

# Back on **TOP FORM.**

Our guide to returning rental trucks and equipment.



**JUNGHEINRICH**

# Successful together.

## From delivery to return.

Thank you for choosing one of our trucks – and the partnership based on trust, transparency and fairness that comes with it.

With a rental truck from Jungheinrich, you benefit from clear advantages: powerful performance, reliable technology and energy efficiency that pays off. Our defined standards for the return of rental trucks and associated equipment are equally clear and ensure reliability for both sides.

This guide will show you how to make returns an easy and smooth process.



# How a successful return works.

## The process and what you need to know.

When a contract ends, both the rental trucks and their associated equipment need to be returned. The customer and Jungheinrich may differ in their assessments of the equipment in terms of condition and degree of wear. This brochure aims to establish transparent criteria to make the return process comprehensible and fair for both contracting partners.

### Assessment of condition once the rental period ends.

When the rental period ends, a freight forwarder will conduct an initial basic inspection of the rental trucks and equipment at the customer's site. After arrival at the Jungheinrich site, a final, detailed goods receipt inspection is conducted. This forms the basis for the final condition assessment.

### This check covers the following points:

- ▶ **Completeness:** Were the truck and accessories returned in their entirety?
- ▶ **Functionality:** Are all functions fully operational?
- ▶ **Wear:** Do the key components meet the target condition? The target condition corresponds to typical, age-appropriate wear in accordance with the usage defined and documented in writing before the contract began.

### Difference between acceptable and unacceptable condition.

Wear and tear that exceeds age-appropriate deterioration or results from improper use or impact damage is deemed „unacceptable“. The responsible party may be invoiced for such damage.



## Scope of delivery.

### Ensure that your return is complete.

In principle, the trucks provided for use must be returned to Jungheinrich in full, including accessories, as per the delivery note or order confirmation and free from dirt.

Pay particular attention to accessories such as:

- ▶ Attachments (sideshift, fork extensions, clamps, cabin parts).
- ▶ Battery or batteries with accessories (Aquamatic, water tank, battery exchange stand).
- ▶ Battery charger.
- ▶ Accompanying documents (operator's manual, maintenance manual, spare parts list, FEM 4.004 guidelines, formerly Occupational Health and Safety).
- ▶ Deactivate the FMS prior to collection.



## Assemblies in detail:

Gain an overview of acceptable and unacceptable condition for individual assemblies.



**Target condition**



**Unacceptable**

### WORKPLACE

- ▶ Steering wheel and steering wheel knob functional.
- ▶ Hydraulic lever functional.
- ▶ Control indicators functional.
- ▶ Footplate functional.
- ▶ Cladding without breaks, cracks or fractures.
- ▶ Instrument holder undeformed and functional.
- ▶ Display undamaged and functional.
- ▶ Storage undamaged.
- ▶ Operator station undamaged.
- ▶ Brakes: functional as per FEM 4.004 guidelines, formerly Occupational Health and Safety (consistent effect on left and right when driving without steering input).





**Good to know:** Check switches, levers and displays regularly to ensure that they are functioning properly. Early detection of wear or malfunctions can prevent unexpected failures or major damage.

- ▶ Hydraulic levers with breaks and/or significant play.
- ▶ Control displays with significant scratches on the display.
- ▶ Missing non-slip mat.
- ▶ Damage to the cladding.
- ▶ Instrument holder damaged with restricted functionality.
- ▶ Display severely damaged.
- ▶ Non-functional braking systems (service brake, electric braking as well as dead man's switch and tiller head switch for hand-operated trucks).
- ▶ Missing braking system parts.
- ▶ On-board computer with restricted functionality.



**CABIN**

- ▶ Doors and both front and rear parts complete, undeformed and functional.
- ▶ Windows intact, without significant scratches.
- ▶ Wiper blades and windscreen washer system functional.
- ▶ All cabin functions usable (front and rear windscreen wipers, heating and ventilation, cabin lighting, roof hatch, mirrors, heated rear window, radio, window opening).
- ▶ Windows undamaged.



- ▶ Cabin pillars and/or cabin parts (roof, doors, front and rear windows) incomplete, damaged and/or deformed.
- ▶ Door hinges warped or bent.
- ▶ Accessories with restricted functionality.





## CHASSIS

- ▶ Protective plates present.
- ▶ Cover plates complete.
- ▶ Battery side panels present.
- ▶ Battery side panels and supporting parts without significant deformation.



