



Return of industrial trucks.

Guide to the return of leased or rented trucks, and evaluation of natural wear.



first in intralogistics

STILL PartnerPlan - we will show you the way!

The STILL PartnerPlan is a clear and transparently structured framework to help you find the perfect customised intralogistics solution. It includes our complete range of trucks, system solutions, services and financing options. The STILL PartnerPlan enables us to work together as partners and to create a bespoke package by producing a customised combination of individual components from our range.

With the STILL PartnerPlan we will find a solution precisely tailored to your needs and requirements - from industrial trucks, automation and software solutions to services including genuine and original parts as well as the right financing solution for you. At the same time, you will benefit from a seamless integration of all STILL products. Optimum interaction is guaranteed and success can be planned.

We will show you the way!

Whether for leasing, long-term or short-term rental, STILL will provide you with the right truck for your logistics, together with convenient and cost-effective financing models. In combination with our full service, you receive an inclusive package that will give you peace of mind. After the contractually agreed term, you can conveniently return the trucks to us.

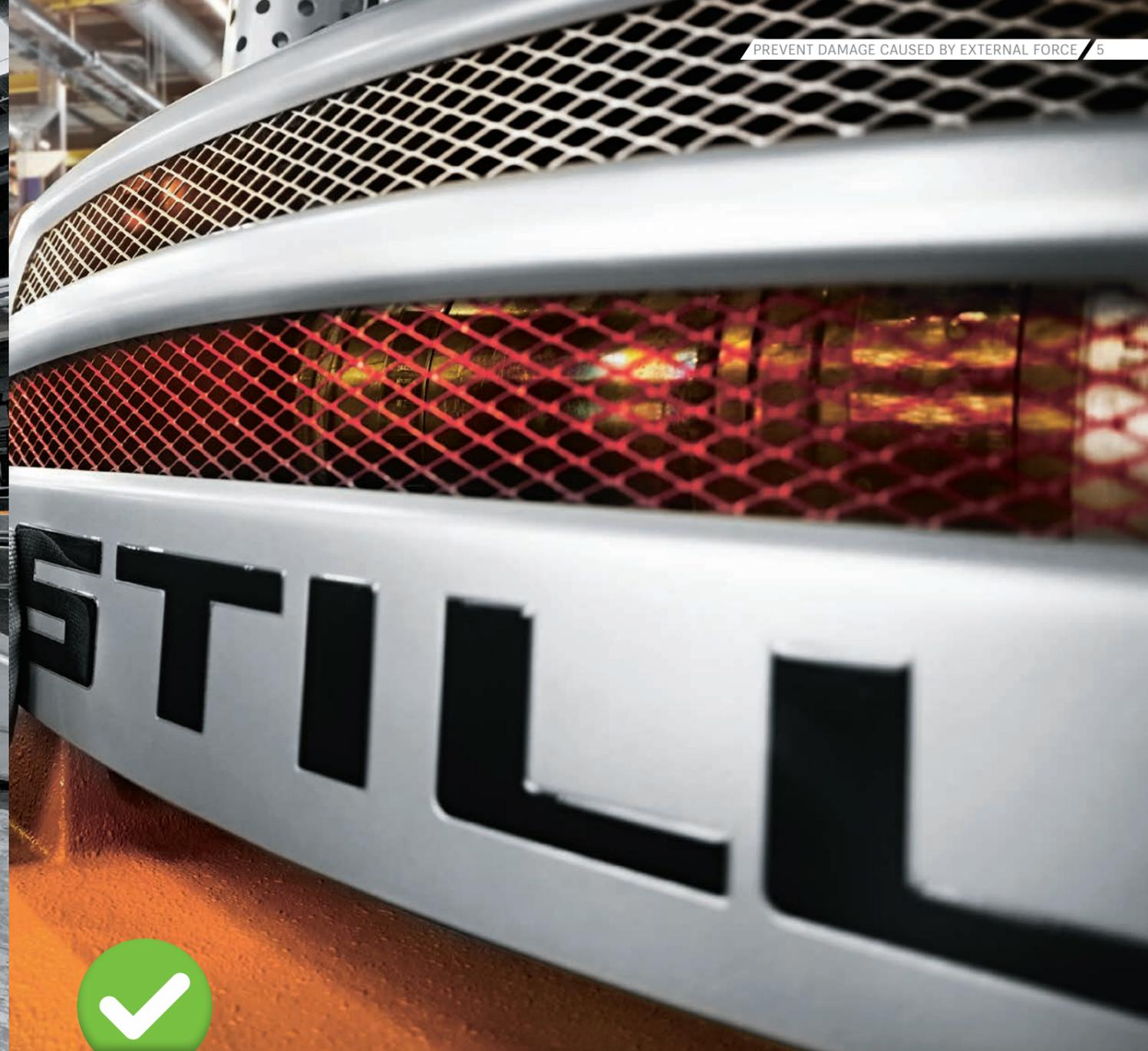
STILL PartnerPlan						
Transport	 Electric trucks	 Diesel and LPG trucks	 Warehouse equipment	 Platform trucks and tractors	 Tugger trains	 Used trucks
Systems	 Intralogistics consulting	 Rack systems	 Warehouse software systems	 Driver assistance systems	 Automation systems	 System integration
Service	 Safety	 Original parts	 Diagnostics and repair	 Maintenance and Full Service	 Fleet Data Services	 Training
Financing	 Purchase	 Hire-purchase	 Leasing	 Long-term rental	 Short-term rental	 Basic-Dynamic®

