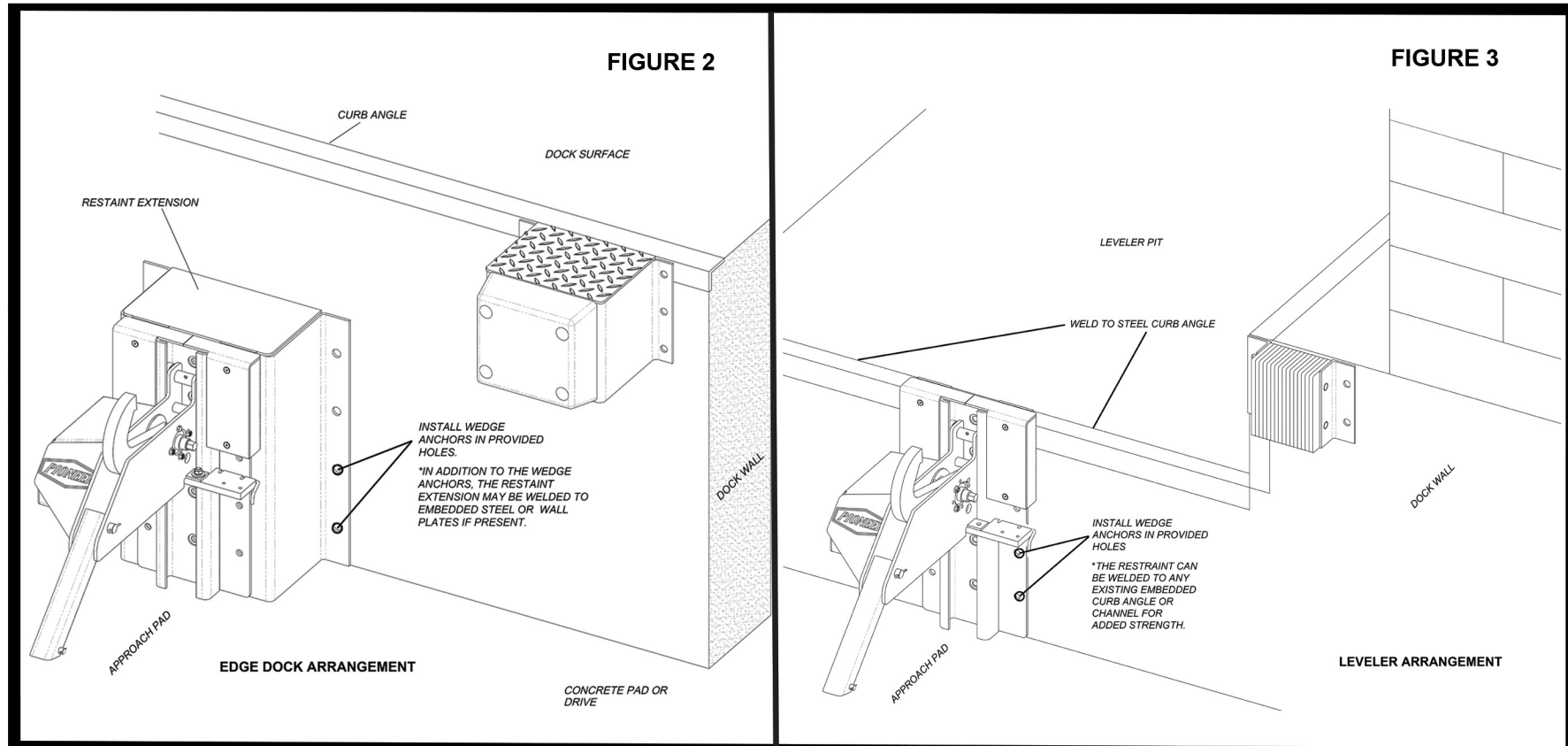


## ARRANGEMENT OF THE DOCK AREA

**NOTE:** Best results for attachment of this unit will be achieved when mounting holes are used.

For an Edge of Dock (EOD) application, a truck restraint extension must be used in conjunction with the SLR975. For all other types of dock faces and approaches, consult the factory for proper sizing of the extension.

For a Pit Leveler application, the SLR975 shall be bolted directly to the dock wall using the bolt hole pattern provided. In addition, the restraint can be welded to any existing embedded curb or channel for added strength.





# DANGER

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

# IMPORTANT

Whether there is a leveler or not, a 4" thick bumper is required. **DO NOT** install vehicle restraint on docks without 4" thick bumpers. For thicker bumpers consult factory.

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 SLR975 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.

## Inside/Outside Sign Installation

Install trucker's instruction signs above and below traffic light where clearly visible to incoming traffic (Figure 1, see page 1).



## SECTION 2

## ELECTRICAL INSTALLATION INSTRUCTIONS

### MOUNTING CONTROL PANEL AND OUTSIDE LIGHTS

Mount Operator Station/Control Panel in a convenient location (refer to Figure 1, see page 1) 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.

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 (Figure 1, see page 1).



