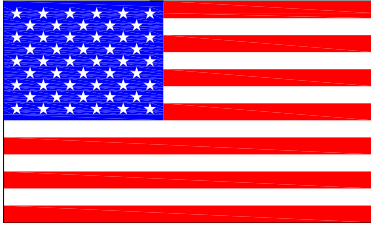




Woodbine, Iowa

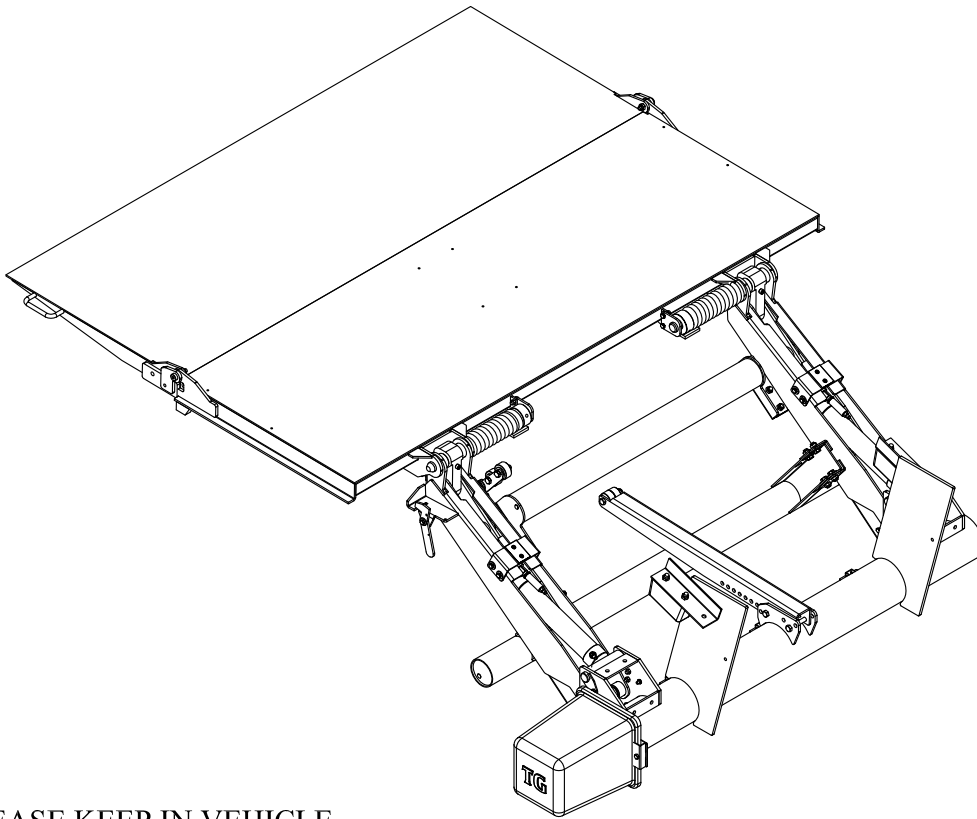


Made in America

# OWNER'S / OPERATOR'S MANUAL

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

## Tuckunder Series 2500 & 3000



PLEASE KEEP IN VEHICLE



**CAUTION**

**Before installing or using 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 drivers door pillar.**



**CAUTION**

# TABLE OF CONTENTS

	<u>Page #</u>
<b><u>Introduction</u></b>	
To the Owner\Operator .....	3
<b><u>Safety Decals</u></b>	
Location and Descriptions .....	4 - 6
Decal Replacement .....	6
<b><u>Operator's Instructions</u></b>	
Tuckunder Terms and Method of Operation .....	7
Operator's Instructions .....	8 - 9
Platform Adjustment Instructions .....	10
<b><u>Electrical Wiring Diagrams</u></b>	
Standard Fixed Control .....	11
Optional Pendant Control .....	12
<b><u>Maintenance and Service</u></b> .....	13
<b><u>Trouble Shooting</u></b> .....	14
<b><u>Warranty</u></b>	
Standard Warranty .....	15
Warranty Claims Handling Procedure .....	16
<b><u>Repair Parts List</u></b>	
Repair Parts Drawings .....	17 - 18
Repair Parts Descriptions .....	19
<b><u>Service Records</u></b> .....	20
<b><u>Contact Information</u></b> .....	21

# 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**

**TOMMY GATE®**

DO'S	DO NOT'S
<ul style="list-style-type: none"> <li>* DO CENTER YOUR LOAD ON PLATFORM.</li> <li>* DO CLOSE AND LOCK LIFT IN CLOSED POSITION WHEN NOT IN USE OR UNATTENDED.</li> <li>* DO STAND TO THE SIDE OF LIFTGATE WHILE IT IS IN OPERATION.</li> <li>* DO READ MAINTENANCE AND SERVICE INFORMATION.</li> <li>* DO READ OPERATOR'S INSTRUCTIONS.</li> <li>* DO FREQUENTLY CHECK CABLES CHAINS, AND OTHER COMPONENTS FOR WEAR OR DAMAGE AND REPAIR AS NECESSARY WITH PARTS PROVIDED BY THE ORIGINAL EQUIPMENT MANUFACTURER.</li> <li>* DO CHECK ALL SAFETY DEVICES FOR PROPER OPERATION.</li> </ul>	<ul style="list-style-type: none"> <li>* DO NOT RIDE OR PERMIT ANYONE TO RIDE ON LIFT. THE LIFT IS NOT A PERSONNEL OR WHEELCHAIR LIFT.</li> <li>* DO NOT MAKE ANY MODIFICATIONS TO THE LIFT OR ITS SAFETY FEATURES.</li> <li>* DO NOT ALLOW USE OF LIFT BY A PERSON WHO HAS NOT HAD PROPER TRAINING IN ITS OPERATION.</li> <li>* DO NOT TRY TO LIFT OR LOWER MORE THAN THE RATED CAPACITY OF THE LIFT.</li> <li>* DO NOT ADD TO OR REMOVE PARTS OF LIFT AS IT WILL VOID YOUR WARRANTY.</li> <li>* DO NOT MOVE VEHICLE UNLESS GATE IS IN LATCHED POSITION.</li> <li>* DO NOT SHOW CHILDREN OR UNAUTHORIZED PERSONNEL HOW TO OPERATE LIFT.</li> <li>* DO NOT LEAVE PLATFORM OPEN, OR UNLATCHED WHEN LIFT IS NOT IN USE OR UNATTENDED. NEVER LEAVE PLATFORM DOWN TO BE USED AS A STEP.</li> </ul>