Fair and transparent: Convenient return to STILL

STILL's industrial trucks are designed to meet the toughest requirements of the day-to-day logistics environment. Despite the high quality of our products, wear occurs over time. When you return your leased or rented industrial truck, we distinguish between natural wear and damage caused by external force or unnatural wear exceeding the level that would be expected according to the usage analysis. This guide describes the exact differences and how damage can be avoided during operation to minimize costs. It will serve both contractual partners as a joint basis for a fair and transparent assessment of the trucks upon their return.

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Equipment inspection process upon return.

If you wish to return a leased or rented industrial truck, a STILL service technician performs a handover check, which is documented in a report on return of the truck. The service technician checks whether the equipment is complete and functional, and records the wear of key components in relation to age and contractual use. The desired condition is natural wear, as typically occurs in normal operation and with proper use. The contractual partner will subsequently be invoiced for any damage in excess of that, damage caused by external force, and any missing assembly groups or attachments.

To determine the level and type of damage, STILL may involve a recognised expert as a neutral third party.

✓ Natural wear

The examples presented below illustrate typical cases of natural wear.

✗ Unnatural wear

These examples show what damage constitutes unnatural wear, and will therefore be charged to the contractual partner in line with the cause of the damage.

Ageing without getting old.

Damage to the truck by external force often also involves material damage and, in the worst-case scenario, personal injury. Accidents and damage caused by improper use should therefore be avoided for reasons that go beyond financial ones. These simple tips will help you do so:

- Use the truck according to the operating instructions, and comply with the maintenance requirements.
- Perform daily checks of the truck, including accessories (batteries, chargers etc.), and refill the oil and water if necessary.
- Use fleet management systems that, for example, monitor the use of the truck.
- Provide regular driver training for improved occupational safety.

- Take a zero-tolerance approach to unsafe driving practices and improper use.
- With the aid of a STILL usage analysis, you will receive the right equipment to suit your needs.
- Poor ground conditions damage the tyres and rollers, so keep the ground clean.
- Poor visibility or significant dirt on the truck and tyres may be hazardous when the truck is in operation. You should therefore clean each truck regularly.

Your STILL subsidiary is happy to advise you and provide you with further tips and offers to help you prevent damage.



General principles

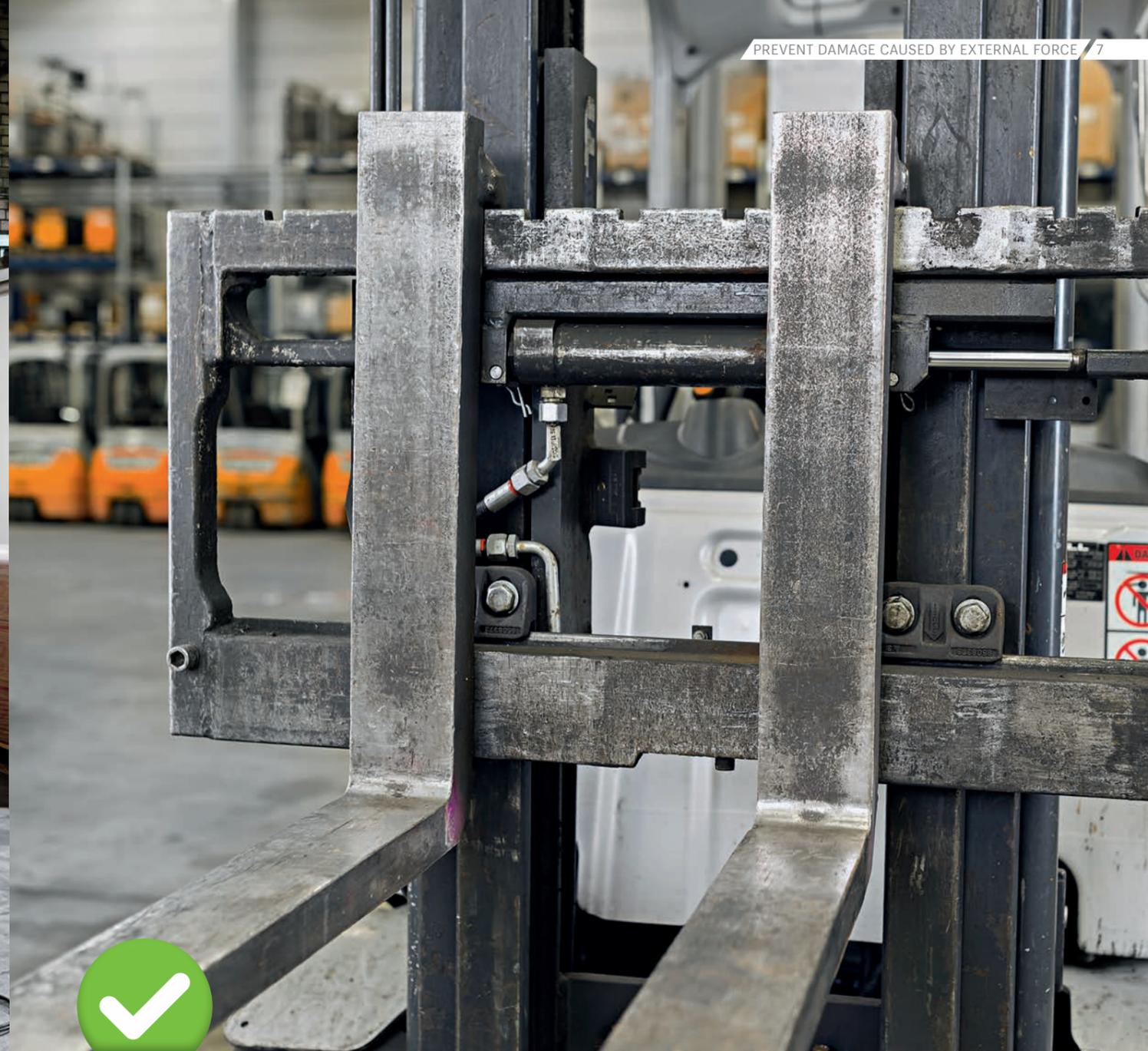
Please return the equipment in a clean and ready-to-use condition, with no missing parts, as per scope of supply.

