



STILL GmbH

Uniform European refurbishing standards for used trucks sold  
by the STILL Group

Version 2015-02

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For comments and improvements to clarify descriptions, please contact  
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## Customer view: Categorisation GOLD – SILVER – BRONZE

Uniform European categorisation of the condition of used trucks from STILL for resale to end customers. Valid from 15.06.2003

### BRONZE

- Technically: fully operational, FEM 4.004 new and deficiencies fixed
- Truck fully functional including lights, attachments and fork arms
- No leakages
- Seat: functional and with valid restraint system
- Tyres: min. 30% of tyre thread left
- Battery: ready for use, age as truck or younger
- Including suitable charger for electric trucks and warehouse equipment
- Charger: ready for use, cleaned exterior, optically ok
- Paint coat: as is

### SILVER

- Technically: Workshop checked, FEM 4.004 and major maintenance valid min. 1 year or 1000 operating hours
- All Bronze standards are minimum requirement
- Tyres: as new (min. 80% of tyre thread left)
- Battery: checked and ready for use, min. 70% capacity (age as truck or younger)
- Charger: checked and fully functional, roller painted exterior optically ok
- Paint coat: refreshed paint coat (silver paint, orange rolled)
- Warranty included in the price: 3 months, max 300 hours whichever comes first (charger and battery included in the warranty)

### GOLD

- Technically: Workshop checked, FEM 4.004 and major maintenance valid min. 1 year or 1000 operating hours, all wear parts checked or replaced
- All Silver standards are minimum requirement
- Truck age max. 5 years
- Tyres : as new (min. 95% of tyre thread left)
- Battery: as new, min. 80% capacity (age as truck or younger)
- Charger: checked and fully functional, exterior optically as new
- Paint coat: as new (optically as new truck, incl. charger)
- Warranty included in the price: 6 months, max 600 hours whichever comes first (charger and battery included in the warranty)

Note: Modifications made after 01.02.2015 are underlined.