**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 SLR975 CONTROL PANEL

The SLR75 control panel comes pre-wired, ready for field installation. All field wiring is connected directly to the terminal strip provided. Figure 4 (see page 9) is an excerpt from the electrical drawings. It shows where to land the cable leads in the SLR975 control panel.

There are three items that need to be wired:

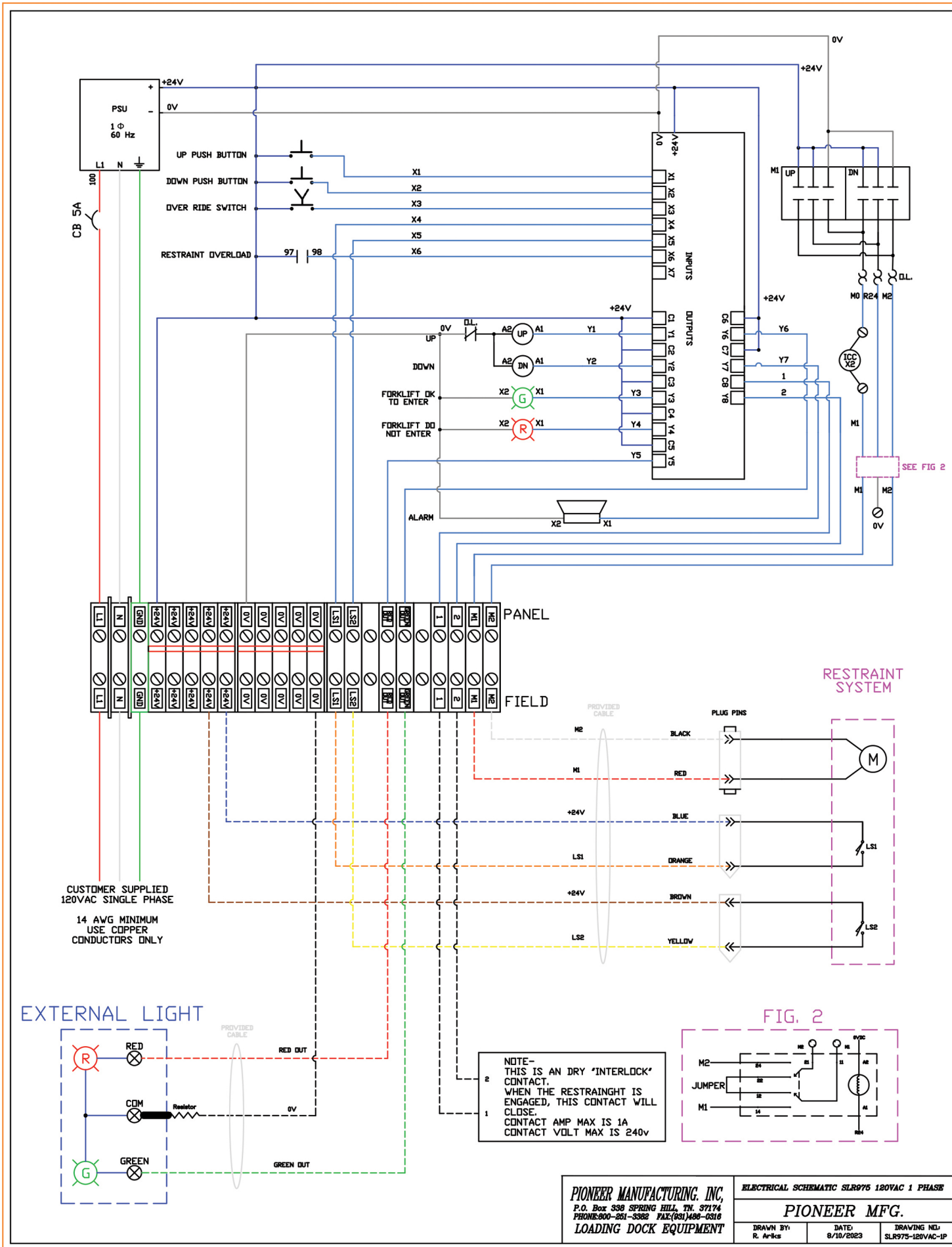
1. Power
2. Outside Lights
3. Motor

### Contacts for Leveler Engaged Interlock Circuit

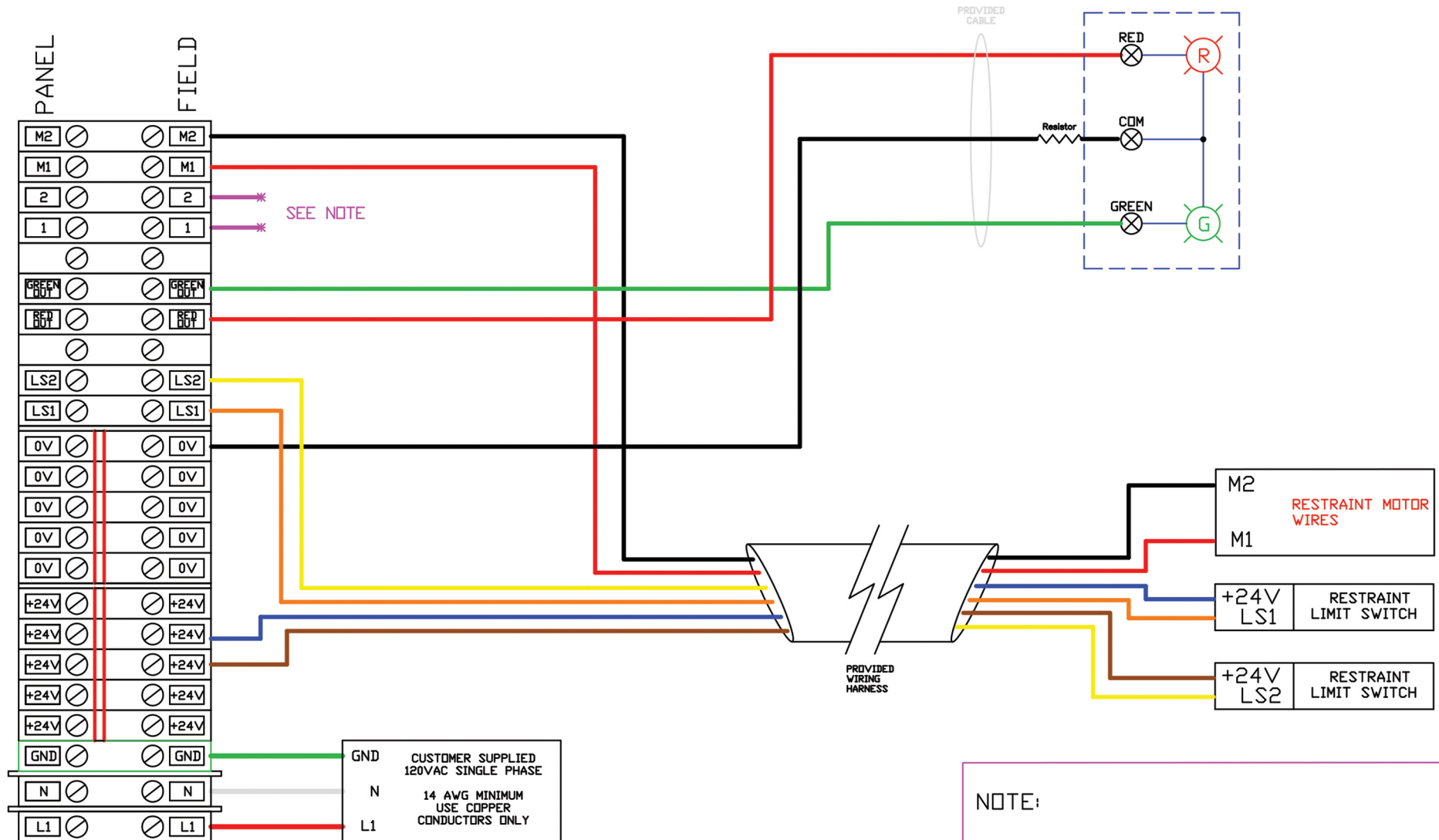
Terminals 1 and 2 in the control panel can be used to interface with other controls. When the truck is restrained, a relay is energized, closing a set of contacts, completing the circuit between the wires connected to terminals 1 and 2. The maximum current that can be carried through this circuit is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







# OUTSIDE INDICATOR LIGHT



## NOTE:

Terminal Blocks 1 and 2 are a NO contact that closes when the truck restraint is making positive contact with the truck's RIG bar.

For more information about this function, see the manual.

**PIONEER MANUFACTURING, INC.**  
P.O. Box 338 SPRING HILL, TN. 37174  
PHONE: 800-251-3382 FAX: (931) 486-0316  
**LOADING DOCK EQUIPMENT**