Pay particular attention to accessories such as:

- Attachments (fork extensions, crane arms etc. work reliably as per FEM 4.004 and do not have any deformations or leaks).
- Chargers (without mechanical deformations).
- Batteries (cells, battery compartment, water-filling system, battery bed, aquamatic system and electrolyte circulation system).
- Regeneration burners for particle filter systems of diesel forklifts.

- Device documentation (operating instructions, maintenance manual, spare parts list and CE declaration).

If you have made any additions to the truck (e. g. radio, welding plates, decal, paintwork or similar), they must be removed and the truck returned to the condition in which it was supplied.



How to prevent damage to the forks and mast:

- Use both forks simultaneously when lifting loads to prevent deformations.
- Do not drag the prongs along the ground or, failing that, use protection against fork wear.
- Only transport loads within the permissible load capacity of the forklift, otherwise the truck may tip over or the mast, fork carriage, forks or attachments may be damaged.
- Please bear in mind the different centre of gravity in case of attachments or outsize loads.
- Always ensure that the load is properly secured. Poorly secured loads may fall down during lifting and damage the mast, hydraulics, and cab in particular.
- Do not attach any cables or chains to the mast, fork carriage, side shifter or load backrest to pull items.
- Bear in mind that industrial trucks are not designed to move loads lying on the ground without lifting them.

Assembly group: Forks**✔ Natural wear:**

- The maximum acceptable wear of the fork shaft is 10%, i. e. if the fork thickness is 40 mm, the thickness of the hook must be at least 36 mm.
- The fork locks are in place and functional.
- The fork stop screws are in place.

✘ Unnatural wear:

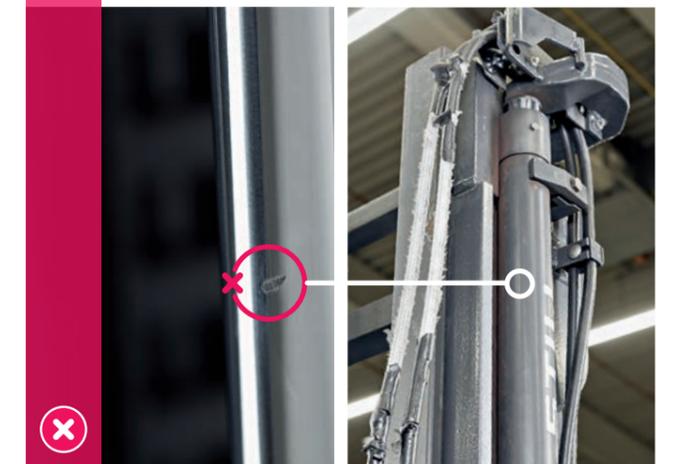
- Wear of the shank is over 10%.
- The fork is bent or otherwise deformed.
- The fork is jagged or sharp-edged at the front.

**Assembly group: Mast****✔ Natural wear:**

- The hydraulics hoses and connections are functional.
- The chains are functional and their elongation is within the tolerance range (max. 3% as per FEM 4.004).
- The mast cylinder is functional.