ALL REPAIRS OR REINSTALLATIONS OF TOMMY GATE LIFTS SHOULD BE PERFORMED BY AN 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 AND LEGIBLE

9561

Decal No. 1  
 Place in cab in a highly visible area.

**⚠ DANGER**

**Keep away from moving parts**

9555

Decal No. 2  
 Located on each main platform lid end, near the hinge.

**⚠ WARNING**

Do not ride the platform.  
 This lift is not designed as a wheelchair or personnel lift.

Center Load

Center load on platform side to side and front to back.

Never allow children or any untrained person to operate the lift.  
 Do not show children or others how to operate the lift.  
 When the lift is not in use or unattended, the platform should be closed and latched with control secured.

9522

Decal No. 3  
 Located on the bottom side of the platform on the right-hand side.

**TOMMY GATE CO.  
 TOMMY LIFT®**

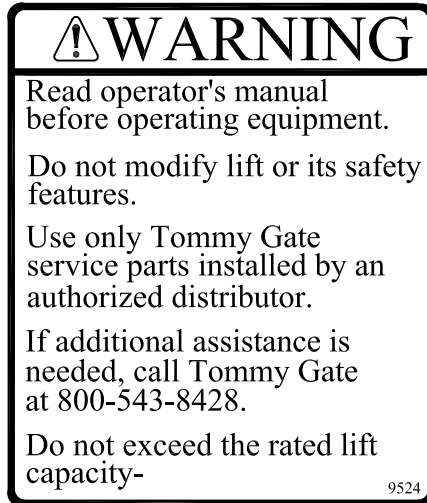
PART NUMBER

SERIAL NUMBER

**WOODBINE MANUFACTURING CO.  
 WOODBINE, IOWA  
 (800) 543-8428**

Decal No. 4  
 Located inside the pump cover.  
 Located on the lift arm below the gate latch.

# DECAL LOCATIONS AND DESCRIPTIONS



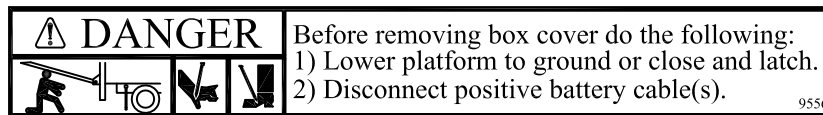
Decal No. 5

Located on outward facing side of the pump cover.



Decal No. 6

Located on the passenger side main platform lid end, near the hinge.



Decal No. 7

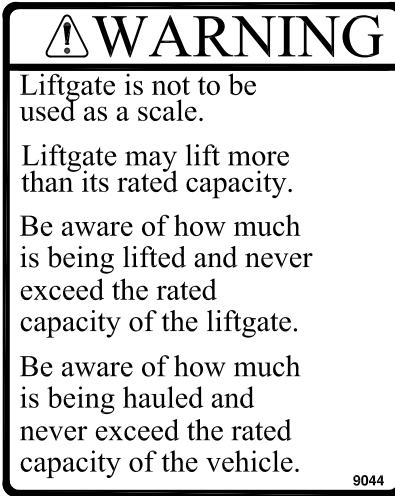
Located on outward facing side of the pump cover.



Decal No. 8

Located on the collar next to each coil spring.

# DECAL LOCATIONS AND DESCRIPTIONS



Decal No. 9  
Located on the outward facing side of the pump cover.



Decal No. 10  
Located at each end of the rear facing side of the upper arm tube.



Decal No. 11  
Located on the bottom side of the platform,  
on the right-hand side.

## 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 two cylinders attached to the upper arm assembly that lift 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 is being lifted and never exceed the rated capacity of the liftgate. Be aware of how much 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 attached to the lift arm and the platform will lower. Once the lower arm contacts the ground the cylinder will continue to extend and will tilt the platform's taper end down.