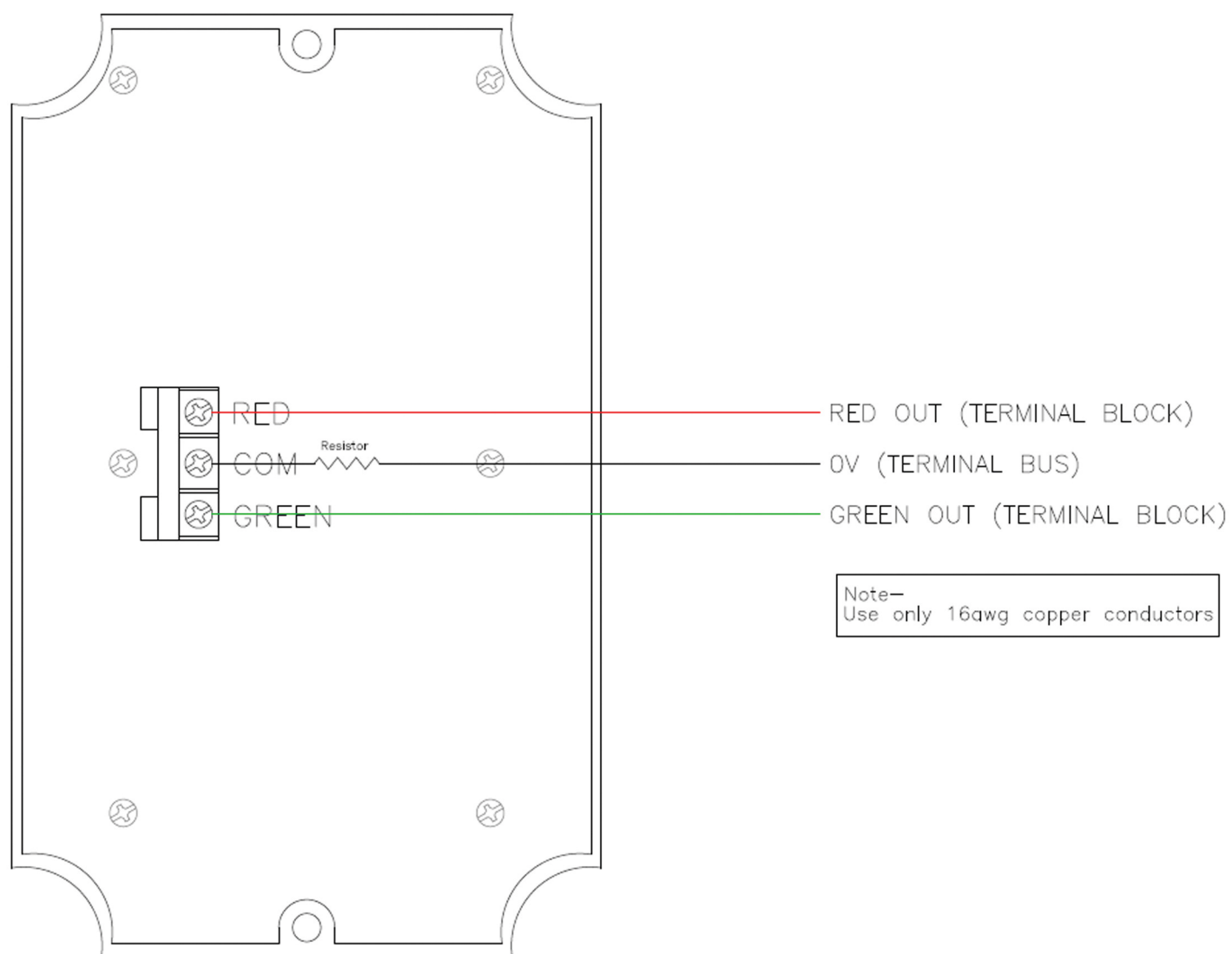
Field Wiring Diagram SLR975 1 phase

**PIONEER MFG.**

DRAWN BY:  
R. Arlks

DATE:  
8/11/2023

DRAWING NO.:  
SLR975-120VAC-1P-FLD



PIONEER TECHNOLOGIES,  
5850 SHALLOWFORD ROAD STE 315 CANTON, OH 44705  
WWW.PIONEERTECHNOLOGIES.ORG  
OEM, AUTOMATION & CONTROLS

# SIGNAL LIGHT WIRING

DRAWN BY:  
R. Arlks

DATE:  
10/22/21

DRAWING NO.:

## 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. 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 13, 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).

### Preparing to Run

In order for the system to operate normally, the hook 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 "Release Restraint" 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. In this configuration, the outside light should be flashing green, signaling the truck driver it is ok to back in. The "Do Not Enter" light will flash on the SLR975 control panel advising caution around the dock area and denying permission to enter a trailer.

### Engaging or Disengaging the Truck Restraint

With the truck docked firmly **against the bumper face**, the dock attendant simply presses, the "Engage Restraint" push button momentarily, which will raise the truck restraint hook and engage the truck. Once the hook is in restraining position, the "OK to Enter" light flashes on the SLR975 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 THOROUGH MANUAL VISUAL CHECK OF THE ENGAGEMENT IS NECESSARY AND SHOULD SHOW THE R.I.G. CAPTURED BY THE RESTRAINING HOOK OF THE SLR975.** 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 SLR975 should remain engaged in order to offer a secondary safety opportunity by controlling truck traffic with its exterior traffic light.

When the "Release Restraint" push button is momentarily pressed the restraint hook will power retract into the stored position and release the truck. NOTE: If the hook is too tight against the truck, to release, ask the truck driver to back up firmly against dock bumpers. Once the truck restraint is fully retracted, the "DO NOT ENTER" light will begin to flash on the SLR975 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 lower the hook. Turning the key to the right puts the unit in override. Turning the key to the left allows the system to operate normally.



**ALARMS**

Alarms exist within the system to provide fault condition feedback to the operator. These alarms help ensure the safety of those operating the truck restraint. The details of the various fault conditions are described below.

