

## **Standard Warranty – Hyster Lift Trucks**

### **Counterbalanced Forklift trucks and Parts**

Hyster Europe warrants all new counterbalanced forklift truck products sold by it for use in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period of 12 months or 2000 hours of operation commencing the date of the dealer's installation of the truck at the initial user's premises, whichever occurs first. This warranty is limited to the cost of replacing, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, or at Hyster Europe's sole option, repairing, by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours, the part or component that is not as warranted.

Hyster Europe warrants all new counterbalanced forklift truck service parts sold by it for use in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period of 12 months or 2000 hours of operation of the truck in which installed commencing the date of purchase, whichever occurs first, or (b) with respect to parts installed in trucks still under warranty coverage, the end of the warranty period that applies to the truck. This warranty is limited to the cost, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, of a replacement for the part that is not as warranted, or, at Hyster Europe's sole option, the cost, not including travel, labour, subsistence cost or other installation cost, of repairs by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours to the part that is not as warranted.

### **XN/XNT series electric rider trucks**

Hyster Europe warrants all new XN/XNT series electric rider trucks sold by it in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period of 12 months or 2000 hours of operation commencing the date of the dealer's installation of the truck at the initial user's premises, whichever occurs first.

In addition, for twenty-four (24) months or 4000 hours of operation from the date of delivery, as defined above, whichever comes first, Hyster will, at its sole option, repair or replace the drive unit(s), including all of its internal parts, drive motor(s) or components exclusive of seals and gaskets, traction controller or master controller (VSM) found by Hyster not to conform to this warranty. This warranty is limited to the cost, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, of a replacement for the part that is not as warranted, or, at Hyster Europe's sole option, the cost, not including travel, labour, subsistence cost or other installation cost, of repairs by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours to the part that is not as warranted

### **FORTENS™FT trucks equipped with DURAMATCH™ Powertrain**

Hyster Europe warrants all new FORTENS™ trucks equipped with DURAMATCH™ Powertrain sold by it in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period of 12 months or 2000 hours of operation commencing the date of the dealer's installation of the truck at the initial user's premises, whichever occurs first.

In addition, for 24 months or 4000 hours of operation from the date of delivery, whichever comes first, Hyster Europe will, at its sole option, repair or replace the engine cylinder block, the head assembly (including all of its internal lubricated parts), the transmission (including all of its internal parts), the transmission control valve assembly, torque converter, drive axle, and the differential (including all of its internal parts), found by Hyster Europe not to conform to this warranty. This warranty is limited to the cost, not including freight, transportation, travel, labour, subsistence

cost, or other installation cost, of a replacement for the part that is not as warranted, or, at Hyster Europe's sole option, the cost, not including travel, labour, subsistence cost or other installation cost, of repairs by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours to the part that is not as warranted.

### **Warehousing Equipment Products and Parts**

Hyster Europe warrants all new warehousing products sold by it for use in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period of 12 months or 1000 hours of operation commencing the date of the dealer's installation of the truck at the initial user's premises. This warranty is limited to the cost of replacing, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, or at Hyster Europe's sole option, repairing, by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours, the part or component that is not as warranted.

Hyster Europe warrants all new warehousing product service parts sold by it for use in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period ending the earlier of (a) 12 months or 1000 hours of operation of the truck in which installed commencing the date of purchase, whichever occurs first, or (b) with respect to parts installed in trucks still under warranty coverage, the end of the warranty period that applies to the truck. This warranty is limited to the cost, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, of a replacement for the part that is not as warranted, or, at Hyster Europe's sole option, the cost, not including travel, labour, subsistence cost or other installation cost, of repairs by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours to the part that is not as warranted.

### **Matrix AC Reach Trucks & AC VNA (Man Up) Trucks**

Hyster Europe warrants all new AC Reach and AC VNA (Man Up) warehousing products sold by it for use in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period of 12 months or 2000 hours of operation commencing the date of the dealer's installation of the truck at the initial user's premises. This warranty is limited to the cost of replacing, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, or at Hyster Europe's sole option, repairing, by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours, the part or component that is not as warranted.

Hyster Europe warrants all new warehousing product service parts sold by it for use in Europe, Africa and the Middle East to be free from defects in materials and workmanship for a period ending the earlier of (a) 12 months or 2000 hours of operation of the truck in which installed commencing the date of purchase, whichever occurs first, or (b) with respect to parts installed in trucks still under warranty coverage, the end of the warranty period that applies to the truck. This warranty is limited to the cost, not including freight, transportation, travel, labour, subsistence cost, or other installation cost, of a replacement for the part that is not as warranted, or, at Hyster Europe's sole option, the cost, not including travel, labour, subsistence cost or other installation cost, of repairs by an authorised Hyster Europe industrial truck dealer performing the work during normal business hours to the part that is not as warranted.

### **WARRANTY LIMITATIONS AND EXCLUSIONS - LIMITATIONS OF REMEDIES**

Any variations from this warranty contained in vendor warranties to Hyster Europe for purchased parts, components or sub assemblies shall not alter the terms of this warranty.

**Wearable and consumable parts are excluded from warranty coverage.**

The wearable and consumable parts are specifically, but not exclusively, described as follows:

Adhesives, Filters, Motor Brushes, Anti-Freeze, Ignition Points, Rubber Parts, Brake Linings, Injectors, Seals and Packings, Cleaning Solvents, Lamp Bulbs, Spark Plugs, Contact Tips, Lubricants, Tyres.