Component		Gold		Silver		Bronze	
FEM inspection		Yes		Yes		Yes	
Documentation	Operation manual	Yes		Yes		Yes	
	Spare parts list	Yes		Yes		Yes	
FEM inspection report	Battery inspection protocol	Yes		Yes		Yes	
	Charger inspection protocol	Yes		Yes		Yes	
	CE declaration of conformity	Yes		Yes		Yes	
	2 spare keys	Yes		Yes		Yes	
	2 cabin keys	Yes		Yes		Yes	
	FEM inspection report	Yes		Yes		Yes	
	Refurbishing protocol	Yes		Yes		Yes	
Optical condition	Paint coat truck	New paint coat/optically like new truck	X	Silver wet painted / orange (rear) rolled	X	As is	
	Interior	Roller paint		Roller paint			
	Paint coat battery compartment						
	Windows	New paint coat/optically like new truck	X	Roller paint			
	Lighting	As new		Front screen without damage, rest slight damages	X	Front screen without damage, rest slight damages	
	Workspace	Fully functional, without damages, optically refurbished		Fully functional, without damage, optically refurbished	X	Ready for operation, without major damage, cleaned	
	Steering wheel knob	Complete workspace cleaned and optically refurbished		Complete workspace cleaned and optically refurbished	X	Complete workspace cleaned	
	Driver's seat	Steering knob movable without much play		Steering knob movable without much play	X	Steering knob ready for use	
	Restraint system	Without damage, fully functional, no parts missing		Without damage, fully functional, no parts missing	X	All adjustments functional (incl. seat contact switch)	
	Armrest	Functional seat belt as restraint system according to FEM		Functional seat belt as restraint system according to FEM	X	Seat belt as restraint system according to FEM	
	Steering wheel	Slight wear allowed/no tears	X	Signs of wear without damage/no tears	X		
	Displays	Slight wear allowed/no tears	X	Signs of wear without damage/no tears	X		
	Covers	Without scratches and cracks/breakages/faulty pixels	X	Signs of wear without damage/no tears	X		
	Controls/Joystick	As new/spray paint	X	Optically clean without damage	X		
	Engine cover/insulation	Slight wear, no breaks, caps not missing	X	Signs of wear with little damage, caps not missing/not bent	X		
	Cabin insulation	Clean/cleaned/without cuts or missing parts	X	Clean/cleaned/slight signs of wear	X		
	Pedal rubber	Clean/cleaned/without cuts or missing parts	X	Clean/cleaned/slight signs of wear	X		
	Floor mat	Pedal rubber new	X	Pedal rubber new	X	Pedal rubber ready for use	
	Warning signs	Clean/cleaned/without cuts or missing parts	X	Clean/cleaned/slight signs of wear	X		
	Type label	Complete/well legible	X	According to FEM	X	According to FEM	
	Load capacity diagram	Complete/well legible	X	According to FEM	X	According to FEM	
Battery	Age	Max. as truck		Max. as truck		Max. as truck	
	Weight	Full adherence to weight limits with respect to rated capacity	X	Full adherence to weight limits with respect to rated capacity	X	Full adherence to weight limits with respect to rated capacity	
	Capacity	Min. 80%	X	70%	X	Ready for use and cleaned	
	Aquamatic	Yes - must be installed		Yes (should be standard)	X	Checked and ready for use	
	Tray	Intact, no rust, well cleaned, paint new		Inspected, functional without damage of the insulation, main contacts, housing, coding pins, lock, handle.			
Battery plug and connectors		Inspected, functional without damage of the insulation, main contacts, housing, coding pins, lock, handle.		Strain relief, acid stains, air flow, pilot contacts checked.	X		
		Battery plug and connectors completely new, if necessary.		Battery plug and connectors completely new, if necessary.			
		Compatibility of truck - battery and charger plug checked (one manufacturer only).		Compatibility of truck - battery and charger plug checked (one manufacturer only).			
		Tool-cripped 0009418107 (W crimp) only		Tool-cripped 0009418107 (W crimp) only		Tool-cripped 0009418107 (W crimp) only	
Charger	Charger plug handle	Yes		Yes		Yes	
	Delivery status	Fully charged with respective charger: water level 100%		Fully charged with respective charger: water level 100%		Fully charged with respective charger: water level 100%	
Charger	Inspection	FEM new		FEM new		FEM new	
	Age	Max. as truck		Max. as truck	X	Matching the battery incl. Aquamatic and electrolyte circulation (if installed)	
	Match	Matching the battery incl. Aquamatic and electrolyte circulation (if installed)		Matching the battery incl. Aquamatic and electrolyte circulation (if installed)		Cleaned, optically ok	
	Optical condition	New paint coat/optically like new charger	X	Roller paint coat	X	Exterior and charging switch incl. display without substantial damage, cleaned, optically ok	
Forks	Delivery status	Exterior and charging switch incl. display without substantial damage, cleaned, optically ok		Exterior and charging switch incl. display without substantial damage, cleaned, optically ok	X	Exterior and charging switch incl. display without substantial damage, cleaned, optically ok	
	Condition	According to FEM		According to FEM		According to FEM	
Forks	Fork attachment	Installed and functional		Installed and functional		Installed and functional	
	Stop screws	Installed and functional		Installed and functional		Installed and functional	
Forks	Accessory	Fork arms included		Fork arms included		Fork arms included	
	Delivery status	Forks derusted with new paint		Forks derusted with new paint	X	Fork arms included	