✘ Unnatural wear:

- The mast profiles and/or mast struts are damaged.
- The rollers are broken, e. g. as a result of dry running (indicated by significant abrasion in the mast profiles).
- The mast cylinder is mechanically deformed.
- Grooves or indentations in the mast cylinder.
- The hydraulics hoses or hydraulic systems are ruptured or have been damaged by external force.



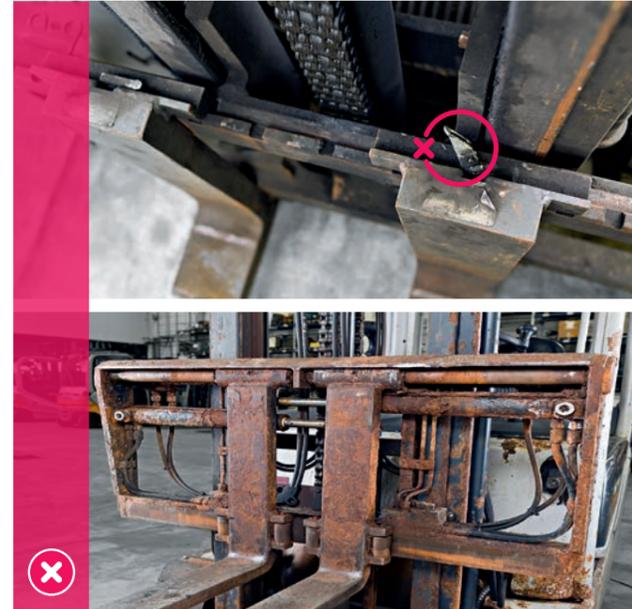
Assembly group: Attachments/side shifter

✔ **Natural wear:**

- All parts are complete.
- The attachments/side shifter work reliably according to FEM 4.004 and are functional, including all connections.
- There are no major leaks.
- There are no deformations.

✘ **Unnatural wear:**

- The side shifter frame is bent.
- The hydraulics connections are worn out or deformed.
- The hoses are torn, porous or otherwise damaged.
- Corrosion is greater than would be expected with normal use.
- Paint has been applied by the customer himself.



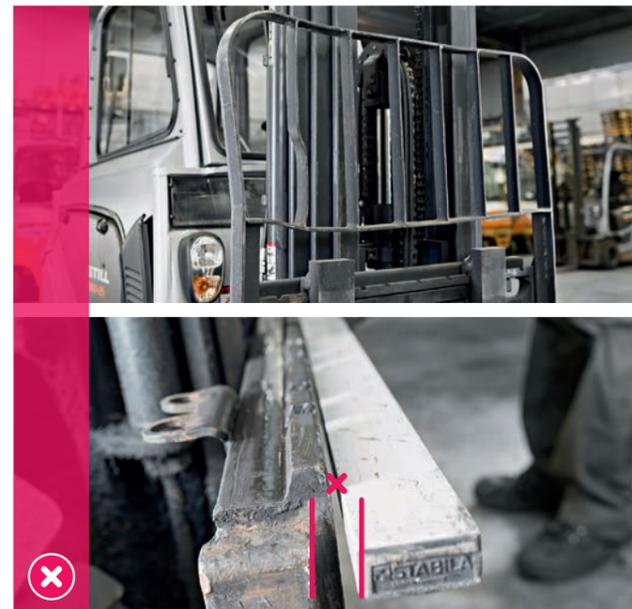
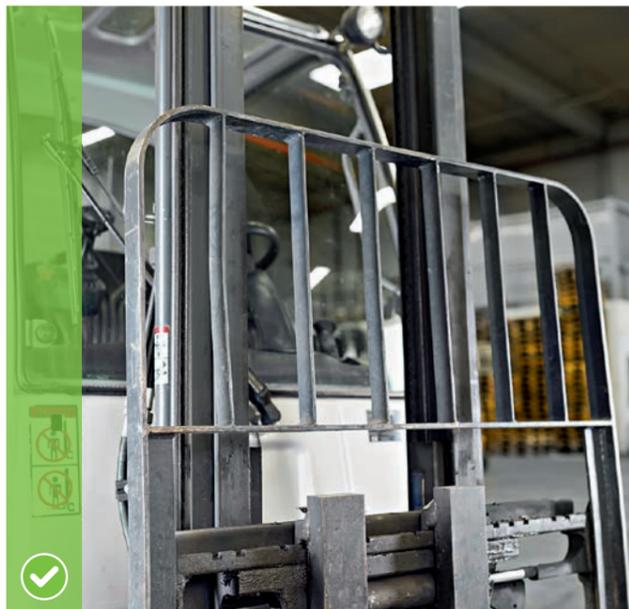
Assembly group: Fork carriage

✔ **Natural wear:**

- The hydraulics connections are functional.
- There are no major leaks.

✘ **Unnatural wear:**

- The fork carriage is bent.
- The load backrest is significantly deformed or torn from its mounting.
- The hydraulics connections are damaged.