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

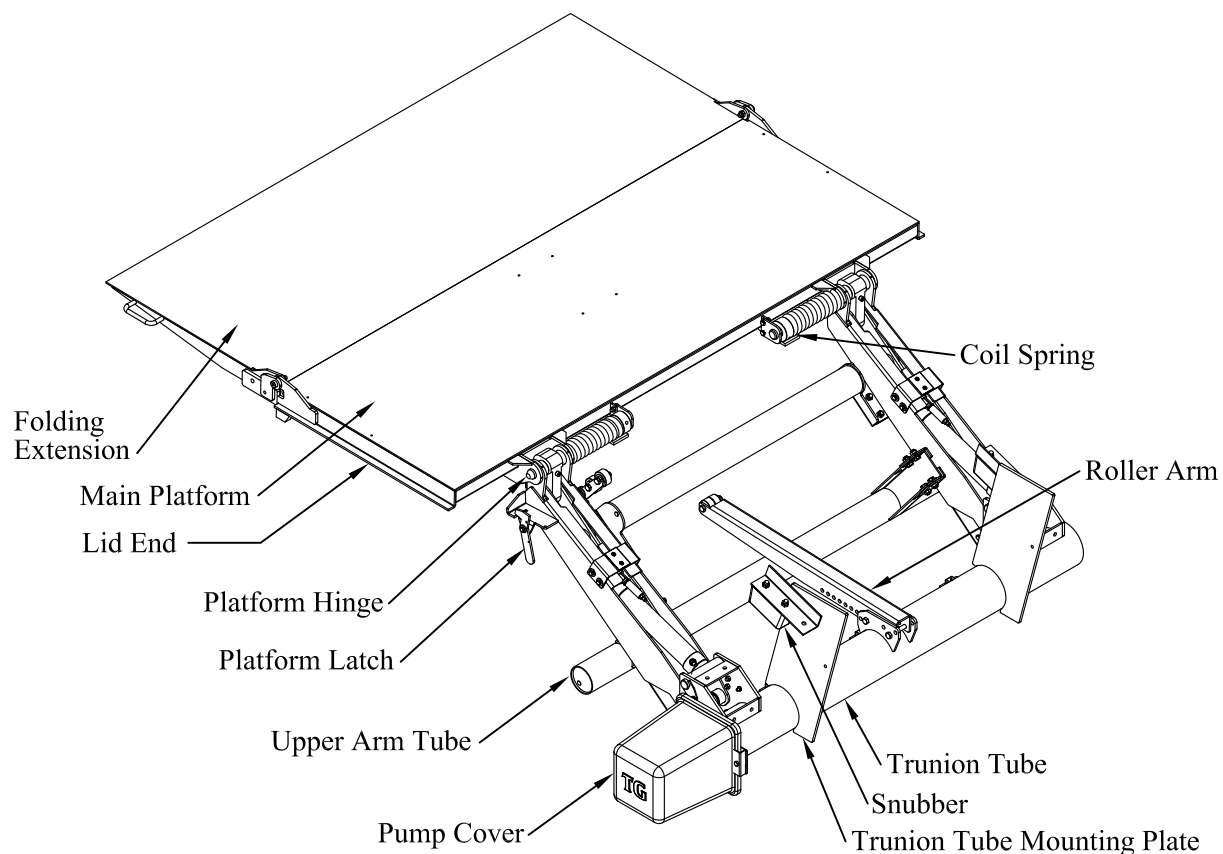


Figure 1: Tuckunder terms.

**!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 both the driver's side and passenger's side latches are secured. Make sure the passenger's side 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.

# TUCKUNDER OPERATOR'S INSTRUCTIONS

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

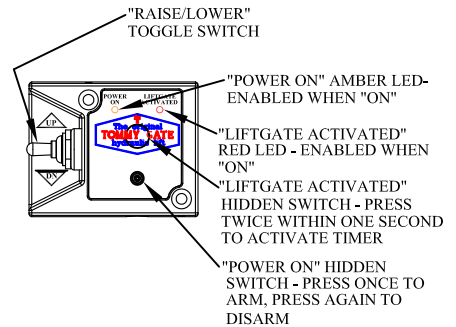


Figure 2: Control terms.

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 down. To raise 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.

- Step 5. Unlock and remove the latch padlock (Figure 3).
- Step 6. Pull the latch handle away from the truck to disengage the latch. With the other hand, disengage the chain from the latch (Figure 3).
- Step 7. 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.
- Step 8. With the liftgate arms touching the ground, stand off to the side, and unfold the platform (Figure 4).

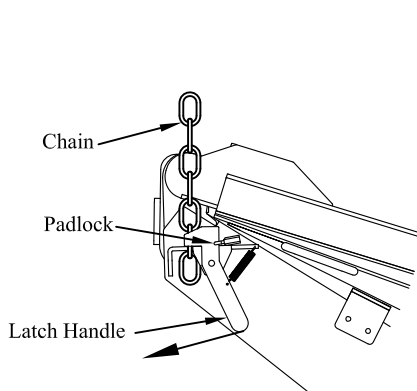


Figure 3: Step 5.

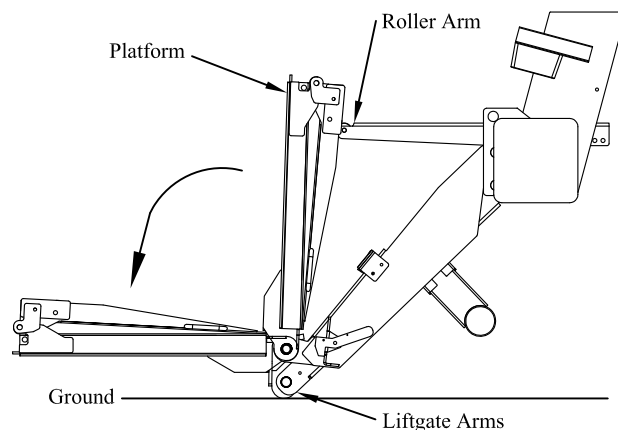


Figure 4: Step 8.



# TUCKUNDER OPERATOR'S INSTRUCTIONS

- Step 9. Stand off to the side and unfold the platform folding extension (Figure 5).
- Step 10. To lower the platform to the ground push down on the control toggle. The platform will lower and the taper will tilt until the platform taper touches the ground (Figure 6).
- Step 11. 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 as possible (near truck). 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.

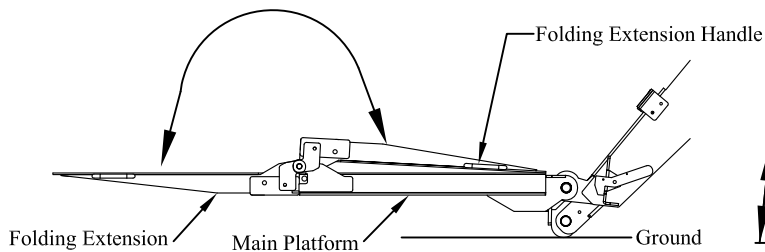


Figure 5: Steps 9, 10, and 14.

