

RENTAL SOLUTIONS



Toyota and BT forklift trucks and
materials handling equipment

FAIR WEAR AND TEAR GUIDE



TOYOTA MATERIAL HANDLING EUROPE, MANAGING THE TOYOTA AND BT MATERIALS HANDLING BRANDS IN EUROPE

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The aim of this guide

We have produced this guide for our customers to help ensure a problem-free return of forklift trucks at the end of a long term rental contract.

At the end of a rental contract the forklift truck should be returned in a condition reflecting 'fair wear and tear' in line with the terms of the agreement.

Fair wear and tear reflects the deterioration in the condition of the equipment resulting from normal use and operation. It does not reflect any deterioration in the condition of the equipment resulting from damage (accidental or intentional), negligence or improper use.

This guide is intended to provide our customers with some clarity on what is regarded as 'acceptable' wear and tear and what is defined as 'unacceptable' damage. This is intended to help avoid any misunderstandings and provide a framework for open and fair discussion in the event that end of contract charges become necessary due to the return condition of the equipment.

In addition, we have also provided a summary of the end of contract process, the procedure for handling any disputes and a glossary of terms.

How to use this guide

We have used comparative photographs and where necessary, additional descriptions to demonstrate what is considered acceptable wear and tear and what is considered unacceptable damage.

Photos with a 😊 face illustrate what is considered acceptable wear and tear and any reconditioning costs are the responsibility of TMHE.

Photos with a 😞 face show examples of unacceptable damage where repair costs or compensation are the responsibility of the customer.

For ease of reference we have categorised these return condition guidelines under the following headings:

- General guidelines
- Truck exterior
- Wheels and Tyres
- Mast and forks
- Overhead guards and lights
- Driver compartment
- Engine
- Battery and charger
- Wiring
- Brakes

The guide should be given to the customer when the forklift is delivered, together with the contract documents.

An electronic version is to be permanently available and/or downloadable in pdf format on the manufacturer's and/or dealer's web site.

The guide can also be used as a reminder of what to look for when inspecting returned forklifts.



General guidelines



Mechanical conditions

Regular maintenance and servicing should be carried out by an approved servicing agent according to the rental contract, using approved service parts and lubricants only. Any defects or damage that occur during normal material use should be rectified as soon as authority for the repair has been granted. The following examples are conditions usually caused by material neglect or misuse and therefore are not regarded as fair wear and tear.

- Engine : Seized due to running with insufficient coolant, lubrication oil and with broken internal components.
- Brakes : grooved brake drums caused by abnormal wear of brake pads.
- Transmission : abnormal slippage of the clutch packs.
- Mast : too much play between the mast channel and the rollers (outside the standards given by the repair manual).
- Steering axles (CB 4 wheels) : too much play on the steering axles (outside the standards given by the repair manual).



Documentation

The forklift truck instruction book, including the full service record and any other documents relating to the equipment are the responsibility of the user and must be intact and available. All documents must be in the truck on its return to the manufacturer and/or dealer.

Appearance

Regular cleaning of both the interior and exterior of the truck is required. The truck should be returned at lease end in a suitably clean condition to allow proper inspection of the paint, body and interior. (see page 14)

Attachments and accessories

All attachment and accessories (fork extensions, crane, jibs, etc.) must be returned in working order and safe to operate in accordance with the local accident prevention regulations without deformation and/or leakage.

- Chargers in working order and without mechanical deformation. (see pages 54-55)
- All batteries (cell and battery containers) including water filling set, battery change stand in working order including "aquamatics" and electrolyte and mixing unit.
- Afterburners for diesel forklifts particle filters in working order.



Badges and Labels

Non-standard badges, labels or advertising fitted to the bodywork or glass of the forklift truck should be removed, with any damage caused by their attachment or removal made good.

Keys and Security

A full set of keys should be available along with a note of their numbers. If the locking system is remote, the appropriate key fobs should be available and functioning. If the truck was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation.



