

ECR FAIR WEAR & TEAR GUIDE

INDUSTRIAL TRUCKS



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Introduction

Fair Wear and Tear is the degree of deterioration judged to be reasonable at the end of a rental period. It takes into account the machine's age, operating hours and covers overall condition from the mechanics and electrics through to the body, cabin, upholstery and attachments.

The main reason forklifts suffer from excessive wear and tear is lack of attention to preventative measures, impact damage, misuse or neglect. This guide is aimed at assisting in addressing these concerns.



Rental customers should expect to incur refurbishment charges from Eastcoast Rentals if the forklift is returned with an unreasonable level of wear and tear at the end of the rental period.

Eastcoast Rentals Ltd have the responsibility to monitor and maintain the machine. It should ensure the servicing follows the recommended schedule and use approved service agents and quality service parts.

Users have the responsibility to:

- Note any damage, mechanical problems or areas of worsening wear and tear on the breakdown request form (refer to page 14) and send to Eastcoast Rentals Limited.
- Conduct checks on oil, fuel, tyres, radiator, battery as required by Eastcoast Rentals and record the inspection. (Refer to page 12 & 13 for required daily/weekly pre shift check lists).
- Regularly clean (if a cleaning contract is not in place) the machine. Battery Electric forklifts can only be washed with a damp cloth.
- Do not use the machine beyond its capacity stated on the rating plate or tow beyond its capacity.
- Do not push pallets etc. with the forklift as this will cause premature transmission failures.



General

Book and Manuals

All operator manuals and other documents if supplied relating to the machine are the responsibility of the user and must be returned at the completion of the rental period.

Appearance

Regular cleaning of the machine is required (if a cleaning contract is not in place).



Additional Equipment

Non-standard or fitted options originally supplied must be returned at the end of the contract period.



Badges, Labels and Stickers

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

Keys

A full set of keys should be returned. Any security system, engine management control or access control system keys or codes should also be returned.



Exterior

Dents

Minor dents (20mm in diameter) are acceptable as long as paint surface has not been penetrated so that bare metal is visible or corrosion has set in. Multiple dents occurring in a single panel are not acceptable.

Load Guard/Backrest

The load guard/backrest must be straight and structurally sound at all times. Any bending, pulling or impact damage must be repaired as and when it occurs.

Overhead Guard

The overhead guard should not be dented or deformed in any way. No holes or unauthorized penetrations should be made to the overhead guard structure. Any damage to the overhead guard must be immediately reported to Eastcoast Rentals on the breakdown request form (refer to page 14).

Tyres, Forks and Attachments

Tyre damage to tips is caused by impact or dragging and is not considered fair wear and tear. Tyne wear at the heel may be caused by dragging and may not be considered fair wear and tear.

Body Damage

Any damage must be repaired as and when it occurs and includes, buckling, distortion and impact damage. Repair should be completed by your rental company or an approved repairer.



X – Unacceptable damage to a bonnet



X – Unacceptable dents to A battery cover



X – Unacceptable damage to a load guard



X – Unacceptable damage to overhead guard



Exterior

Paint Work - Body, Mast Channels and protective Structure

Small areas of stone chipping, and light scratches up to 25mm in length are acceptable, relative to the vehicles age and hours, as long as they have not penetrated through the base material and/or caused corrosion.



X – Unacceptable paint damage

Hydraulic Components

Damage to hydraulic components is unacceptable and must be repaired. Some wear on the exterior hoses are acceptable provided it does not penetrate the braiding.



X – Unacceptable lens damage

Lamp Glasses/Lens

All lamps must be operational. Holes and cracks in the glass or plastic covers or lamps are unacceptable.

Glass, Polycarbonate

Windscreen. Cracks and damage in driver's sight line is not acceptable and require replacement. Roof panels or side panels must not be cracked or damaged, due to impact, abuse or negligence



√ – Acceptable wear and tear. This paint has worn off from the driver entering and exiting the machine. The paint rubbing near the seat caused by legs and hands when considering the age and hours of the machine is acceptable wear and tear



Interior

Seat

Drivers seat shall not be ripped, torn, cut, holed, burned or stained. Wear and soiling through normal use is acceptable, while any stitching that has come apart needs to be repaired.