**This warranty shall not cover any defect which was caused in Hyster Europe's judgement by other than normal use and service of the lift truck, component or part in accordance with Hyster Europe's operating and service instructions or by any of the following:**

- Accident
- Misuse or negligence
- Aggressive environment
- Overloading
- Improper repair or installation, including the use of non-genuine Hyster service parts
- Unsuitable storage
- Use other than in accordance with the lift truck's rated capacity
- Alteration or modification
- Natural calamities
- Alteration of the hour meter
- Defacement or erasure of identification numbers
- Use for unauthorised hire purpose
- Lack of reasonable and proper maintenance including:
  - failure to inspect and maintain in accordance with published schedules
  - failure to inspect and maintain at intervals consistent with application requirements
  - failure to repair faults which result in larger consequential problem

**This warranty shall not apply if any of the following applies:**

- Parts were not removed from the same unit for which the claim is submitted
- Non-genuine Hyster Europe service parts have been fitted into the unit for which the claim is submitted
- Maintenance and servicing has been carried out by personnel not approved by Hyster Europe
- Equipment was not purchased from, or was not originally supplied by Hyster Europe
- Parts in question were lost or damaged while in transit
- Parts were known to be defective before installation
- Repair or replacement is to items listed under "Periodic Maintenance" in the Operating Manual
- There was improper or incomplete pre-delivery or delivery service
- The pre-delivery report and/or delivery report are not on file with Hyster Europe
- The work has been carried out to implement the advice of a Hyster Europe Parts Service Gram

**The following items are excluded from the coverage of this warranty:**

- Cost of loaned/rented trucks
- Pick up or transport costs
- Parts emergency and freight charges
- The cost of modifications to satisfy a particular customer application irrespective of whether or not Hyster personnel were involved in making suggestions or recommendations.

- Traction battery and/or the charger. The local agent for the brand of battery or charger should provide all service support, including warranty coverage during the warranty period. Hyster Europe does not provide warranty coverage for traction batteries or chargers.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS EXPRESSLY DISCLAIMED AND EXCLUDED. HYSTER EUROPE SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES INCLUDING, WITHOUT LIMIT, LIABILITY FOR DIRECT OR INDIRECT LOSS, DAMAGE OR INJURY AND LIABILITY FOR CONSEQUENTIAL, INCIDENTAL OR CONTINGENT DAMAGES WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.**

### **MICHELIN XZM TYRES – FORTENS™FT**

For all FORTENS™FT trucks, where [MICHELIN XZM pneumatic radial tyres](#) have been purchased on Hyster original equipment (OE) or through Hyster aftermarket channels, warranty is handled direct with Michelin. Hyster Europe does not provide warranty coverage for Michelin XZM pneumatic radial tyres.

### **EXTENDED WARRANTY**

The Extended Warranty programme provides additional, restricted warranty, (in addition to the standard warranty detailed above).

The increased periods per model range is as detailed below:

- FORTENS™ units to 3 years / 6000 hours (whichever occurs first).
- Other counterbalanced IC to 3 years / 4000 hours (whichever occurs first).
- XN/XNT electric rider to 3 years / 6000 h. (whichever occurs first).
- Other electric units to 3 years / 4000 hours (whichever occurs first).
- Warehouse units to 3 years / 3000 hours (whichever occurs first).

The nature of the restricted warranty extension covers defects in materials and workmanship of **only** the following **major** components only:

#### **For FORTENS™ and other IC units:**

- Engine (excluding fuel and electrical systems and accessories)
- Transmission (excluding the friction plates)
- Drive Axle (excluding the tyres)
- Electronic Controller (excluding contact tips and fuses).
- Frame and Mast structure
- Hydraulic Pumps and Main Control Valve
- Steering Axle (excluding the tyres)
- Radiator

#### **For XN/XNT electric rider, other electric and warehouse units:**

- Repair or replace the drive unit(s), including all of its internal parts (excluding the friction plates)

- Repair or replace the traction motor(s) (excluding brushes or bearings)
- Repair or replace hydraulic motor(s) or components exclusive of seals, gaskets, brushes or bearings)
- Traction controller(s)
- Hydraulic controller
- Master controller (VSM)
- Frame and Mast structure
- Hydraulic Pumps and Main Control Valve
- Steering Axle (excluding the tyres)

**NOTE:**

The warranty during the extended period is limited to the value of a replacement part, not including the cost of installation to replace that part found to be defective, or alternatively, at the sole option of Hyster Europe, the cost of repair to that part, during normal working hours.

Any extended warranty agreement is dependent on the truck(s) concerned being subject to Full Maintenance contract.

**Parts Warranty**

The "Replacement Parts" warranty is not part of the Extended Warranty programme. If, however, e.g. the transmission needs be replaced after 4 months on a truck in the Extended Warranty programme, the new transmission will automatically get the balance of the 3 years / 4000 hours warranty.

**EXCLUSIONS FROM EXTENDED WARRANTY**

Besides the exclusions for the standard warranty, the following exclusions apply for trucks registered in the Extended Warranty programme:

- Claims for trucks used in an application / site different from that for which the truck was sold, put on Hire or Lease.
- Trucks no longer owned and/or operated by the original purchaser.