**1. The hook does not rotate far enough to engage the R.I.G.**

**Alarm Condition:** Alarm is beeping and the red “Do Not Enter” light on the control panel is flashing.

**Cause:** If the hook comes to a stop before rotating far enough to engage the R.I.G.

**Solution:** Turn the “Alarm Override” key on the control panel to the “ON” position. This will silence the alarm and allow the hook to be manually cycled down using the “Release Restraint” push-button. Cycle the hook all the way down to its stowed position and visually inspect for any obstructions in the path of the hook. If clear, turn the “Alarm Override” key to the “OFF” position and re-engage the truck restraint.

**2. The hook over-travels and does not engage the R.I.G.**

**Alarm Condition:** Alarm is beeping and the red “Do Not Enter” light on the control panel is flashing.

**Cause:** If the hook over-travels and misses the R.I.G.

**Solution:** Turn the “Alarm Override” key on the control panel to the “ON” position. This will silence the alarm and allow the hook to be manually cycled down using the “Release Restraint” push-button. Cycle the hook all the way down to its stowed position, visually inspect to verify if the R.I.G. is in the proper position. Once in position, turn the “Alarm Override” key to the “OFF” position and re-engage the truck restraint.

**3. The hook has moved out of the engaged position.**

**Alarm Condition:** Alarm is beeping and the red “Do Not Enter” light on the control panel is flashing.

**Cause:** If the hook were to be forced out of its engaged position.

**Solution:** Visually inspect the truck restraint and R.I.G., then proceed to re-engage the truck restraint.

## SECTION 4

## OPERATION

### ALARMS

#### 4. The hook is in the stowed position and will not rotate.

**Alarm Condition:** The alarm is beeping fast and the red “Do Not Enter” light on the control panel is flashing at the same rate.

**Cause:** Mechanical failure of the gearmotor drive chain.

**Solution:** Replace gearmotor drive chain. Turn the “Alarm Override” key on the control panel to the “ON” position. This will silence the alarm. Refer to Section 7 of this manual for maintenance and repair of the gear motor drive chain.

#### 5. The hook will not rotate up or down.

**Alarm Condition:** Alarm is beeping and the red “Do Not Enter” and green “Ok to Enter” lights on the control panel are both flashing.

**Cause:** Overload relay has tripped during use of the restraint.

**Solution:** Wait momentarily until the indicator lights stop flashing. Once the green indicator light stays on, normal operation can resume.

## SECTION 5

## MAJOR COMPONENTS

**Restraint Carriage:** A heavy steel housing, to enclose the operating components of the SLR975.

**Restraint Hook:** Operates to engage the R.I.G. of the trailer chassis. When engaged the Restraint hook offers resistance to truck movement. When disengaged the Restraint hook is stored within the restraint carriage to allow free passage of docking or departing vehicles.

**Roller Track:** Provides a guided track for vertical carriage movement. Secures carriage against dock wall.

**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:** 24VDC (Operating = 5.4 amps)

**Pioneer recommends a dedicated 15 Amp circuit.**

**Motor Unit:** Right Angle DC Gear Motor

**Wiring:** Operator state prewired. Refer to field arrangement drawing (Figure 1, see page 1) for conduit and wire needs.

**Push Buttons:** Momentary contact type industrial quality switch.

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

**Limit Switch:** Non-Adjustable industrial quality momentary contact type. Used to control traffic signals and logic for fault signal.

## SECTION 7

## MAINTENANCE

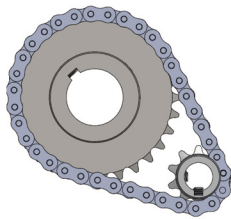
### ⚠ WARNING

In the event of a restraint capturing a truck during premature departure, it is strongly advised to replace gear chain to maintain optimal performance. Following any early departure event of a truck, a visual inspection of internal components is recommended.

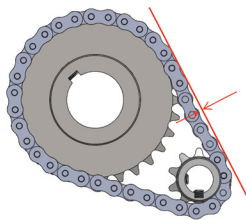
**Maintenance Procedure:** Shut off electrical power before servicing electrical system or during lamp replacement.

Remove motor cover. Remove any debris. Inspect components for indications of potential problems (wear, damage). Make adjustments or repairs as necessary.

**Quick Check:** Are all lamps on when required in cycle? Does the Restraint hook fully raise and motor stop to completely “Engage”? Does the Restraint hook fully retract and motor to completely “Disengage”?