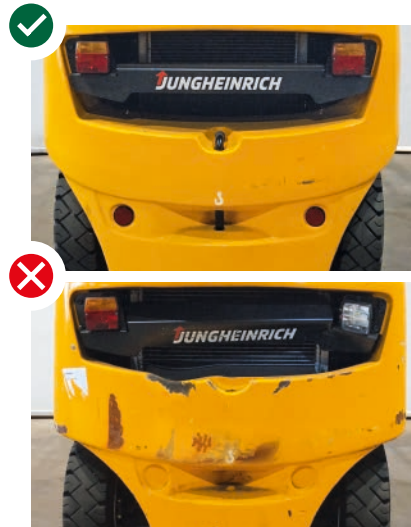
- ▶ Mechanical deformation or load-bearing parts.
- ▶ Overhead guard or its beams deformed.
- ▶ Plastic components with breaks or significant deformation.
- ▶ Significant sticker residue or self-applied paint.
- ▶ Mechanical deformation on panels.



**Good to know:** Minor paint damage is part of everyday work, is completely normal and is not a reason for us to complain upon return.

### REAR COUNTERWEIGHT

- ▶ Mechanically in the original condition.
- ▶ Protective grid in front of the fan and coupling bolt present and functional (VFG).
- ▶ Breaks in grey cast iron.
- ▶ Mechanical changes (e.g. weight increases).
- ▶ Coupling bolt and/or protective grid in front of the fan deformed or missing (VFG).



### FORK CARRIAGE AND LOAD GUARD

- ▶ Hydraulic connections functional and without leaks.
- ▶ Fork carriage and load guard undamaged and without deformation.
- ▶ Fork carriage and load guard present in full.
- ▶ Fork locking devices (noses) not functional.
- ▶ Foreign objects, packaging residue or similar lodged in the fork carriages.



### FORKS

- ▶ Fork lock present and functional.
- ▶ Fork stop screws present.
- ▶ Wear of the fork shank within the wear limit, max. 10 % (e.g. with a fork thickness of 40 mm, wear to > 36 mm is acceptable).
- ▶ Beyond the wear limit (more than 10 % wear).
- ▶ Fork bent or self-modified change in shape.
- ▶ Front fork jagged or sharp edged.





## SEAT

- ▶ Seat (including seat contact switch) fully functional in all positions.
- ▶ No tears or cracks in the upholstery.
- ▶ Belt used as an operator restraint system functional in accordance with FEM 4.004 guidelines, formerly Occupational Health and Safety (locking mechanism functional under tensile test, no cuts in the belt).
- ▶ Missing seat parts (e.g. rear cover).
- ▶ Missing or non-functional operator restraint system.
- ▶ Defective adjustment functions.
- ▶ Missing operating instructions.



## AXLES

- ▶ Functional and without leaks.
- ▶ No external damage or noticeable noise.
- ▶ Free from foreign bodies.
- ▶ External damage.
- ▶ Wheel swings out.



## TILLER

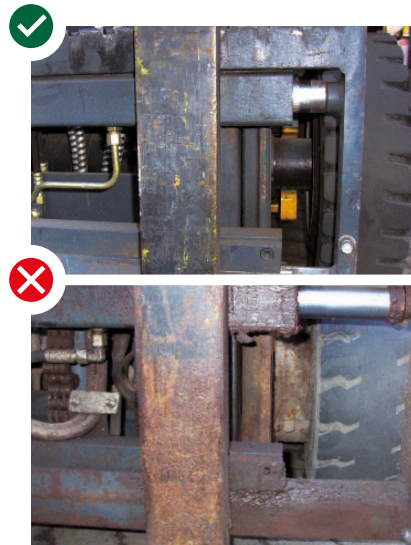
- ▶ Tiller complete and fully functional.
- ▶ Gas pressure spring functional (automatic vertical positioning).
- ▶ Tiller not functional.
- ▶ Cracks, deformation and/or breaks.



**Good to know:** Jerking or twisting the tiller can lead to play in the mechanism in the long term and impair functionality.

### SIDESHIFT

- ▶ Functional, including connections.
  - ▶ No leaks.
  - ▶ No deformation/bends.
  - ▶ Sliding surfaces in perfect condition.
- 
- ▶ Sideshift frame bent.
  - ▶ Hydraulic connections worn, deformed or leaking.