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FAIR WEAR AND TEAR STANDARDS

General appearance of the forklift

1.1



What is acceptable



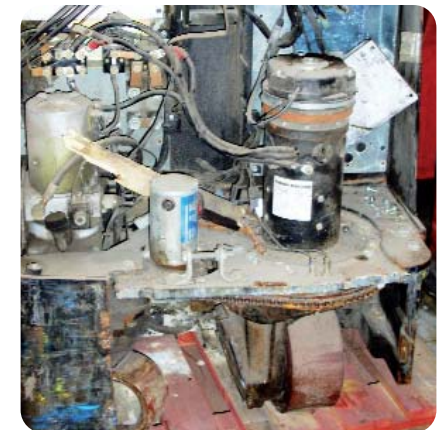
What is not acceptable



► Damage



► Stickers



► Missing guard

General state of the forklift

1.2



What is acceptable



What is not acceptable



► Missing parts



► Damage



TRUCK EXTERIOR

Cleanliness

1.3



What is acceptable



What is not acceptable



► Excessive dirt



► Sticky tape



TRUCK EXTERIOR

State of the paintwork

1.4



What is acceptable



What is not acceptable



► Extreme oxidation



► Considerable adhesive residue or self-applied paint



State of the chassis

1.5



What is acceptable



- ▶ Safety guards and covers present and in working order



- ▶ Battery side panels present and without major deformation



What is not acceptable



- ▶ Mechanical deformation of load-bearing parts



- ▶ Plastic parts displaying chunking or major deformation

State of the hand guards

1.6



What is acceptable



► Worn, but complete and without stickers



What is not acceptable



► Broken



► No guard



► Stickers

TRUCK EXTERIOR

State of the foot guard

1.7



What is acceptable



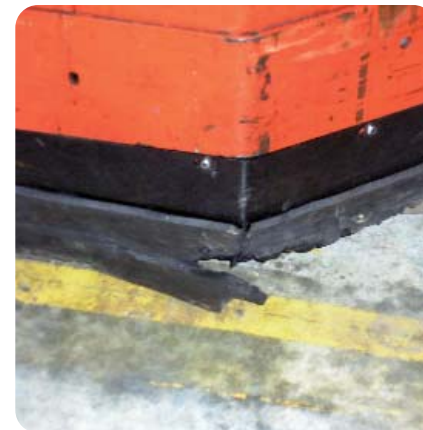
► Guard worn but complete



What is not acceptable



► Broken apron



► Broken guard



State of wheels and tyres/rollers

2.1



What is acceptable



► Tyres/rollers sit snugly on wheel rims and are within wear parameters according to local accident prevention regulations



What is not acceptable



► Breakage



► Cuts or excessive wear



► Thermal deformation of tread or tyre walls



► Chunking and/or major incisions

State of the mast and hoses

3.1



What is acceptable



► Hydraulic hoses and connections in working order



► Chains in working order



► Mast cylinder in working order



What is not acceptable



► Damage to hoses



► Reel and hoses unserviceable



► Badly maintained



State of the fork carriage

3.2



What is acceptable



► Hydraulic connections in working order and without any major leaks



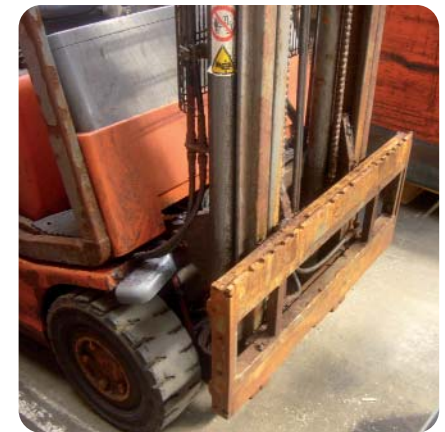
What is not acceptable



► Bent loadguard



► Major deformation of safety grid



► Extreme oxidation

General state of the forks

3.3



What is acceptable



► Fork locks present and in working order



What is not acceptable



► Worn to the point of being unsafe



► Fork bent /shape altered

State of the overhead guards

4.1



What is acceptable



- ▶ Make sure that the overhead guard is in perfect condition : no bend, no dents of the overhead guard pillars or roof



What is not acceptable



- ▶ Bad condition, rusty parts, missing caps



State of the lamps and headlights

4.2



What is acceptable



- ▶ All present according to scope of supply and in working order



- ▶ Plastic casing, mount, and glass all undamaged



What is not acceptable



- ▶ Missing or loose headlights



- ▶ Broken headlight casing



- ▶ Cracks, chunking or major scuffing to glass



General appearance of the driver

compartment

5.1



What is acceptable



► Instrument display and hydraulic levers in working order



► Plastic dashboard without chunking, cracks or broken sections



► Hydraulic levers and steering wheel in working order



What is not acceptable



► Instrument display not working or with major scuffing



► Hydraulic lever with chunking and/or considerable play



► Footplate not working and/or non-slip mat missing



► Broken



► Soil on the forklift

State of the platform

5.2



What is acceptable



What is not acceptable



► Platform sagging, separated, or damaged



Separated

Twisted

Impact

State of seats and cushions

5.3



What is acceptable



▶ Seatbelt functional as a restraint system in accordance with accident prevention regulations (clip passes tensile test, no incisions in the belt)