Assembly group: Chassis

✔ **Natural wear:**

- The guard plate and cover plate are complete and functional.
- The battery side panels are in place and do not have significant deformations.

✘ **Unnatural wear:**

- The load-bearing parts are mechanically deformed.
- The plastic parts are chipped or significantly deformed.
- There are significant decal residues or paint applied by the customer on the chassis.
- The mudguards are cracked or deformed.



Assembly group: Rear counterweight

✔ **Natural wear:**

- The mechanical parts are in the original condition.
- The protective grates in front of the fan and the coupling bolts are in place and functional.

✘ **Unnatural wear:**

- Grey cast iron has chipped off.
- Mechanical changes (e. g. weight increases) are visible.
- The coupling bolts and/or protective grates in front of the fan are deformed.





Assembly group: Cab and overhead guard

✔ Natural wear:

- Doors and the front and rear sections are complete, non-deformed and functional.
- The windows are undamaged and without any major scratches.
- The windscreen washer system is functional.
- All cab functions are functional (heating, ventilation, cab lighting, roof hatch, mirrors, heated rear window, radio, window opening etc.).

✘ Unnatural wear:

- Cab side rails and/or cab parts (roof, doors, windscreen, rear window) are incomplete, damaged or deformed.
- Functions of the accessories are limited.



How to prevent damage to the cab:

- Do not mount any electronic devices (e. g. scanners, radios, screens) in the cab without consulting your STILL subsidiary. Incorrectly performed installation may damage the forklift electrics.
- If the red warning lights are illuminated, park the truck and contact your STILL service technician, especially if the problem involves overheating of the engine or a lower than required engine oil level, hydraulics or hydrostatics.
- Discontinue use of the truck in the event of any malfunctions.
- Do not use any contaminated or incorrect fuels or oils.
- Only use the truck after an accident, damage caused by external force, or during repairs following approval by a STILL service technician.
- Do not leave the truck unattended with the engine running.
- Take a zero-tolerance approach to unsafe driving practices and improper use, since misuse of the forklift often results in damage.
- Clean the interior and exterior of the cab regularly.

Assembly group: Electric motor and electrical systems**✔ Natural wear:**

- The electric motor is fully functional and with performance characteristics according to its age.
- The condition of the carbon brushes and commutators is within the wear limit.
- All connecting cables are in place and undamaged.
- There is no significant damage to the electrical and/or electronic components.

✘ Unnatural wear:

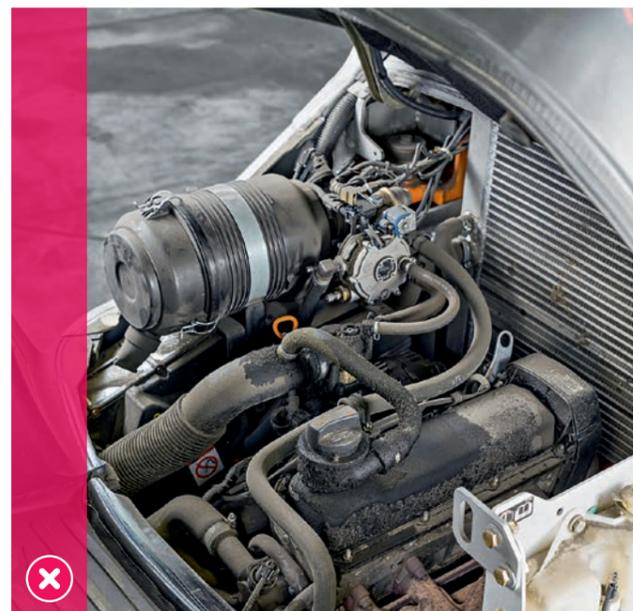
- The engine components have been damaged by external force.
- The carbon brushes and commutators are damaged or have reached the wear limit.
- The electrical system has been improperly repaired.
- The motor and electrical systems have been damaged by the entry of water.

Assembly group: Internal combustion engine**✔ Natural wear:**

- The internal combustion engine is fully functional and with performance characteristics according to its age.
- The starter battery and air filter are functional.
- Clean fuel remains in the tank for the loading/unloading of the truck.
- The tank cap is functional.
- The oil level meets the specifications set out in the operating manual.
- The particle filter is complete and functional as per the scope of supply.
- The fuel supply functions faultlessly.
- The engine cooling system is fully functional.