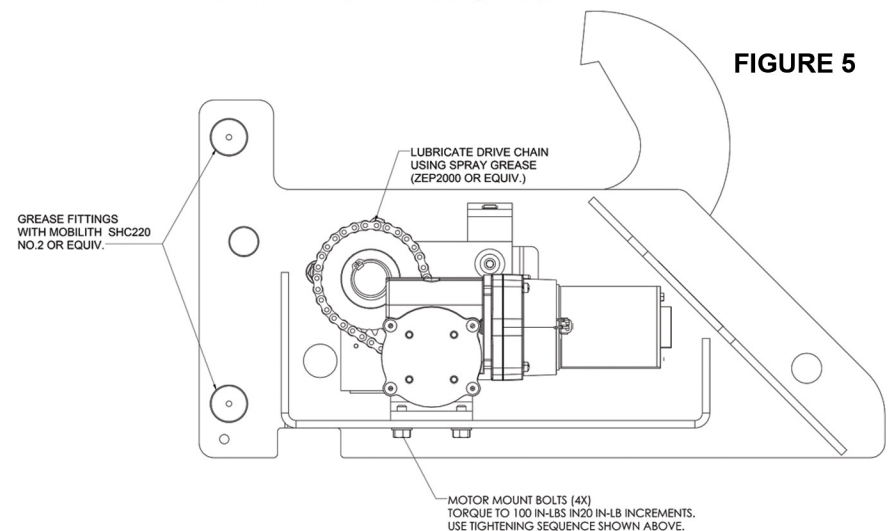
Proper chain tension shown above. No slack should be visible within the chain.  
Tip: Leave motor mount bracket bolts loose until chain is fully installed. Then tighten all the bolts.



With the correct tension, the chain should not deflect more than 1/8" when pressing on it.

**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:** Lubricate components regularly as shown below.



 **WARNING**

A safe work place requires all lights to be working properly. **DO NOT** use the SLR975 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.

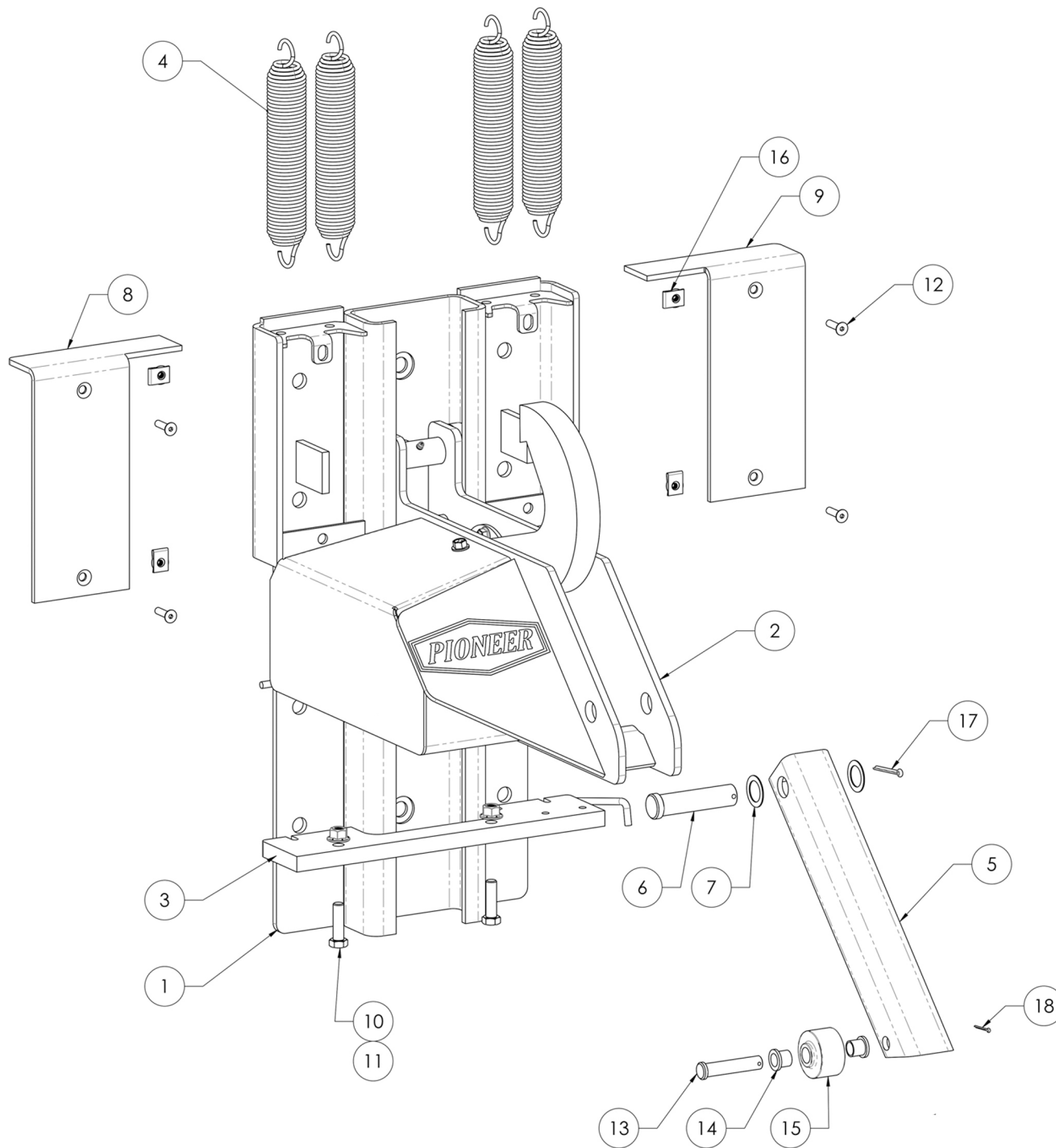
 **WARNING**

When lifting unit use a proper lifting device. **DO NOT LIFT MANUALLY.** Lifting by hand may cause serious injury and/or death.