\* X= Difference Gold - Silver  
 \*\* X= Difference Silver - Bronze



Component		Gold		Silver		**	Bronze
Fork carriage	Side shift	Without		Without			Without
	Condition	Not bent		Not bent			Not bent
Load rest	Screws and bolts	Complete and movable		Complete and movable		X	Complete and movable
	Delivery status	Fork carriage and load rest derusted, with new paint and greasing		Fork carriage and load rest derusted, with new paint and greasing		X	No substantial deflections, mounted movable
Attachment		Minimum side shift mounted		Minimum side shift mounted		X	Without
Delivery status		Side shift derusted, with new paint		Side shift derusted, with new paint		X	Without
Mast	Mast play	FEM inspected / STILL requirement		FEM inspected / STILL requirement		X	FEM inspected
	Mast profile	No damages and/or reinforcements		No damages and/or reinforcements			No damages and/or reinforcements
	Rollers	Not broken		Not broken		X	Not broken
	Seals	Rollers adjusted to the condition of the mast deflection (0,4 - 1,0 mm)		Rollers adjusted to the condition of the mast deflection (0,4 - 1,0 mm)		X	Rollers adjusted to the condition of the mast deflection (max. 2 mm after FEM)
	Hydraulic pipes	Ready for use		Ready for use		X	Ready for use
	Pipes	Optically flawless		Optically ok		X	Ready for use - slight signs of wear allowed
	Chains	No porous places	X	No porous places		X	Chains ready for use with 3% allowance for lengthening, attachment rings on fork carriage move easily, chain rings move easily and are oiled
Mast cylinder	Chains	Chains ready for use with 2% allowance for lengthening, attachment rings on fork carriage move easily, chain rings move easily and are oiled		Chains ready for use with 3% allowance for lengthening, attachment rings on fork carriage move easily, chain rings move easily and are oiled		X	Chains ready for use with 3% allowance for lengthening, attachment rings on fork carriage move easily, chain rings move easily and are oiled
	Delivery status	Ready for use without chrome-coloured notches and tubes straight		Ready for use without chrome-coloured notches and tubes straight			Ready for use without chrome-coloured notches and tubes straight
Engine		Mast incl. lift and tilt cylinders derusted and with new paint (not the piston)		Mast incl. lift and tilt cylinders derusted and with new paint (not the piston)		X	
Engine	Inspection	Large maintenance, incl. oils and filters is not necessary, if min. 1 year or 1000 operating hours valid until the next maintenance		Large maintenance, incl. oils and filters is not necessary, if min. 1 year or 1000 operating hours valid until the next maintenance		X	Small maintenance, oils and filters
	Accessory	Incl. toothed belt (incl. water pump) independent of operating hours		Incl. toothed belt (incl. water pump) independent of operating hours		X	Toothed belt according to maintenance schedule
	Fuel lid	Ready for use		Ready for use			Ready for use
	Exhaust	Fully functional without exceptional noise and visible fumes		Fully functional without exceptional noise and visible fumes			Fully functional without exceptional noises and exhaust fumes
	Starter battery	Ready for use		Ready for use		X	Ready for use
	LPG	LPG maintenance (DE)		LPG maintenance (DE)			LPG according to maintenance schedule
	Delivery status	No damage of engine parts by external force		No damage of engine parts by external force			Minor damage to engine parts by external forces
Axles	Condition	Clean residual fuel to load/unload truck		Clean residual fuel to load/unload truck			Clean residual fuel to load/unload truck
	Rear axle	Engine dry		Engine dry			Engine dry
Steering cylinders	Front axle	Engine and engine periphery cleaned and optically refurbished		Engine and engine periphery cleaned and optically refurbished			Engine and engine periphery cleaned and optically refurbished
	Delivery status	Ready for use without external damages		Ready for use without external damages		X	According to FEM
Tyres / load wheels	Fitting	No bearing play, steering works directly		No bearing play, steering works directly		X	
	Load and side faces	No unusual noise or oil leakages		No unusual noise or oil leakages		X	
Breaks	Condition	Tight and without play		Tight and without play		X	
	Breaks	Axles optically refurbished		Axles optically refurbished			
Load wheels	Condition	As new 95% thread left	X	80% thread left		X	30% thread left
	Load and side faces	Firmly attached to the rim		Firmly attached to the rim			Firmly attached to the rim
Delivery status	Breaks	No thermal deformations		No thermal deformations		X	No thermal deformations
	Load wheels	None		None			Minor
Rims		For warehouse equipment - new		For warehouse equipment - new		X	For warehouse equipment - ready for use, wear limit not reached
Delivery status		No deformations, new paint, no bolts missing, properly fastened		No deformations, new paint, no bolts missing, properly fastened		X	No major deformations, no bolts missing, fastened
Brakes	Condition	According to FEM		According to FEM			According to FEM
	Delivery status	Cleaned and ready for use according to FEM, equal effectiveness left and right		Cleaned and ready for use according to FEM, equal effectiveness left and right			Cleaned and ready for use according to FEM, equal effectiveness left and right
	Effectiveness	Full effectiveness at half of the pedal way		Full effectiveness at half of the pedal way			Full effectiveness at half of the pedal way
	Brake pads	During refurbishment min. 50% of the original thickness, not hardened due to age		During refurbishment min. 50% of the original thickness, not hardened due to age			During refurbishment min. 50% of the original thickness, not hardened due to age
	Parking brake	Fully functional (set at 3 notches approx. 1/3 of the lever path) no parts missing of the lever		Fully functional (set at 3 notches approx. 1/3 of the lever path) no parts missing of the lever			Fully functional (set at 3 notches approx. 1/3 of the lever path) no parts missing of the lever
	Brake liquid	Replaced to eliminate possible water content.		Replaced to eliminate possible water content.			Replaced to eliminate possible water content
	Delivery status						

