

# Return Conditions for Rental Equipment.



Truck condition appraisal guidelines following return from rental/contract hire agreements.

**JUNGHEINRICH**



## **This guideline helps to create a clear and transparent damage process.**

On the return of a truck at the end of a contract, contract parties can have different perceptions regarding the condition and wear level of the equipment. This brochure is an important guideline for both parties of the agreement for reliably and clearly evaluating the condition of the truck after it is returned to Jungheinrich.

### **Truck Inspection**


An inspection is carried out by Jungheinrich on the return of the truck. Where possible, this inspection should take place at the location where the truck has been used throughout the contract period. If this is not possible, the check should be carried out at the Jungheinrich premises when the truck is returned. For this check, the parts and sub-equipment are inspected as well as the functionality of the forklift.

The check also determines the wear condition and wear level of the truck's individual components. The term "required condition" describes a typical level of wear, associated with age - according to the usage intensity and operating site conditions that was defined before the contract started.

Damage that goes beyond a level of age-associated wear and/or is clearly forced/customer damage is defined as "unacceptable damage".

If any "unacceptable" damage is found, it will be documented in writing and given to the customer along with a cost estimate. The customer is responsible for the associated costs to remedy the damage. If disagreements arise regarding the amount and nature of the damage, both contracting parties have the opportunity to call in a recognised expert as a third party to evaluate the matter.

This brochure provides photographic examples and describes

-  what is an acceptable, standard level of damage ("required condition") resulting from a usual (age-based) wear and tear and
-  what is meant by "unacceptable" damage which will be invoiced.

### **Delivery specification**

In general, trucks that have been hired or rented to a customer must be returned according to the delivery note, including accessories, attachments and cleaned of dirt inside and out.

Additional equipment:

- Attachments (sideshift, fork extensions, clamping devices and cabin parts)
- Battery/ batteries with accessories (Aquamatic, water container, battery roller stand)
- Charger
- Manuals (i.e. operating instructions, service manual, list of spare parts, guideline FEM-4.004 (certificate of conformity))
- Diesel particulate filter unit

## Condition of individual components.

### Motor

#### Required condition:

- Fully functional
- Starter motor and battery to be fully functional
- Clean fuel remaining to load/unload the machine
- Tank cap fully functional
- Clean and serviced Air Cleaner
- Oil and battery fluid levels according to the operating manual
- Particle filter complete according to delivery specification and fully functional



### Fork carriage

#### Required condition:

- Hydraulic ports fully functional and with no leaks or serious pipe work abrasions
- Fork carriage without any deformation



### Forks

#### Required condition:

- Fork locking device present and fully functional
- Fork stop screws present
- Wear is within the wear limit, max. 10% of the fork shank worn (for example with a fork thickness of 40 mm, wear down to > 36 mm is acceptable)



### Seat

#### Required condition:

- Seat (including seat contact protection) fully functional in all positions
- No holes or tears in the upholstery
- Belt fully functional as a restraint system in accordance with FEM-4.004 (certificate of conformity) (lock is fully functional in a tensile test, no cuts in the belt)



### Axles

#### Required condition:

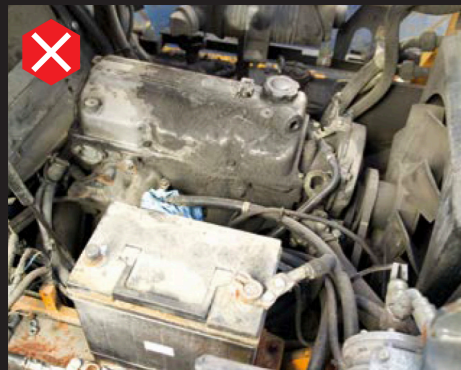
- Fully functional with no leaks
- No external damage and/or noticeable noises
- No foreign objects present



### Rear weight

#### Required condition:

- In original condition mechanically
- Protective mesh in front of fan and connecting bolts present and fully functional



#### Unacceptable:

- Motor parts damaged by external influence
- Leaks on the motor (for example oil and/or coolant)
- Exhaust has noticeable operating volume or a distinct gas trail
- Excessive wear due to lack of maintenance



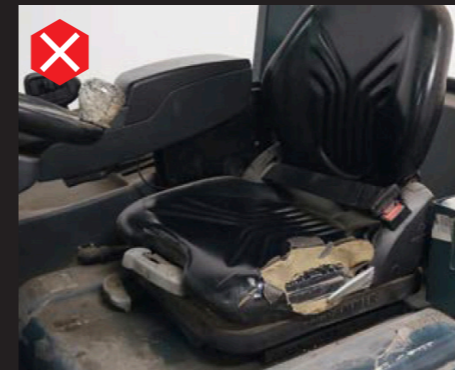
#### Unacceptable:

- Fork carriage bent
- Load guard deformed
- Fork stops (tips) not functioning properly
- No serious abrasions to hydraulic pipework



#### Unacceptable:

- Below the wear limit (more than 10 % wear)
- Fork bent/changes in shape made by customer
- Frayed or sharp edges in the front



#### Unacceptable:

- Missing seat parts (for example rear cover)
- Holes or cracks in the padding
- Restraint system missing or not functional



#### Unacceptable:

- Not fully functional
- Leaks or external damage



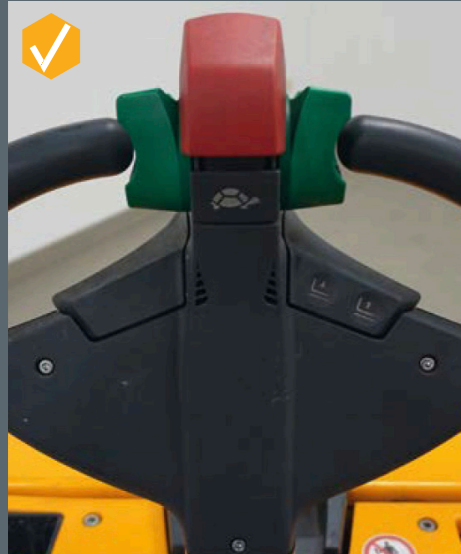
#### Unacceptable:

- Ruptures in greycast iron
- Mechanical changes (for example load increases)
- Connecting bolts and/or protective mesh in front of fan deformed or not present

## Tiller

### Required condition:

- Tiller complete and fully functional in all operations
- Gas compression spring (automatic vertical position)



## Sideshift

### Required condition:

- Fully functional including connections
- No leaks



## Wheels and rollers

### Required condition:

- Tyres/rollers resting firmly on the rim and above the FEM-4.004 (certificate of conformity) wear limit
- Rims are not deformed, all wheel bolts are present
- Fully functional/no foreign objects



## Lights and headlights

### Required condition:

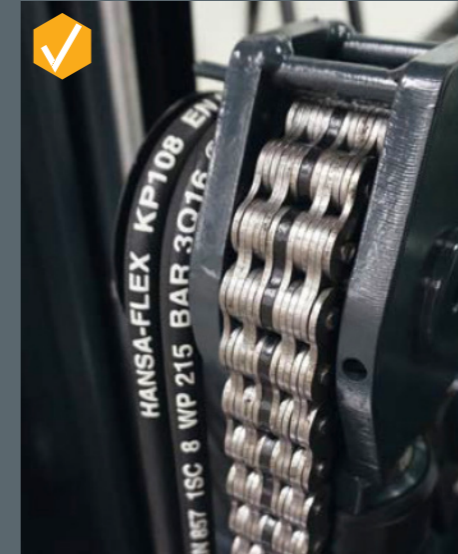
- Complete according to the delivery specification and fully functional
- Plastic housing, supports and glass body undamaged



## Mast

### Required condition:

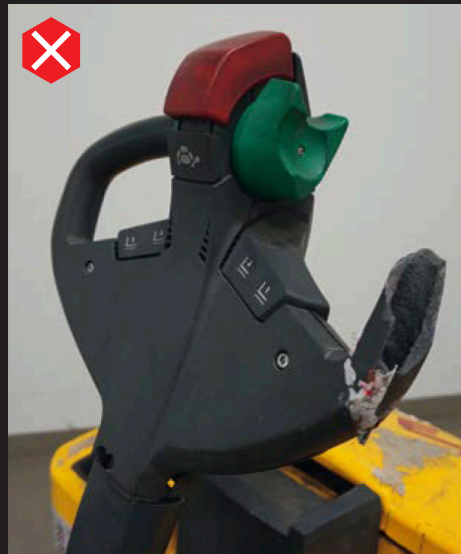
- Hydraulic hoses and ports fully functional
- Chains fully functional and elongation within the tolerance range (max. 3%)
- Mast cylinder fully functional



## Charger and Batteries

### Required condition:

- Charger fully functional without any visual damages
- Power cord fully functional
- Battery should be fully functional



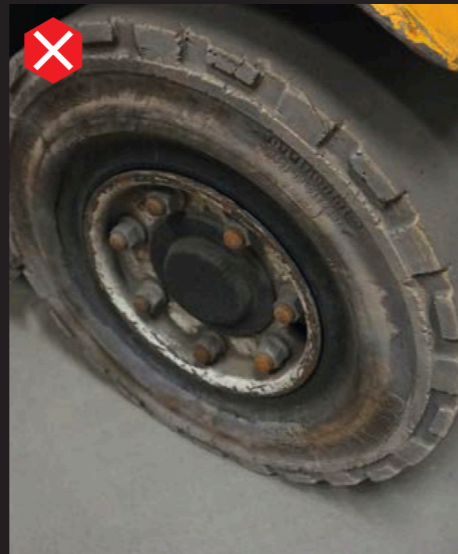
### Unacceptable:

- Full functionality not provided
- Cracks, deformities and/or holes



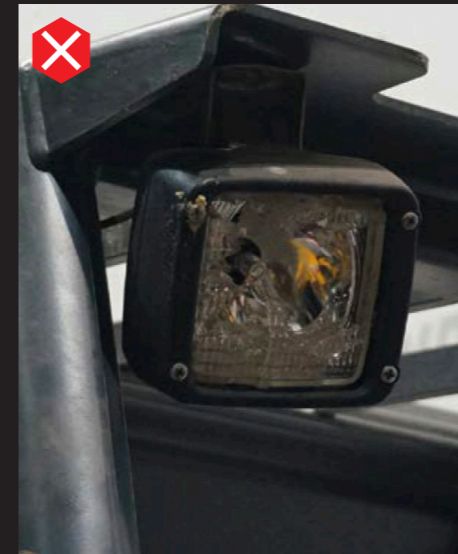
### Unacceptable:

- Sideshift frame bent
- Hydraulic ports worn, deformed or leaking



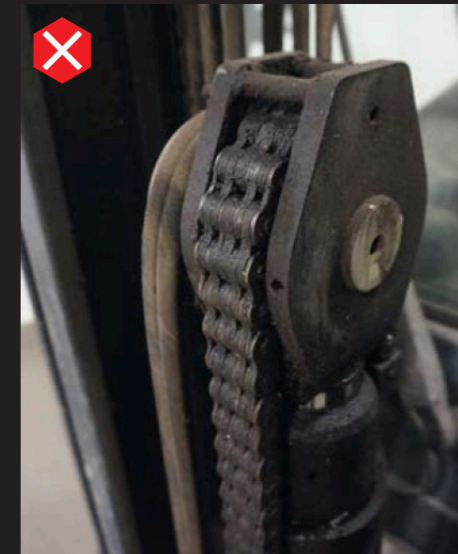
### Unacceptable:

- Thermal deformities on the running and side surfaces
- Pieces broken out and/or significant cuts
- Remaining profile below the FEM-4.004 (certificate of conformity) wear limit



### Unacceptable:

- Missing or broken lens covers on headlights
- Headlight housing broken
- Cracks or breaks in the glass body



### Unacceptable:

- Deformities on mast profiles and or mast braces
- Broken rollers, for example due to dry running (indicated by obvious wear in the mast profiles)
- Mast cylinder mechanically deformed
- Mast cylinder has chrome-coloured scoring or grooves (pressure load)
- Seals leak



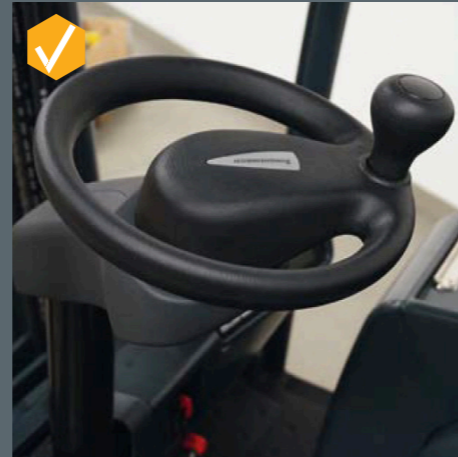
### Unacceptable:

- Deformities on charger
- Non-functional power cord
- Deformities on battery
- Missing battery cells

## Workplace

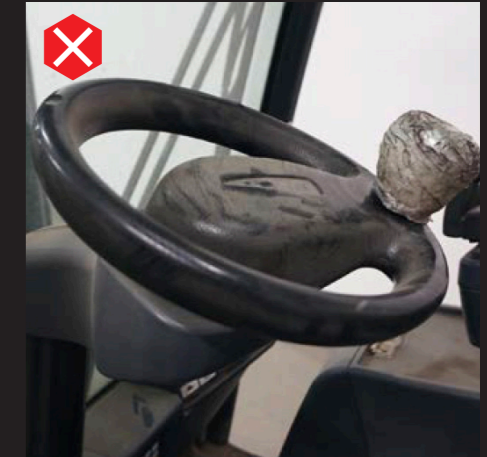
### Required condition:

- Steering wheel and steering wheel spinner knob fully functional
- Hydraulic lever fully functional
- Control displays fully functional
- Base plate fully functional
- Panelling has no holes, cracks or broken places
- Display should be fully functional
- Dashboard should be fully functional
- Brakes: Required condition: fully functional in accordance with FEM-4.004 (certificate of conformity) (uniform response left and right during travel without any effect on the steering)



### Unacceptable:

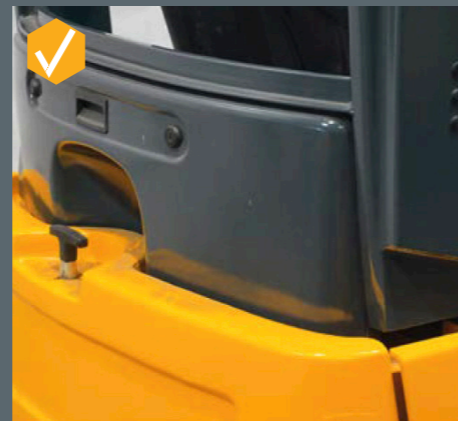
- Pieces broken out of hydraulic lever (and/or a significant amount of play)
- Control displays are not fully functional or there are significant scratches in the display
- Base plate not fully functional
- Antislip mat missing
- Panelling is damaged
- Dashboard broken, not fully functional
- Bord computer not fully functional
- Display broken, poor visibility
- Brake systems not fully functional (service brake, electric motor braking, handbrake and deadman switch and tiller head switch for manually guided trucks)
- Parts of brake systems missing



## Chassis

### Required condition:

- Protective and cover plates present and fully functional
- Battery side parts present with no significant deformities



## Cabin

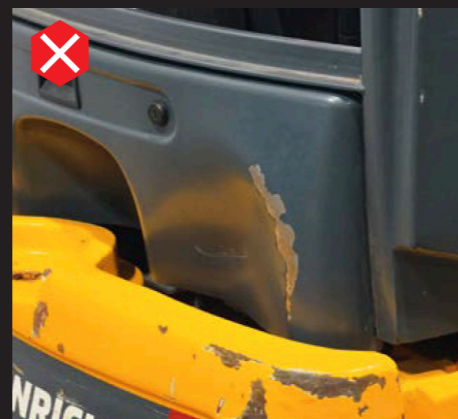
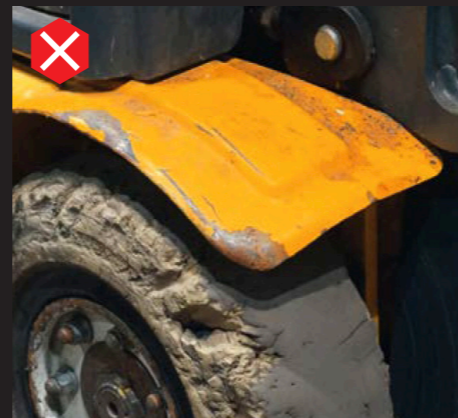
### Required condition:

- Doors as well as front and back parts are complete, not deformed and fully functional
- Windows in good condition without and significant scratches
- Wiper blades and windscreen washing system fully functional
- All cabin functions are usable (front and windscreen wipers, heater and ventilation, cabin lighting, roof hatch, mirror, heatable rear window, radio, window opening)



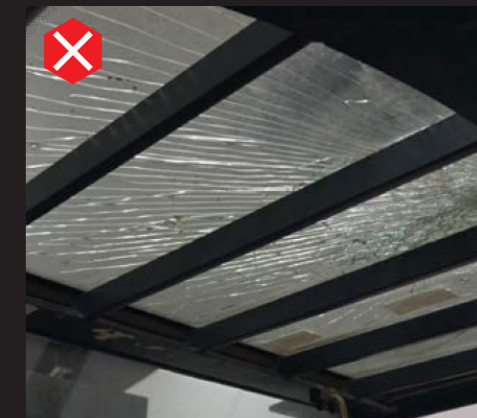
### Unacceptable:

- Mechanical deformities on bearing parts
- Overhead guard or struts for overhead guard deformed
- Plastic parts have pieces broken out or other significant deformities
- Significant residue of stickers or even paint that has been applied
- Mechanical deformities on the covers



### Unacceptable:

- Cabin struts and/or cabin parts (roof, doors, front window, rear windscreen) not complete, damaged and/or deformed
- Cabin door hinges warped
- Functionally restricted accessory parts



**Jungheinrich UK**

Head Office  
Sherbourne House  
Sherbourne Drive  
MK7 8HX Tilbrook  
Milton Keynes  
United Kingdom

0800 357457  
[info@jungheinrich.co.uk](mailto:info@jungheinrich.co.uk)  
[www.jungheinrich.co.uk](http://www.jungheinrich.co.uk)

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