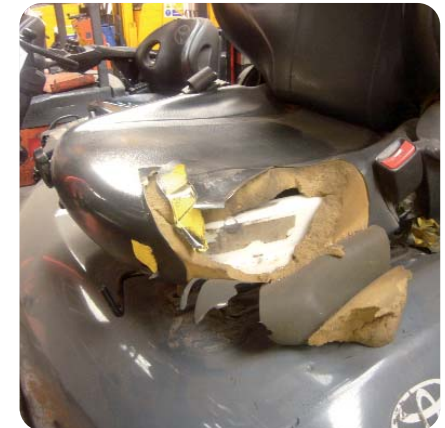
▶ Acceptable seat condition, worn but not torn, no holes or cuts, seat complete



What is not acceptable



▶ Tears or cuts



▶ Damaged cushion



▶ Broken seat

State of the tillers

5.4



What is acceptable



► Tiller complete and all functions in working order



What is not acceptable



► Incomplete



► Rips, deformations and/or chunking

State of the display

5.5



What is acceptable



► Complete, not broken and working



What is not acceptable



► Broken



State of levers and joysticks

5.6



What is acceptable



► Not broken and working



What is not acceptable



► Broken



► Missing part

State of the cabin

5.7



What is acceptable



► Doors, front and rear parts all present, not deformed and in working order



► Windscreen in one piece without any major scuffing



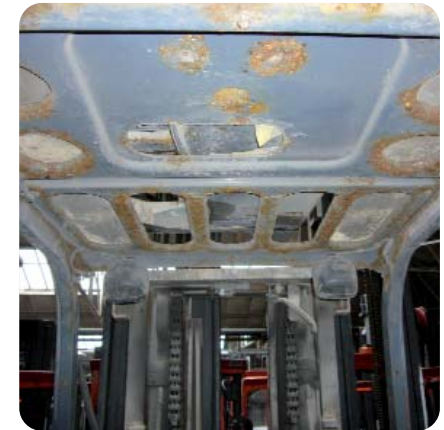
► All cabin functions usable (front and rear windscreen wipers, heating and ventilation system, cabin lighting, roof hatch, mirrors, rear windscreen heater, radio, window opening mechanism)



What is not acceptable



► Cabin spars or parts (roof, doors, front windscreen, rear windscreen) incomplete and/or deformed



► Damaged

State of the engine

6.1

ENGINE



What is acceptable



▶ Engine in full working order in accordance with normal wear



▶ Starter battery and air filter in working order



▶ Tank cap in working order



What is not acceptable



▶ Excessive dirt



▶ Corrosion

State of the battery

7.1



What is acceptable



What is not acceptable



► Damaged battery-missing plugs

State of the charger

7.2



What is acceptable



What is not acceptable

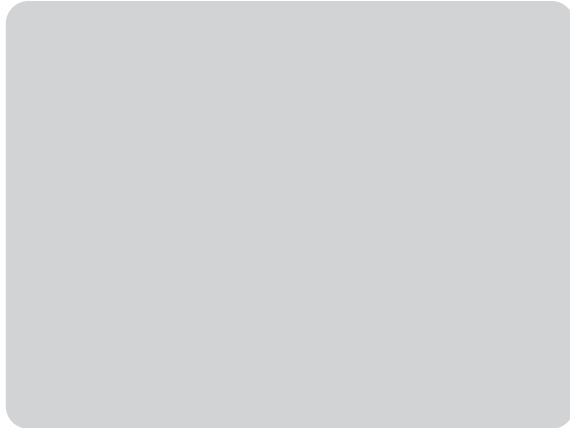


State of the LPG bottle brackets

8.1



What is acceptable



What is not acceptable



▶ Missing or damaged bottle brackets

Summary of end of contract process

At the end of the rental contract, it is strongly recommended that the condition of the forklift is checked at the site where it was used, preferably in the presence of someone representing the customer. Where that is not possible, the forklift should be checked as soon as it is returned to the manufacturer's and/or dealer's premises.

Any "unacceptable" damage found must immediately be noted in writing on the special document, and sent to the customer before reconditioning costs are invoiced.



Handling disputes

If no agreement can be reached as to the extent of damage found and/or on the consequent repair costs, the manufacturer and/or dealer are allowed to brief a certified expert who will act as an impartial, neutral third party. The expert is chosen jointly with the customer.



Fair wear and tear standards

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