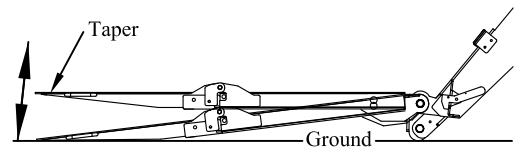


Figure 6: Step 11.

- Step 12. 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.
- Step 13. 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).
- Step 14. 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).
- Step 15. Raise the liftgate by pushing up on the control toggle. The platform will rotate under the truck into the stowed position.
- Step 16. Latch the liftgate by pulling on the latch lever, engaging the latch chain into the latch, and then releasing the latch lever (Figure 9).
- Step 17. Always install the padlock on the latch and deactivate the control when not in use (Figure 9).

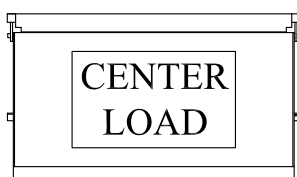


Figure 7: Step 12.

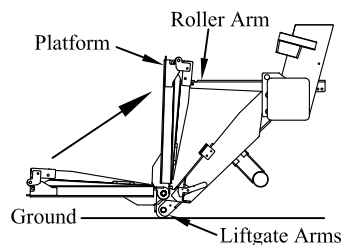


Figure 8: Step 15.

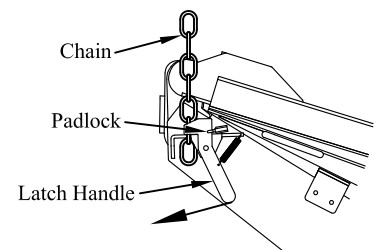


Figure 9: Steps 17 and 18.

# TUCKUNDER PLATFORM ADJUSTMENT INSTRUCTIONS

If the platform is no longer at the desired angle with the ground, it may need adjustment. The following instructions will aid you in making the adjustment.

- Step 1. Unlock and unlatch the platform.
- Step 2. Position the liftgate so that the lift arms are touching the ground, but the platform is still folded (Figure 10).
- Step 3. Support the platform so that it cannot fall while performing the next step.
- Step 4. Replace or Add shims to the platform links (Figure 10).  
Adding a 14GA (0.105") shim will raise the platform taper approximately 2-1/4".
- Step 5. Unfold the platform and folding extension.
- Step 6. Verify that the angle of the platform is acceptable.
- Step 7. Repeat steps 2-6 as needed.
- Step 8. Store and Lock the liftgate.

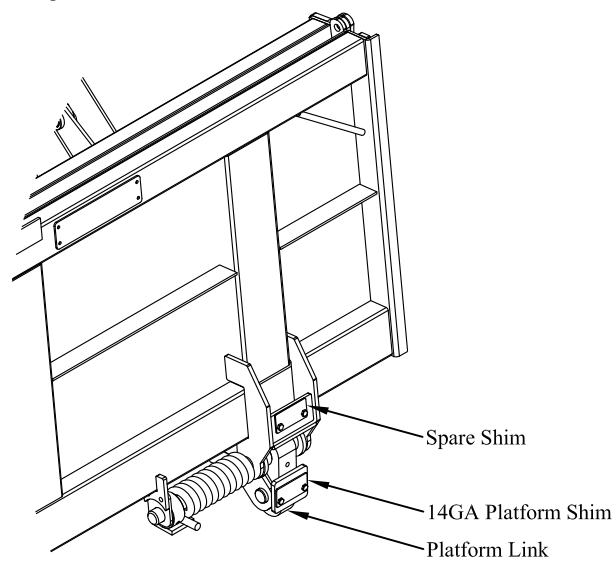


Figure 10: Platform shim location.