X – Unacceptable damage to a seat



X – Cigarette burn to seat

Control and Dash

All controls and gauges should be intact and operate correctly. All dash covers, panels and compartments must be intact. Cracking, deformation, distortion, gouging. Holes or damaged covers, panels or compartments are not acceptable.

Floor Covering

Wear and soiling of any floor covering through normal use is acceptable.



*X – Unacceptable customer damage.
Cracked and broken guard, missing*



Vehicle Underside

Underside

Minor dents and deformations to machine underbody, covers or protective mounts is acceptable as long as it has not caused major corrosion. Any serious impact damage to components or machine chassis frame is unacceptable.

Tyres/Wheels and Components

Dents or damage to the rim or main body of the wheels are not acceptable. All wheel components must be intact with no more than minor scuffing due to everyday use.



X – Unacceptable Tyre cut

Tyre Wear and Damage

There should be no obvious damage to sidewalls or tread caused by curbing or other heavy misuse. Load wheels flat spotted due to dragging, excessive build up due to twine, castor mountings or rigs broken due to impact must be replaced.



X – Unacceptable lock ring damage



Mechanical Condition

Brakes

Grooved brake components caused by metal to metal contact, damage caused by material wrapped around wheels, brakes, moving parts or handbrake components/cables are not acceptable.

If engine seizes due to running vehicle with insufficient coolant, lubricating oil or with broken internal components and a warning signal light appears, you must immediately stop using the machine and contact Eastcoast Rentals.

Transmission

Slipping, erratic gear or direction changing, noisy transmission faults may be caused by operator abuse not premature failure and may not be covered by fair wear and tear.



Batteries

Incorrect charging, non watering, overcharging, undercharging, opportunity charging, overheating is caused by improper care. Eastcoast Rentals will provide instructions on how to care for your batteries.

Operator Error

Operators can cause mechanical failure due to their actions or inactions. Failure to complete daily checks may result in damage not considered fair wear and tear. Leaving lights on flattens batteries, which can lead to non start requiring a service call this is not considered fair wear and tear.

Fuel/LPG Systems

Using the incorrect fuel or an incorrect gas connection is beyond the rental companies control and are not fair wear and tear.

Regular servicing and maintenance through Eastcoast Rentals or an authorized service agent in accordance with the machine service programs should keep your machine in good mechanical condition, Examples are of conditions caused by neglect or misuse and are therefore not covered by fair wear and tear



Battery Care & Maintenance

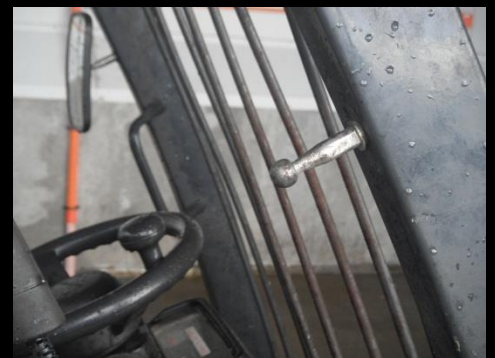
One/Two battery operation

- Plug charger into the battery making sure that it is connected to the battery not the forklift. Ensure charger starts charging if not inform your supervisor/manager. The charger will automatically deliver the required charge over an 8 hour per period.
- **DO NOT** unplug charger during its charging period, as damage will result to battery.
- If the forklift has two batteries always charge battery that is out of the forklift. If this means having to swap batteries, then do so.
- When battery is charged **NOT BEFORE**, top up battery to the correct level. Attach watering gun supplied to a standard hose connection and to the connection on the top of battery, depress the trigger. Watch water wheel until it stops. Check all white indicators are showing and disconnect from battery.
- Do not demand charge the battery i.e. put on for short period of time then disconnect. This will result in serious battery damage and repairs required.
- If battery indicator indicates battery should be changed and charged, then do so. If you **DO NOT KNOW** when this should be done contact your supervisor/manager. Different models indicate this in different ways
- Any problems identify them early so repairs can be carried out to prevent further damage to the batteries. This should be noted on your forklift checklist provided.