✘ Unnatural wear:

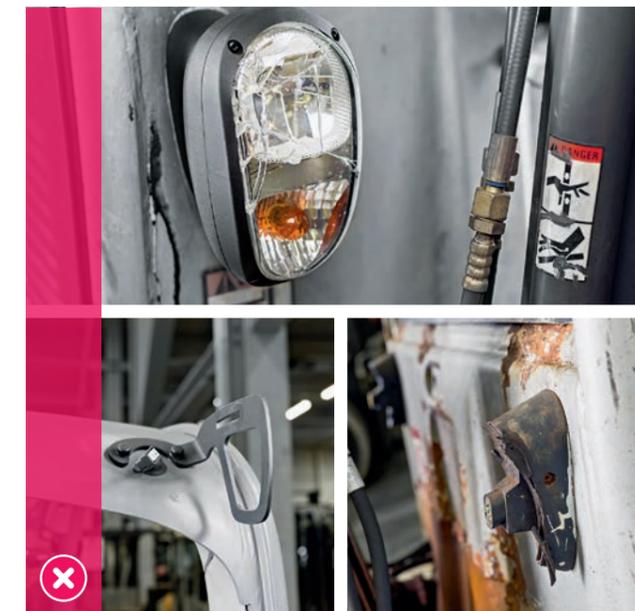
- The engine components have been damaged by external force.
- The engine has leaks (e.g. oil and/or coolant leaks).
- The exhaust system is unusually loud or shows a significant waste gas plume.
- The exhaust system/muffler are damaged.
- The gas cylinder mounting, including the hoses and cover, is damaged or missing.

**Assembly group: Lights and headlights****✔ Natural wear:**

- Complete and functional as per the scope of supply.
- The plastic casing, holders and glass are undamaged.

✘ Unnatural wear:

- The headlights are missing and/or are damaged.
- The headlight housing is broken.
- The glass is cracked, fractured, or exceedingly scratched.

**Assembly group: Work station****✔ Natural wear:**

- The hydraulic levers and steering wheel are functional.
- The display is fully functional.
- The base plate is not significantly damaged.
- The plastic covering is not chipped, cracked or fractured.

✘ Unnatural wear:

- The levers are missing, chipped, or have significant play.
- The display is not functional or scratched.
- The base plate is severely damaged.
- The covers or switches are damaged or missing.
- There are deep scratches or fractures on the dash panel.





Tips to prevent damage to the work station:

- Instruct new employees on how to handle the equipment and alert the drivers to the fact that your company has to pay for any damage in this regard.
- Do not place any heavy items on the dash panel, seat or covers.
- Clean the truck interior regularly and instruct the drivers to always leave the work station in a clean condition.
- Individually assigned drivers will typically treat your equipment better than a series of different drivers. Your STILL subsidiary is happy to advise you on appropriate systems.
- Your STILL seller is happy to advise you on additional support mechanisms, such as the issuing of access rights or active truck allocation using a fleet management system.

Assembly group: Seat

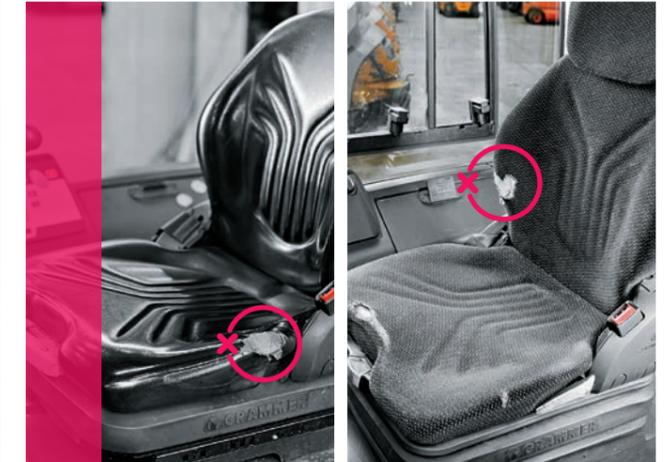
✔ Natural wear:

- The seat is functional in all settings, including the seat contact switch.
- There are no significant tears or protruding stuffing in the upholstery.
- The belt is fully functional as a restraint system as per FEM 4.004 without any cuts.



✘ Unnatural wear:

- Seat parts are missing (e. g. rear cover).
- There are tears or protruding stuffing in the upholstery.
- The restraint system is missing, not functional according to FEM 4.004, or there are cuts in the belt.