# **IMPORTANT**

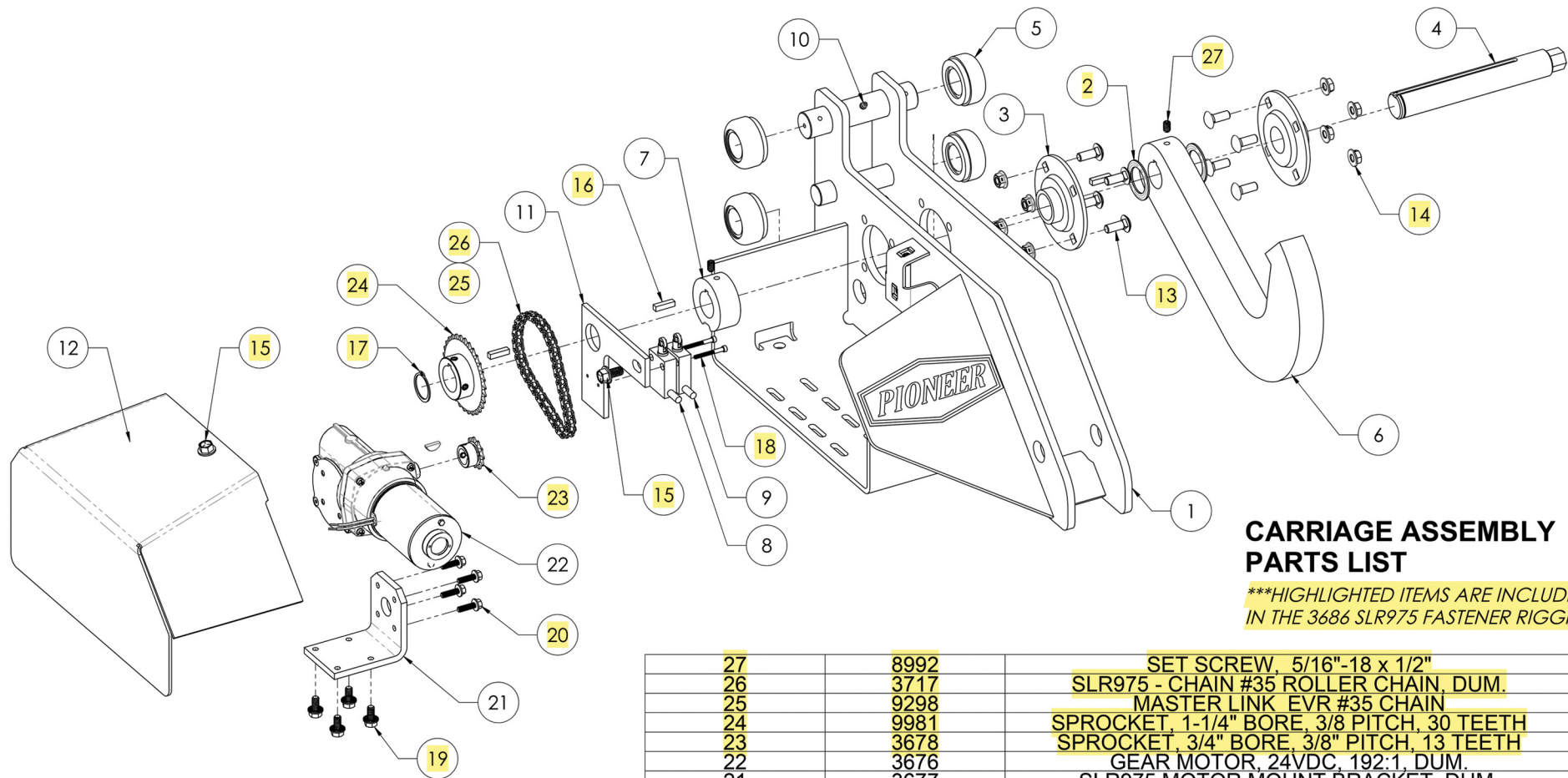
Maintenance may be required more frequently at loading docks exposed to harsh environments. Contact PIONEER if accelerated maintenance is required.