\* X= Difference Gold - Silver  
 \*\* X= Difference Silver - Bronze

Component		Gold	*	Silver	**	Bronze
Chassis	Structural parts	No deformations of dents No splash and mud guards missing, all ready for use Battery side parts or door not missing and without deformations  Movable and fastened (checked) Derusted chassis parts with new paint with original STILL labelling in the national language		Without major deformations or dents No splash and mud guards missing, all ready for use Battery side parts or door not missing and without mechanical deformations  Movable and fastened (checked) Derusted chassis parts with new paint with original STILL labelling in the national language	X	Without major deformations or dents
	Guards				X	No splash and mud guards missing, all ready for use
	Battery parts				X	Battery side parts or door not missing and without mechanical deformations
	Bolt connections				X	Movable and fastened (checked)
	Delivery status				X	Derusted chassis parts with new paint with original STILL labelling in the national language
Counterweight	Condition	No breaks in grey cast		No breaks in grey cast	X	No major breaks in grey cast
	Guard mesh in counterweight	Not bent		Not bent	X	In place
	Bolted connections	Movable and checked for fastening		Movable and checked for fastening	X	
Cabin	Delivery status	Counterweight and mesh guard derusted and with new paint clean STILL logotype (grey on orange)		Counterweight and mesh guard derusted and with new paint clean STILL logotype (grey on orange)	X	
	Condition	No deformations of cabin supports (straightening, welding according to STILL requirement, is usually not economically feasible)		No deformations of cabin supports (straightening, welding according to STILL requirement, is usually not economically feasible)	X	According to FEM
	Doors, front and rear wall	All in place, not deformed and fully functional, wiper blades well functioning, replace otherwise Ready for use		All in place, not deformed and fully functional, wiper blades well functioning, replace otherwise Ready for use	X	
	Cabin functions	(Screen wipers front and rear, heater and fan, cabin lighting, radio, roof hatch, mirrors, heated rear screen, sliding windows open)		(Screen wipers front and rear, heater and fan, cabin lighting, radio, roof hatch, mirrors, heated rear screen, sliding windows open)	X	
	Delivery status	Cabin cleaned and optically refurbished (plastic parts, display, cover) metal parts derusted and with new paint/cf. optical conditions		Cabin cleaned and optically refurbished (plastic parts, display, cover) metal parts derusted and with new paint/cf. optical conditions	X	Cleaned cabin/cf. optical condition
Please note:		If doors are defective, try to downsize the truck to weather protection (roof and front screen only). Ask for a decision by the ordering party.		If doors are defective, try to downsize the truck to weather protection (roof and front screen only). Ask for a decision by the ordering party.	X	If doors are defective, try to downsize the truck to weather protection (roof and front screen only). Check with the ordering party.

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