# 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.**

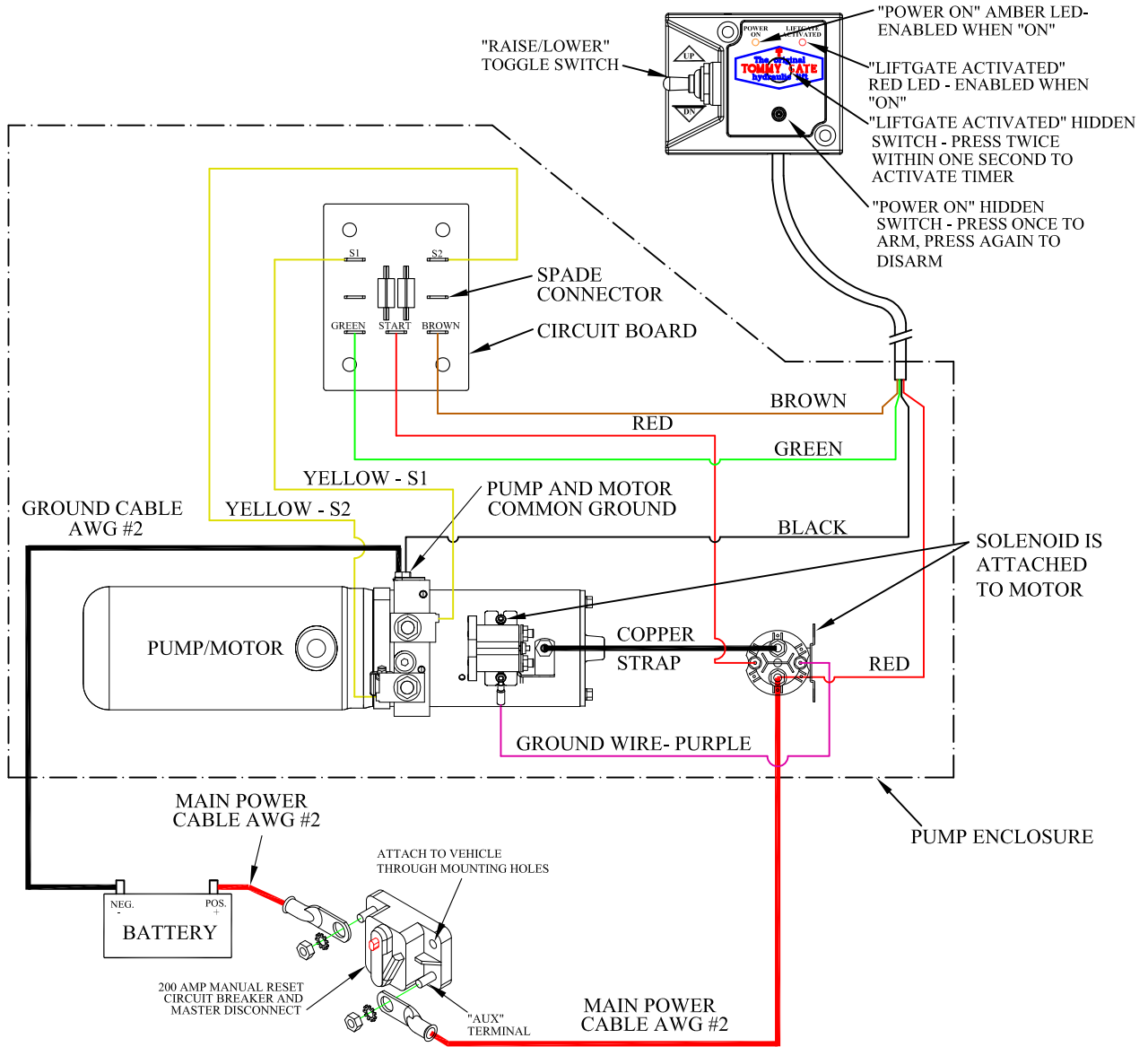


Figure 10: Fixed control wiring diagram.



# 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.**

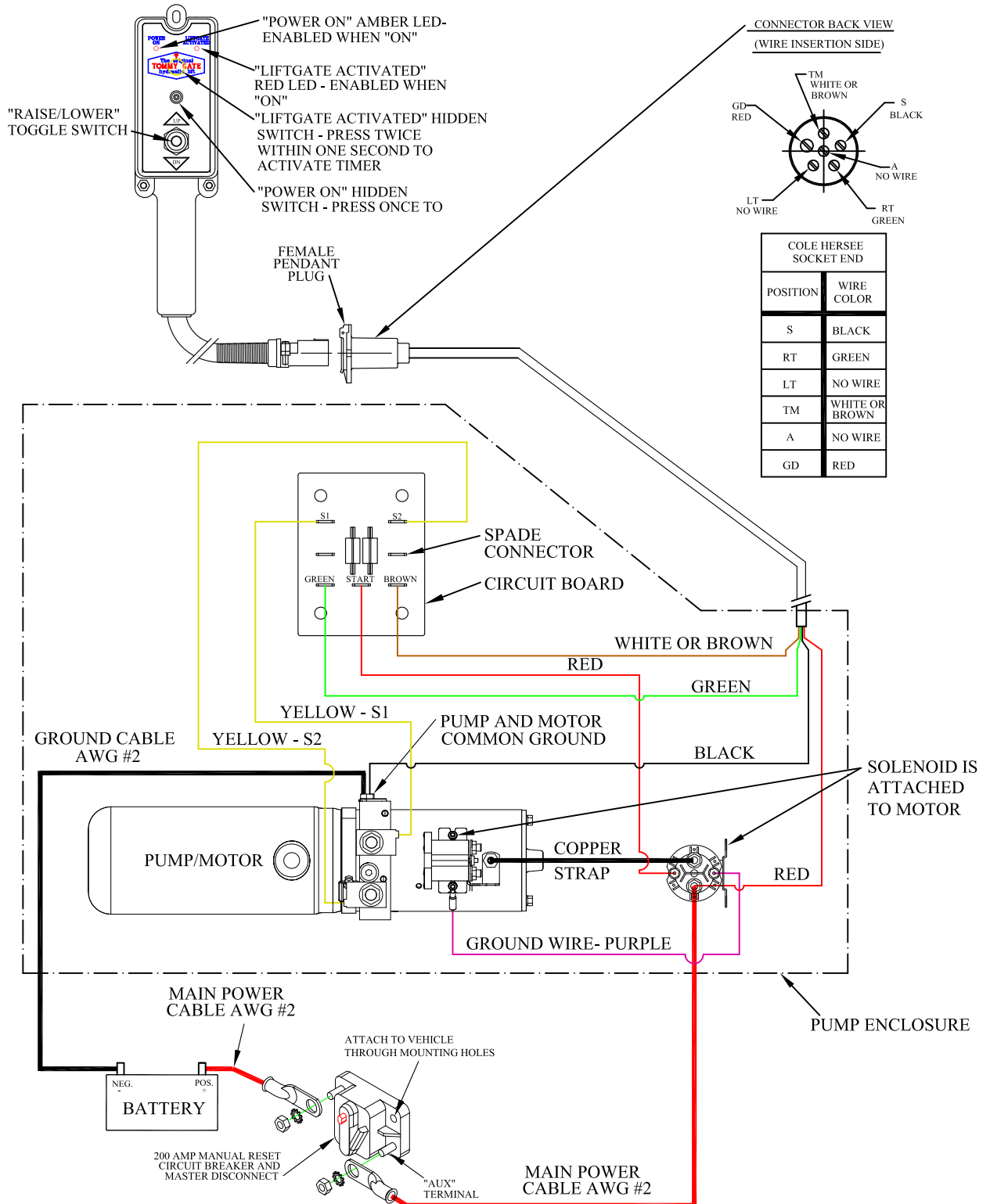


Figure 11: Fixed control wiring diagram.