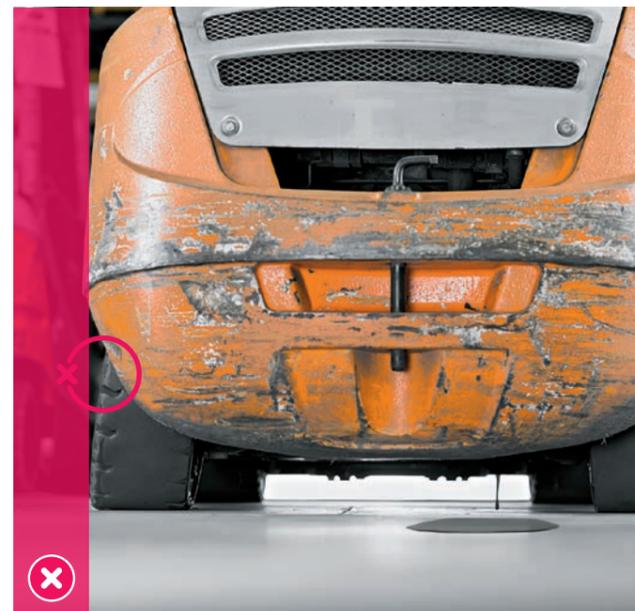
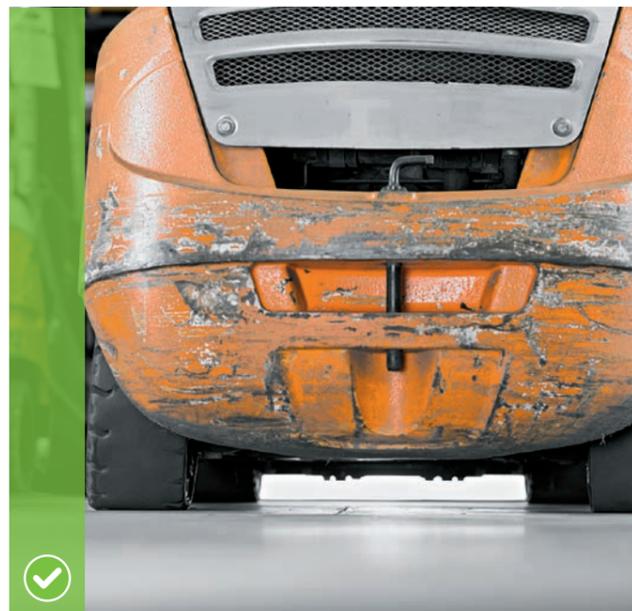
Assembly group: Axles

✔ **Natural wear:**

- The axles are functional without any leaks.
- There is no external damage and/or unusual noise level.
- The axles are free from foreign material.
- The oil standard and quality are as per the operating manual.

✘ **Unnatural wear:**

- The axles are non-functional or worn out.
- The axles have leaks or external damage.



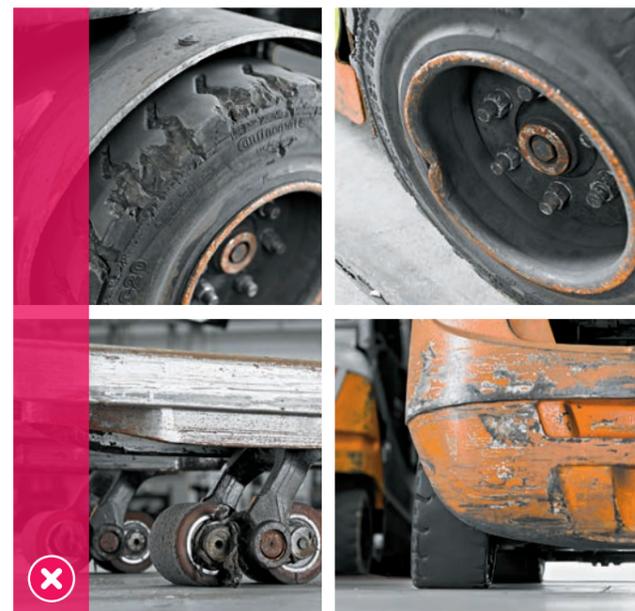
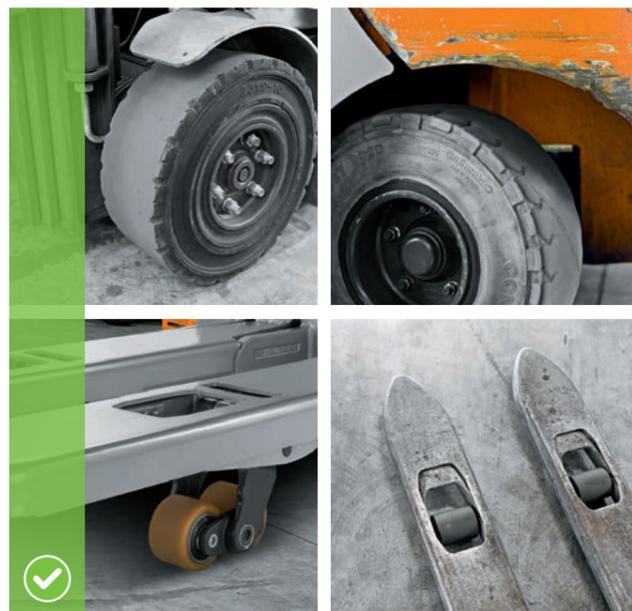
Assembly group: Wheels and rollers

✔ **Natural wear:**

- The tyres/rollers are firmly mounted on the rim, and their wear is within the wear limit as per FEM 4.004.
- There are no deformations on the rims.
- All the wheel bolts are in place.
- The rollers are functional and free from foreign material.

✘ **Unnatural wear:**

- Wear has reached the wear limit as per FEM 4.004.
- The tread and sidewall have suffered thermal deformation.
- There is chipping and/or significant cuts.