### WHEELS AND ROLLERS

- ▶ Wheels/rollers functional.
  - ▶ Tyres/rollers firmly seated on the rims with profile above the FEM 4.004 wear limit.
  - ▶ Rims without deformation, wheel bolts all present.
  - ▶ Free from foreign bodies.
- 
- ▶ Thermal deformation of the running and sidesurfaces.
  - ▶ Breaks and/or significant cuts.
  - ▶ Junior trucks: foreign body (plastic) in the drive wheel.
  - ▶ Large parts missing / Cover missing.
  - ▶ Foreign bodies on and around the tyres of Jr.trucks.



### CHARGER AND BATTERY

- ▶ Charger in perfect condition.
  - ▶ Battery without deformation.
  - ▶ Battery in rust-free condition.
  - ▶ Correct charger and batteries.
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- ▶ Different battery and chargers to those supplied.
  - ▶ Deformation of the charger.
  - ▶ Dented charger housing.
  - ▶ High degree of battery contamination.
  - ▶ Rusted battery tray.



**Good to know:** The proper and complete charging of the battery protects it and extends its lifespan. When the truck is collected, please ensure that the correct battery and charger are present.

## MAST

- ▶ Hydraulic hoses and connections functional.
- ▶ Chains functional and elongation within tolerance (max. 3 %).
- ▶ Mast cylinders functional.



- ▶ Deformation of mast profiles and/or mast braces.
- ▶ Broken rollers, e.g. due to dry running (indicator: clear abrasion in the mast profiles).
- ▶ Mast cylinders mechanically deformed.
- ▶ Mast cylinders chrome coloured and notched (pressure load).
- ▶ Leaks at seals.

## LIGHTS AND SPOTLIGHTS

- ▶ All present as per delivery and functional.
- ▶ Plastic housing, holder and glass body undamaged.



- ▶ Missing or half-worn spotlights.
- ▶ Spotlight housing broken.
- ▶ Cracks or breaks in the glass body.

## ENGINE

- ▶ Fully functional.
- ▶ Starter battery functional.
- ▶ Clean residual fuel for loading/unloading operations.
- ▶ Tank cap functional.
- ▶ Oil level as per operator's manual.
- ▶ Particle filters complete and functional as per delivery scope.
- ▶ Damage to engine components due to external impact.
- ▶ Leaks in the engine (e.g. oil and/or coolant).
- ▶ Exhaust with noticeable noise levels or significant exhaust plume.
- ▶ Excessive wear due to inadequate maintenance.







# Time for a change?

Optimise your fleet!

Get advice from our employees today –  
online or by phone.

## The benefits for you:

- ▶ Comprehensive advice and professional instruction.
- ▶ Fair prices.
- ▶ Service always included.
- ▶ Rental location in your area.
- ▶ Fast and flexible.
- ▶ Highest level of availability on the market.



