



Handle with Care.

Guideline for the required contractual condition of trucks and parts that are being returned to Jungheinrich, following rental/contract hire agreements.

JUNGHEINRICH

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

In most cases, the vehicle is returned at the end of a contract.

The contract parties have often different perceptions regarding the condition and wear level of the truck. This brochure is meant as a guideline to guarantee a clear and transparent overview on the demanded and contractual agreed conditions of the truck after its return to Jungheinrich.

The brochure provides photographic examples and describes



what is an acceptable, standard level of damage ("required condition") in terms of the level of wear, resulting from a usual (age-based) wear and tear and



what is meant by "unacceptable" damage (forced damages, for which the perpetrator of the damage must be invoiced).

Truck Inspection

On return of the truck, an inspection is conducted by Jungheinrich. Where possible, this inspection should take place at the location, in which the truck has been in use during the contract period. Otherwise the incoming 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 forklifts' functionality.

In addition, the wear condition and wear level of the individual components are determined. The term "required condition" describes a typical level of wear, associated with age – according to the usage intensity and operation site 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 such damage is found, it will be documented by corresponding tools. A cost estimation will be forwarded to the perpetrator. The invoice has to be paid by the perpetrator of the damage.

In case of a discrepancy between both parties with regard to the invoiced amount of damage, a neutral third party expert can be called upon in order to evaluate the matter.



Delivery specification

In general, trucks that have been hired or rented to a customer must be returned according to the delivery note, including all sub-equipment and attachments. At the handover, large particles of dirt on the equipment should be removed.

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 (former UVV))
- 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)



Unacceptable:

- Motor parts damaged by external influences
- 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:

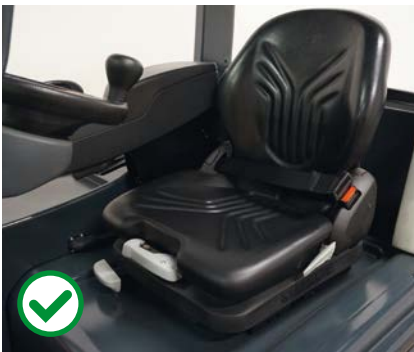
- Below the wear limit (more than 10 % wear)
- Fork bent/changes in shape made by customer
- Frayed or sharp edges in the front



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 (former UVV) (lock is fully functional in a tensile test, no cuts in the belt)



Unacceptable:

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



Axles

Required condition:

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



Unacceptable:

- Not fully functional
- Leaks or external damage



Rear weight

Required condition:

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



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)



Unacceptable:

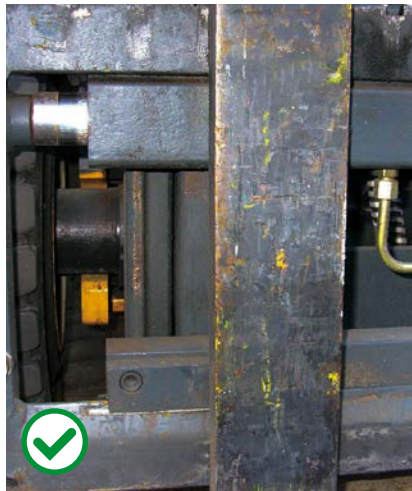
- Full functionality not provided
- Cracks, deformities and/or holes



Sideshift

Required condition:

- Fully functional including connections
- No leaks



Unacceptable:

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



Wheels and rollers

Required condition:

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



Unacceptable:

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



Lights and headlights

Required condition:

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



Unacceptable:

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



Mast

Required condition:

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



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



Charger and Batteries

Required condition:

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



Unacceptable:

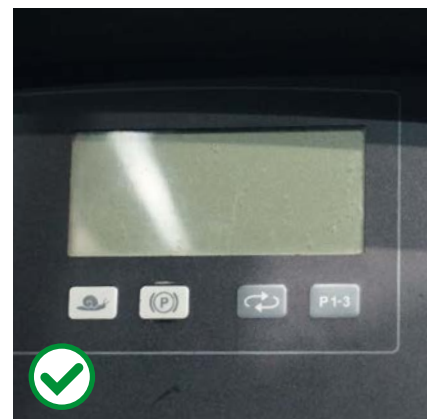
- Deformities on charger
- Non-functional power cord
- Deformities on battery
- Missing battery cells



Workplace

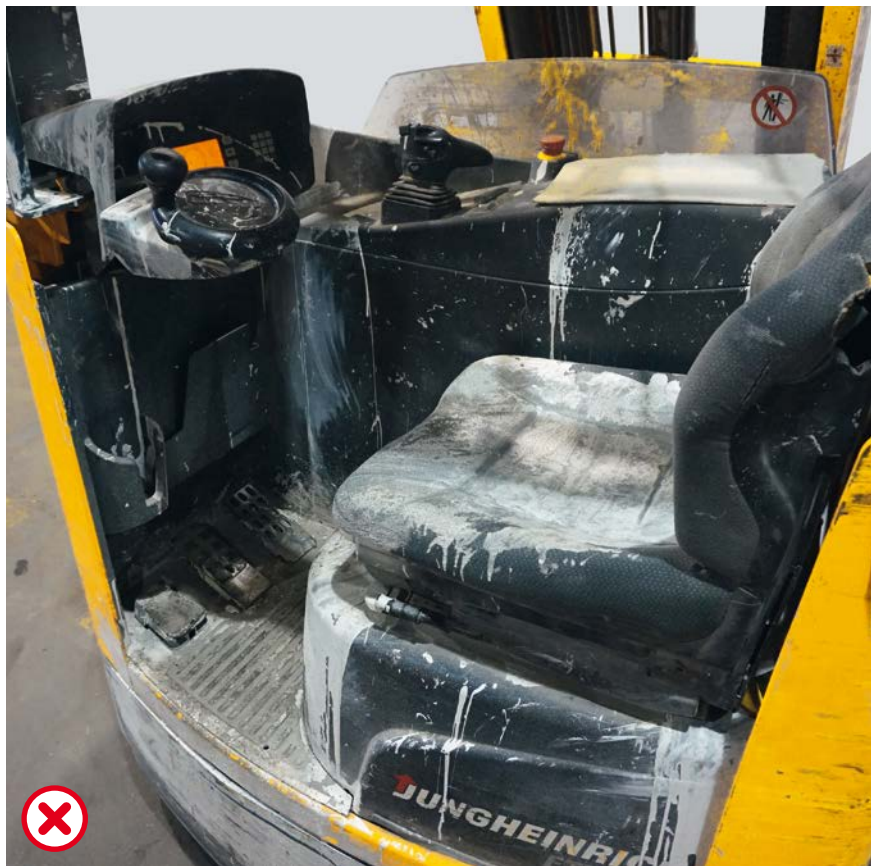
Required condition:

- 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 (former UVV) (uniform response left and right during travel without any effect on the steering)



Unacceptable:

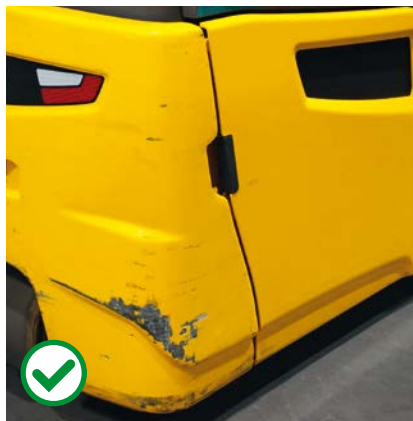
- Pieces broken out of hydraulic lever (and/or a significant amount of play)
- Control displays are not fully functional or there are significant scratches in the display
- Base plate not fully functional
- Antislip mat missing
- Panelling is damaged
- Dashboard broken, not fully functional
- Bord computer 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



Unacceptable:

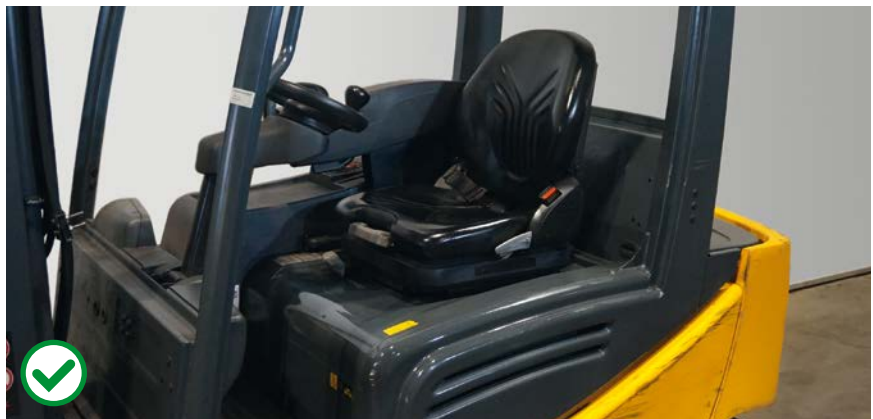
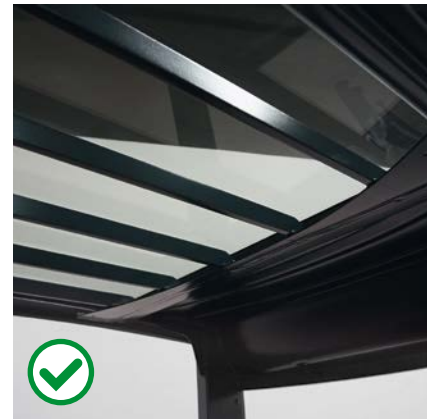
- Mechanical deformities on bearing parts
- Overhead guard or struts for overhead guard deformed
- Plastic parts have pieces broken out or other significant deformities
- Significant residue of stickers or even paint that has been applied
- Mechanical deformities on the covers



Cabin

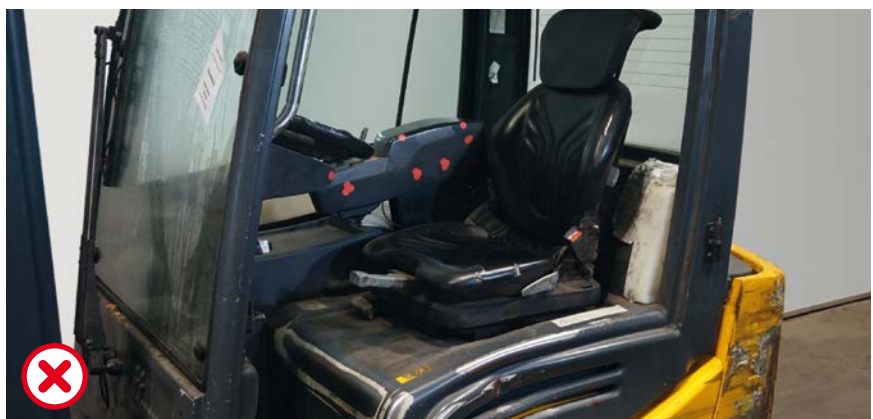
Required condition:

- 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:

- 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



ISO 9001 The German production facilities
ISO 14001 in Norderstedt, Moosburg
and Landsberg are certified.

 Jungheinrich trucks
conform to the European
Safety Requirements.

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