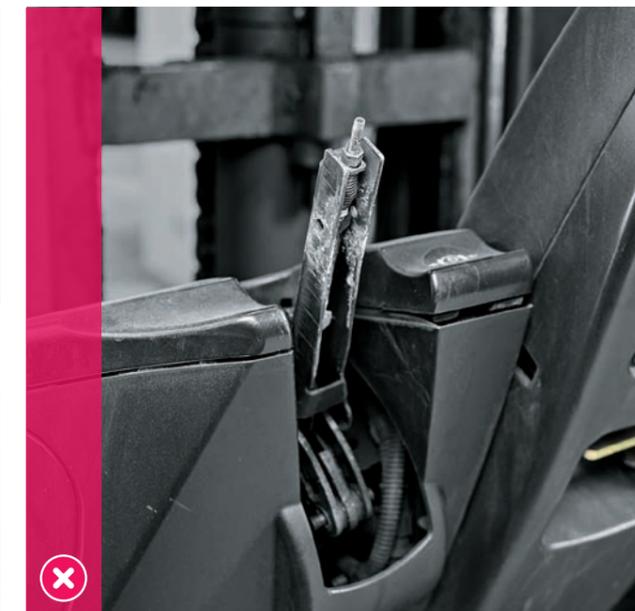
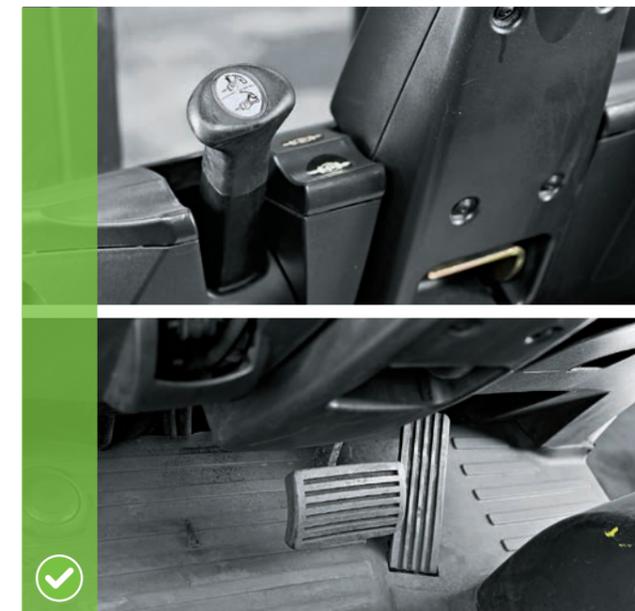
Assembly group: Brakes

✔ **Natural wear:**

- The brakes are functional as per FEM 4.004 (indicated by an equal effect on the left and right during a test drive, with the steering wheel released).
- The hand brake is functional without any missing components.

✘ **Unnatural wear:**

- The brake systems are not functional (service brakes, automatic-electric braking, handbrake, as well as dead man's switch and tiller head switch in the case of warehouse technology trucks).
- Components of the brake system have leaks.



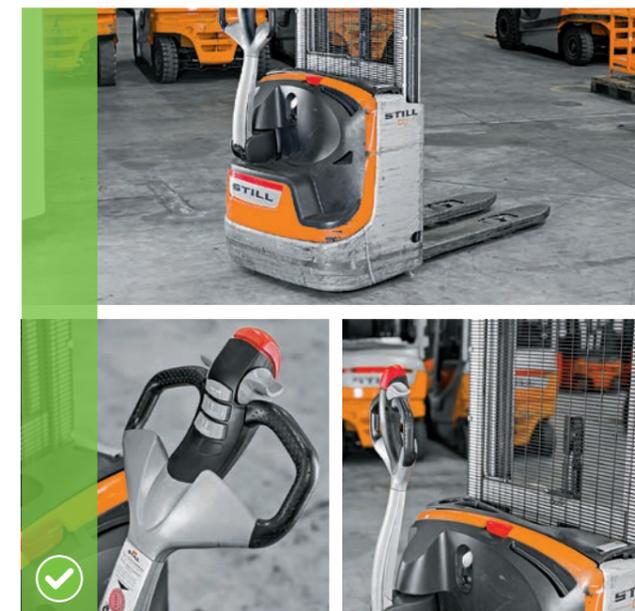
Assembly group: Tiller in the case of hand-operated industrial trucks

✔ **Natural wear:**

- The tiller is complete and functional.
- The gas pressure spring is functional (automatic vertical position).

✘ **Unnatural wear:**

- The tiller is not fully functional.
- There are cracks, deformations and/or chipping.
- There are customer attachments to the tiller or tiller head.





STILL GmbH
Berzeliusstr. 10
22113 Hamburg
Germany
Tel.: +49 40 73 39 20 00
Fax: +49 40 73 39 20 01
info@still.de

For further information please visit
www.still.eu

STILL is certified in the following areas: Quality management, occupational safety, environmental protection and energy management.



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