## MAINTENANCE AND SERVICE INFORMATION

All installations, re-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 1-800-Lift-Gate (800)543-8428 or (712) 647-2050. Please have your model number and serial number available.

The Tommy Gate needs to be serviced every 120 days or 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.

- (A) Remove the pump cover.
- (B) Check for fluid leaks from the cylinders, hoses, and all fittings (replace or repair if found to be leaking).
- (C) 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 Tommy Gate winter grade, ISO grade 32 hydraulic, or Dexron III/ Mercon ATF if needed.
- (D) Replace any worn or missing parts before the liftgate is put back into service.
- (E) 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.
- (F) Check the torque on all mounting bolts and re-tighten as necessary.
- (G) Check for wear at all pivot points.  
Do not grease composite bushings.
- (H) Check all electrical connections (clean or repair if needed).
- (I) Check electric cables for worn or damaged insulation.
- (J) Replace or clean safety decals, so that they are legible.
- (K) Check for proper operation of the control.
- (L) Reinstall the pump cover.

## TROUBLE SHOOTING - 2500 & 3000 TUCKUNDER SERIES

PROBLEM	POSSIBLE CAUSE	REMEDIES
1.) Lift will not operate - "POWER ON" amber LED light does not come on.	<ul style="list-style-type: none"> <li>a.) Control not armed properly.</li> <li>b.) Poor electrical connection.</li> <li>c.) Polarity is reversed.</li> <li>d.) Circuit breaker tripped or disengaged.</li> <li>e.) Faulty control.</li> </ul>	<ul style="list-style-type: none"> <li>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).</li> <li>b.) Check and repair or replace all cables and connections.</li> <li>c.) Switch positive and negative cables.</li> <li>d.) Check for short, then manually engage circuit breaker.</li> <li>e.) Replace Control.</li> </ul>
2.) Lift will not operate - "LIFTGATE ACTIVATED" red LED light does not come on.	<ul style="list-style-type: none"> <li>a.) "POWER ON" amber LED light is blinking.</li> <li>b.) Control not activated properly.</li> <li>c.) Faulty control.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Low voltage condition. Check and repair or replace all cables and connections.</li> <li>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.</li> <li>c.) Replace control.</li> </ul>
3.) Blinking amber "POWER ON" LED.	<ul style="list-style-type: none"> <li>a.) Low voltage condition.</li> <li>b.) Poor grounds or connections.</li> <li>c.) Power connected or reconnected since last use.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Check and clean or repair all electrical connections. Load test battery, then recharge or replace battery, if required. Reset control.</li> <li>b.) Repair, replace, clean as necessary.</li> <li>c.) Normal, press bullseye once to activate solid "POWER ON" amber LED.</li> </ul>
4.) Lift will not raise or raises slowly - control working properly.	<ul style="list-style-type: none"> <li>a.) Poor electrical connection.</li> <li>b.) Battery charge is low.</li> <li>c.) "Lower" valve stuck partially open or dirty.</li> <li>d.) "Lower" valve needs replacement.</li> <li>e.) "Raise" solenoid not working.</li> <li>f.) Oil level low.</li> <li>g.) Vent plug not installed or dirty.</li> <li>h.) Overloaded liftgate.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Check power and ground cables and all connections.</li> <li>b.) Recharge or replace battery.</li> <li>c.) Raise platform completely and continue to run pump for 5 seconds.</li> <li>d,e.) Contact Tommy Gate or distributor.</li> <li>f.) Check oil and add ISO grade 32, Tommy Gate winter grade hydraulic, or Dexron III/Mercon ATF.</li> <li>g.) Check vent plug on pump tank. A red shipping plug is installed at factory. It must be replaced by the metal vented plug.</li> <li>h.) Remove some material or weight.</li> </ul>
5.) Lift settles down slowly with load or no load.	<ul style="list-style-type: none"> <li>a.) Hoses or fittings leaking.</li> <li>b.) Check valve stuck or dirty.</li> <li>c.) Check valve damaged.</li> <li>d.) Cylinder seals worn or damaged.</li> <li>e.) "Lower" solenoid sticking partially open.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Tighten or replace.</li> <li>b.) Raise and lower lift several times to flush out valve.</li> <li>c,d,e.) Contact Tommy Gate or distributor for repair or replacement.</li> </ul>
6.) Pump or motor noisy.	<ul style="list-style-type: none"> <li>a.) Worn pump, motor or coupling.</li> <li>b.) Oil level low</li> </ul>	<ul style="list-style-type: none"> <li>a.) Contact Tommy Gate or distributor.</li> <li>b.) Check oil and add ISO grade 32, Tommy Gate winter grade hydraulic, or Dexron III/Mercon ATF.</li> </ul>
7.) Lift will not lower.	<ul style="list-style-type: none"> <li>a.) Control not armed and activated - No amber "POWER ON" LED or red "LIFTGATE ACTIVATED" LED light on.</li> <li>b.) Lifting arms or cylinder pins seized.</li> <li>c.) Poor electrical connections.</li> <li>d.) If control working properly, damaged or non-working "lower" solenoid.</li> </ul>	<ul style="list-style-type: none"> <li>a.) Press the "POWER ON" hidden switch, marked with white rings or circles (located below the Tommy Gate logo). The amber "POWER ON" LED light should come on. Now press the hidden "LIFTGATE ACTIVATED" switch twice within one second (located under the Tommy Gate logo). The red "LIFTGATE ACTIVATED" LED light should come on.</li> <li>b.) Clean and/or replace pins or bushings.</li> <li>c.) Check and clean or repair all electrical connections.</li> <li>d.) Contact Tommy Gate or distributor.</li> </ul>