Summary

- Fair wear and tear summarizes the degree of deterioration judged to be reasonable when a forklift is returned at the end of a contract period.
- Lack of attention to detail, misuse or neglect are the main reasons forklifts suffer from unreasonable levels of fair wear and tear. Some amount of wear and tear damage may occur through normal everyday business use which could be deemed acceptable if relative to the forklift ages, hours and overall condition.
- All parties should be aware of their responsibilities when monitoring maintenance and repair of forklifts and equipment – this may differ from forklift to forklift.
- Regular spot checks by operators and supervisors will help ensure any problems with the forklift (or driver) are identified at an early stage.
- The machine user should be responsible for the daily checks as per the daily/weekly check sheets on page 12 & 13.



Weekly Checklist

- Diesel, Petrol & LPG



400 Ellison Road,
Hastings, 4122
www.ecrl.co.nz

Email: brad@ecrl.co.nz
Phone: 06 876 9835
Fax: 06 876 2412
0508 FORKLIFTS

FORKLIFT

OPERATORS DAILY/WEEKLY CHECKLIST
DIESEL/PETROL/LPG

Forklift No. _____ Date: / /

DAILY – Check before start each shift:	✓ If OK		✗ If not OK		○ Not checked									
	MON		TUES		WED		THURS		FRI		SAT		SUN	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Obvious Damage														
Leaks and Loose Items														
Gauges, Warning lights														
Headlights, Horn, Flashing lights														
Transmission/Direction Controls														
Steering for Operation														
Service and Park Brake														
Mast & Hydraulic Controls														
Coolant Level														
Engine oil level & Qty Added														
Fuel Level & Litres Added														

WEEKLY - Check at least once a week:

Hydraulic Oil Level		Transmission Oil Level	
Tyre Condition & Pressure		Brake Fluid Level	
Battery Level		Radiator & Hose Condition	
Fan/Alternator Belt		Air Cleaner	

Hour Meter – Start of Day:

MON		TUES		WED		THURS		FRI		SAT		SUN	
AM		AM		AM		AM		AM		AM		AM	
PM		PM		PM		PM		PM		PM		PM	

REMARKS (Explain all items needing attention or repair)

NEXT FULL SERVICE DUE AT: _____ hrs OR Date: _____

Operators Signature : _____ Supervisors Signature: _____



Weekly Checklist

- Battery Electric



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0508 FORKLIFTS

FORKLIFT

OPERATORS DAILY/WEEKLY CHECKLIST
Battery Electric

Forklift No. _____

Date: / /

DAILY – Check before start each shift:	✓ If OK		✗ If not OK		⦿ Not checked		MON		TUES		WED		THURS		FRI		SAT		SUN	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Obvious Damage																				
Leaks and Loose Items																				
Gauges, Warning lights																				
Headlights, Horn, Flashing lights																				
Transmission/Direction Controls																				
Steering for Operation																				
Service and Park Brake																				
Mast & Hydraulic Controls																				
Battery Plug Charger (Tight)																				
Battery Charge (Charge indicator working)																				
Battery/Charger Connections																				
Charge Operation																				
Top up battery with deionised water																				

WEEKLY - Check at least once a week:

Hydraulic Oil Level				
Tyre Condition				
Clean top of battery				
Check floats for correct operations				

Hour Meter – Start of Day:

MON	TUES	WED	THURS	FRI	SAT	SUN
AM	AM	AM	AM	AM	AM	AM
PM	PM	PM	PM	PM	PM	PM

REMARKS (Explain all items needing attention or repair)

NEXT FULL SERVICE DUE AT: _____ hrs OR Date: _____

Operators Signature : _____ Supervisors Signature: _____



Breakdown Request Form



Breakdown Request Form

**After Hours call outs
between
4.30pm - 7.30am
Call 06 876 9835**



Date:
Operators Name:
Department:
Contact Number:

Fleet Number:
Forklifts Location:
Time forklifts available:

Type of work required:

Service Maintenance
Damage/repair Modification

Description of work required/carried out:

Please fax this form to **06 876 2412**

OR

Send Via Email to brad@ecrl.co.nz

After hours call outs (Between 4.30pm - 7.30am)



Contacts

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