## ROLLER TRACK AND SLOPE EXTENSION PARTS LIST

|          |                                                   |      |
|----------|---------------------------------------------------|------|
| 18       | COTTER KEY, Ø1/8" x 1"                            | 1    |
| 17       | COTTER KEY, 3/16" x 2"                            | 1    |
| 16       | NUT, CLIP-ON, 5/16"-18                            | 4    |
| 15       | SLR SLOPE EXTENSION<br>WHEEL                      | 1    |
| 14       | BEARING, FLANGED SLEEVE,<br>3/4"OD x 3/4" LONG    | 2    |
| 13       | CLEVIS PIN, Ø 5/8" x 3"                           | 1    |
| 12       | BOLT, FLAT HEAD, 5/16"-18 x<br>1-1/4"             | 4    |
| 11       | NUT, 1/2-13, DISTORTED<br>THREAD FLANGE           | 2    |
| 10       | BOLT, HHCS, 1/2"-13 x 1-3/4",<br>GR 5 YZ8 ZP      | 2    |
| 9        | SLR PLATE, SPRINGR COVER,<br>RH                   | 1    |
| 8        | SLR PLATE, SPRING COVER,<br>LH                    | 1    |
| 7        | WASHER, 1"ID x 1 1/2"OD x<br>.048 THK             | 2    |
| 6        | CLEVIS PIN, Ø1.00" x 4"                           | 1    |
| 5        | SLR SLOPE EXTENSION<br>TUBE WDMT                  | 1    |
| 4        | SPRING, SLR TRUCK<br>RESTRAINT BLACK EXT-<br>LOOP | 4    |
| 3        | SLR SPRING MOUNT BAR<br>WDMT                      | 1    |
| 2        | SLR CARRIAGE ASSEMBLY                             | 1    |
| 1        | SLR ROLLER TRACK<br>WELDMENT                      | 1    |
| ITEM NO. | DESCRIPTION                                       | QTY. |



## CARRIAGE ASSEMBLY PARTS LIST

\*\*\*HIGHLIGHTED ITEMS ARE INCLUDED  
IN THE 3686 SLR975 FASTENER RIGGING KIT

|          |             |                                             |     |
|----------|-------------|---------------------------------------------|-----|
| 27       | 8992        | SET SCREW, 5/16"-18 x 1/2"                  | 2   |
| 26       | 3717        | SLR975 - CHAIN #35 ROLLER CHAIN, DUM.       | 1   |
| 25       | 9298        | MASTER LINK EVR #35 CHAIN                   | 1   |
| 24       | 9981        | SPROCKET, 1-1/4" BORE, 3/8" PITCH, 30 TEETH | 1   |
| 23       | 3678        | SPROCKET, 3/4" BORE, 3/8" PITCH, 13 TEETH   | 1   |
| 22       | 3676        | GEAR MOTOR, 24VDC, 192:1, DUM.              | 1   |
| 21       | 3677        | SLR975 MOTOR MOUNT BRACKET, DUM.            | 1   |
| 20       | 3680        | BOLT, HHCS, 1/4-20 x 7/8", SERRATED         | 4   |
| 19       | 3753        | BOLT, 5/16"-18 x 5/8", SERRATED             | 4   |
| 18       | 9999        | SCREW, SOCKET HEX DRIVE, #8-32 x 1-1/2"     | 2   |
| 17       | 8993        | RETAINING RING, EXTERNAL, 1-1/4" OD         | 1   |
| 16       | 8995        | KEY, MACHINE, 1/4"SQ x 1"                   | 3   |
| 15       | 3752        | BOLT, HHCS, 3/8"-16 x 3/4", SERRATED        | 2   |
| 14       | 9620        | NUT, CTR LOCK, 3/8"-16, FLANGED             | 8   |
| 13       | 9997        | BOLT, CARRIAGE, 3/8"-16 x 1"                | 8   |
| 12       | 2514        | SLR COVER WELDMENT                          | 1   |
| 11       | 2763        | SLR SWITCH MOUNT BRACKET                    | 1   |
| 10       | 0119        | GREASE FITTING                              | 2   |
| 9        | 8889-M      | LIMIT SWITCH MALE SLR                       | 1   |
| 8        | 8889-F      | LIMIT SWITCH FEMALE SLR                     | 1   |
| 7        | 2512        | SLR SWITCH OPERATION CAM                    | 1   |
| 6        | 2511        | SLR HOOK                                    | 1   |
| 5        | 9988        | BEARING ASSY                                | 4   |
| 4        | 2510        | SLR HOOK SHAFT                              | 1   |
| 3        | 9987        | BEARING ASSY TR REST, 1 1/4 BORE FLANGE     | 2   |
| 2        | 3755        | WASHER, 1-1/4" ID x 1-7/8" OD x .134" THK   | 2   |
| 1        | 3648        | SLR WELDMENT KIT                            | 1   |
| ITEM NO. | PART NUMBER | DESCRIPTION                                 | QTY |



## 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, email them to [conner.holt@4frontes.com](mailto:conner.holt@4frontes.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 with 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- FedEx etc.

All returned parts will be issued a Return Goods Authorization Number (RGA ####). A form will be faxed to you with this number, the signed copy is to be faxed to 1-931-486-0316 or 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 the packing list.**

No credits will be issued without 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 [conner.holt@4frontes.com](mailto:conner.holt@4frontes.com) or 1-866-728-6195.



# 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 SLR975 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.**

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### **SERVICE AND MAINTENANCE**

**PIONEER recommends periodic inspection and servicing of the SLR975 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.**