## **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.

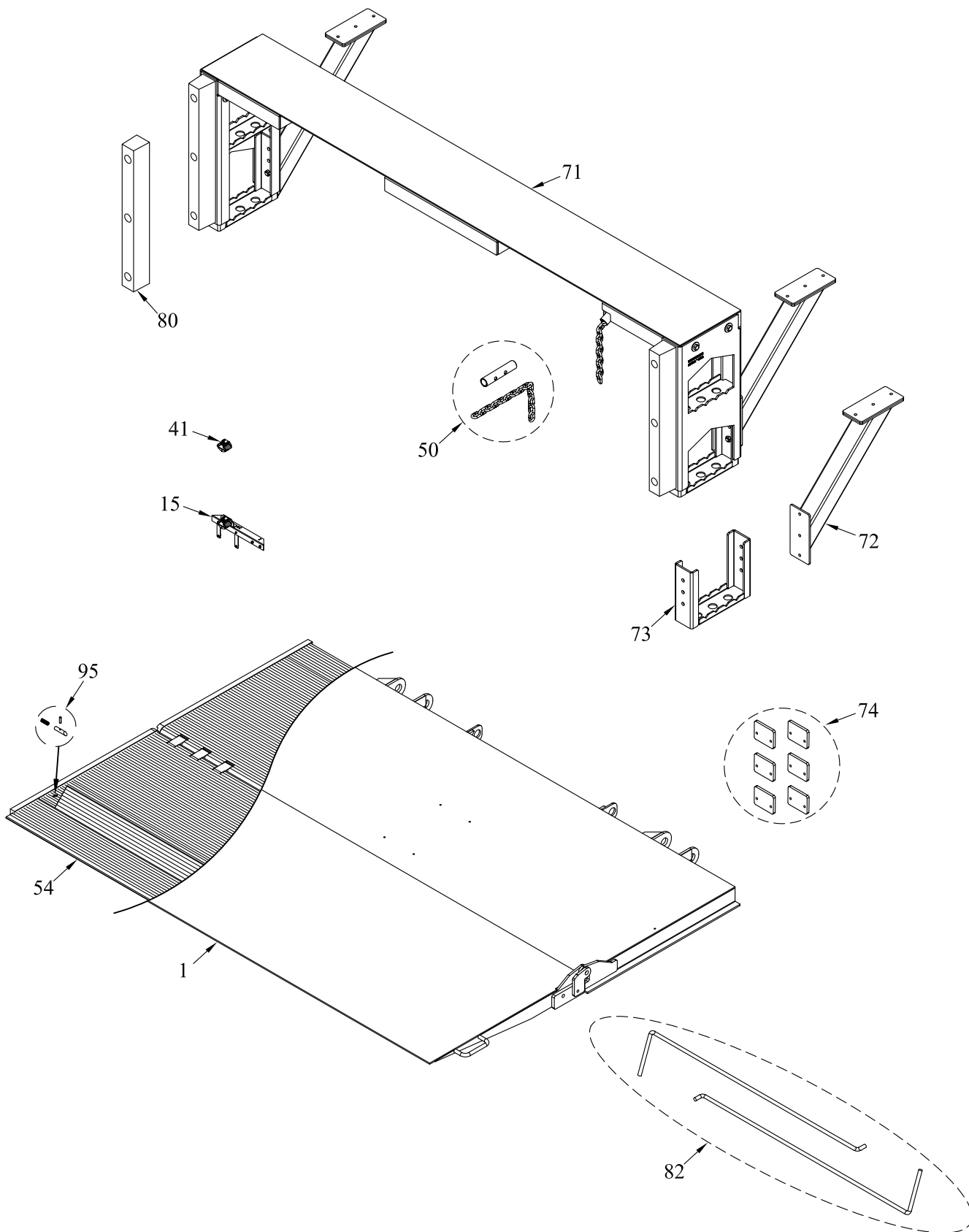
Warranty claims must be submitted by the Authorized Distributor on behalf of their customer as part of their customer assistance.

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.