**Quick enquiries by phone on**  
**0800 222 58 58**

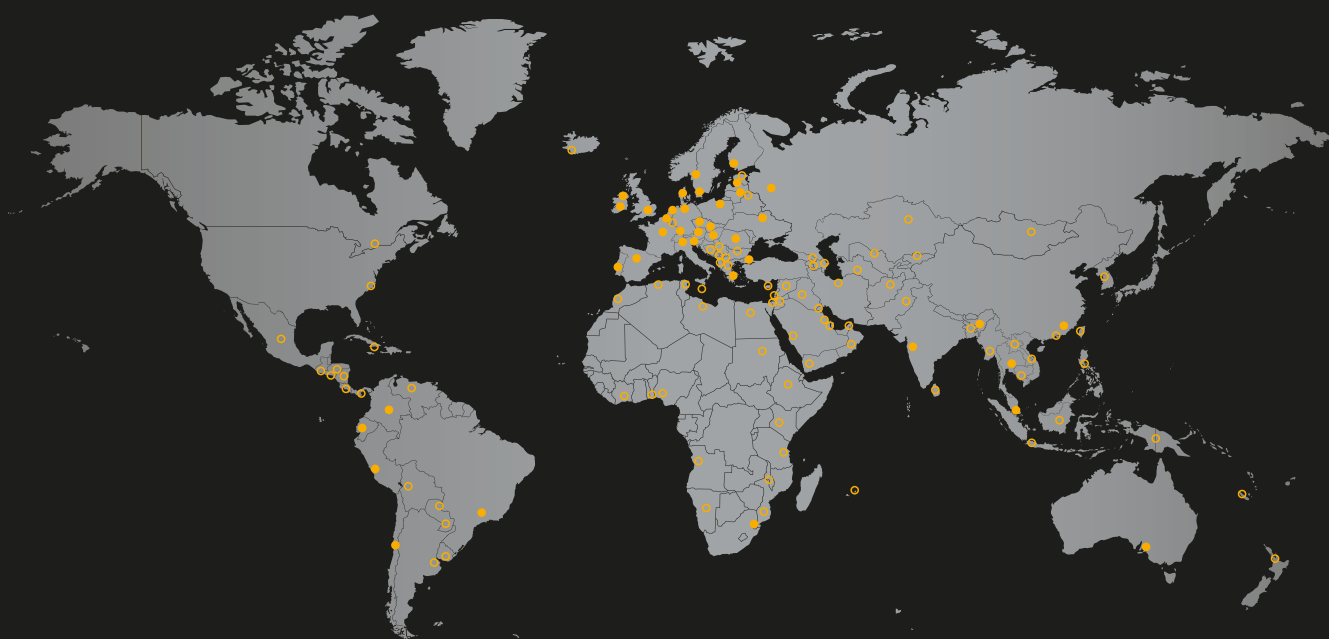


**Online advisor available at**  
**<https://www.jungheinrich.de/produkte/staplerberater>**



**Select rental trucks direct at**  
**[www.jungheinrich.de/produkte/mietstapler/unsere-mietflotte](http://www.jungheinrich.de/produkte/mietstapler/unsere-mietflotte)**

# A leader in material handling. We are by your side worldwide.



● Our own direct  
sales companies  
in 42 countries.

○ Partner companies  
in around 80 other  
countries.

More than  
21,000 employees.

More than 6,200 service  
engineers worldwide.

Founded in 1953, Jungheinrich is one of the world's leading providers of material handling solutions. With a comprehensive portfolio of industrial trucks and automated components, as well as services, we offer tailor-made solutions that allow you to devote your full attention to your core business. With our unique direct sales and service network, you can call upon a reliable partner who is at your side at all times, wherever you may be in the world.





## AUTOMATION

Based on our comprehensive process knowledge and extensive experience in a wide range of industries, we can provide you with tailor-made automated systems, ranging from semi to fully automated solutions. We will thus work together to raise your efficiency and productivity to a whole new level.



## NEW INDUSTRIAL TRUCKS

Lifting, stacking, transporting, order picking – electrically, by combustion engine or by hand? Our product portfolio contains the perfect trucks for your needs.



## WAREHOUSE EQUIPMENT

From pallet racking to automated small parts warehouses, we have the right solution for every item and warehouses of all sizes. Combined with Jungheinrich industrial trucks and IT solutions, the result is a future-proof, integrated material handling concept of unique quality.



## RENTAL

Forklift truck rental is not just an ideal solution for addressing short-term or seasonal requirements. Jungheinrich offers „power on demand“ for all companies, regardless of their size or industry. There are rental solutions available to suit all requirements, with trucks available instantly in a wide number of variants across the globe.



## USED TRUCKS

JUNGSTARS are used trucks from Jungheinrich, which are among the best on the market. With high-end reconditioning according to our 5-star principle, every truck is returned to an outstanding technical and visual condition to satisfy the highest safety and sustainability standards.



## DIGITAL SOLUTIONS

With intelligent software and sophisticated hardware components, we ensure complete digital networking within your warehouse. All processes can be monitored centrally and controlled with utmost efficiency. Systems from different manufacturers can also be integrated with ease.



## CONSULTING

Products and services must meet your exact requirements. That is why our consulting service combines a high level of technical ability with process knowledge and in-depth industry expertise. We can thus work together to identify the perfect complete solution.



## FINANCIAL SERVICES

Jungheinrich Financial Services is your reliable partner throughout the entire life cycle of your Jungheinrich product. We offer individual solutions for trucks, racking, warehousing and system solutions, while taking your budget and the special requirements of your business into account.



## SERVICE AND SUPPORT

The trouble-free operation of your material handling solution is our top priority. That is why we offer reliable, global support for your trucks and systems with more than 6,200 qualified service engineers. This allows us to be on-site within a very short time frame to restore the availability of your trucks and systems.

**ISO 9001**    Zertifiziert sind alle deutschen Produktions-  
**ISO 14001**    werke, die deutschen Vertriebsseinheiten  
sowie das Ersatzteilzentrum in Kaltenkirchen.

 Jungheinrich-Flurförderzeuge  
entsprechen den europäischen  
Sicherheitsanforderungen.

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