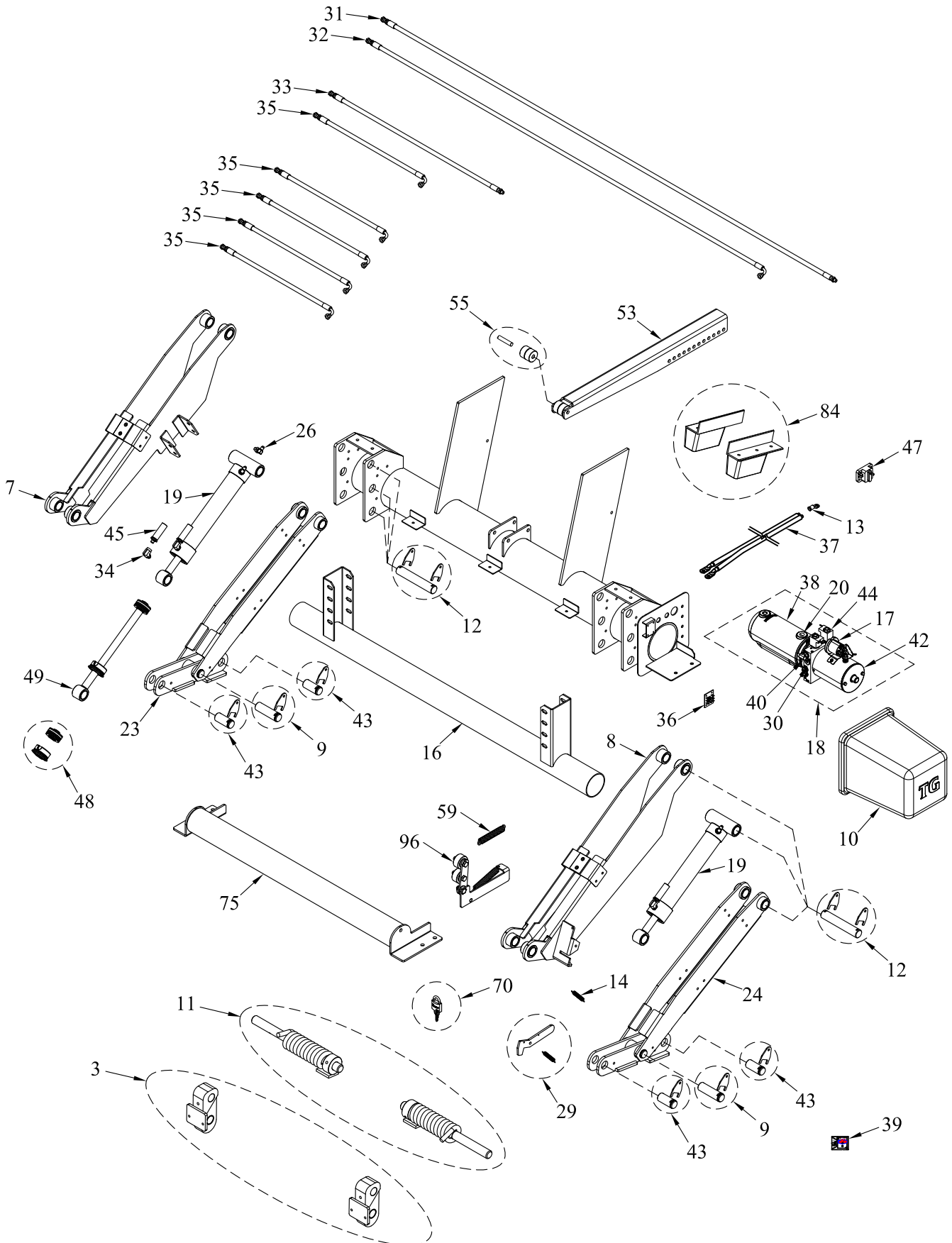


# 2500 AND 3000 TUCKUNDER SERIES REPAIR PARTS DRAWING (WITH INTERNAL TIMED ELECTRIC TOGGLE CONTROL)



# 2500 AND 3000 TUCKUNDER SERIES REPAIR PARTS DRAWING

(WITH INTERNAL TIMED ELECTRIC TOGGLE CONTROL)



# 2500 AND 3000 TUCKUNDER SERIES REPAIR PARTS LIST

(WITH INTERNAL TIMED ELECTRIC TOGGLE CONTROL)

ITEM#	DESCRIPTION	ITEM#	DESCRIPTION
1	Platform	38	Tank
3	Platform Link Kit	39	Timed Control
7	Upper Arm w/ Pins & Keepers(Left)	40	Tee Fitting
8	Upper Arm w/ Pins & Keepers(Right)	41	License Plate Light
9	1-1/4" Lift Arm Pivot Pin w/ Keeper	42	Motor Only
10	Power Unit Cover	43	1-1/4" Lift Arm Pin w/ Keeper
11	Platform Coil Springs	44	Release Solenoid
12	1-1/4" Frame Pin w/ Keepers	45	Flow Control
13	Copper Lug	47	Manual Reset Circuit Breaker
14	Latch Spring	48	Lift Cylinder Seal Repair Kit
15	License Plate Bracket w/ Light	49	Lift Cylinder Shaft Kit
16	Upper Arm Tube Assembly	50	Latch Chain
17	Raise Solenoid	53	Roller Arm
18	Pump & Motor	54	Platform Folding Extension
19	Lift Cylinder	55	Roller Arm Wheel
20	Vent Plug	59	Passive Latch Spring
23	Lift Arm w/ Pins & Keepers(Left)	70	Padlock w/ Keys
24	Lift Arm w/ Pins & Keepers(Right)	71	Bed Extension
26	04MORB x 04MJIC x 90° Cyl. Elbow	72	Bed Extension Brace
29	Latch Handle	73	Bed Extension Step
30	Check Valve	74	Platform Shim Kit
31	Hydraulic Hose-Lift Cyl. Long (Left)	75	Lower Arm Link
32	Hydraulic Hose-Lift Cyl. Short (Left)	80	Dock Bumper
33	Hydraulic Hose-Lift Cyl. Long (Right)	82	Folding Extension Torsion Spring Kit
34	04MORB x 04FORB x 90° Cyl. Elbow	84	Snuber Kit
35	Hyd. Hose-Pump/Lift Cyl. Short (Rt)	95	Cart Stop Latch Kit
36	Circuit Board	96	Passive Latch
37	2 Ga. 2 Wire Electric Cable		

**Note:**

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

# SERVICE RECORD

## LIFTGATE INFORMATION

Date of Purchase: \_\_\_\_\_ Serial Number: \_\_\_\_\_  
Installed By: \_\_\_\_\_ Model Number: \_\_\_\_\_

Reminders: Service liftgate according to page 13.

### Date of Service

### Services Performed

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____



**America's First Name  
in Liftgates™**

**Manufacturing Plant:**  
83 Bus Brown Drive  
Woodbine, Iowa 51579  
**(800) LIFT-GATE (800) 543-8428**  
in Iowa Call (712) 647-2050  
FAX (712) 647-2417

**Corporate Offices:**  
11010 N. Tatum Blvd.  
Suite 100  
Phoenix, Arizona 85028  
(602) 955-2144  
FAX (602) 955-3902

[www.tommygate.com](http://www.tommygate.com)

