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version

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Fair wear & tear

**Guidelines for the return
condition of your Lift Trucks
and Materials Handling
Equipment**

**Fork Lift Truck
Association**



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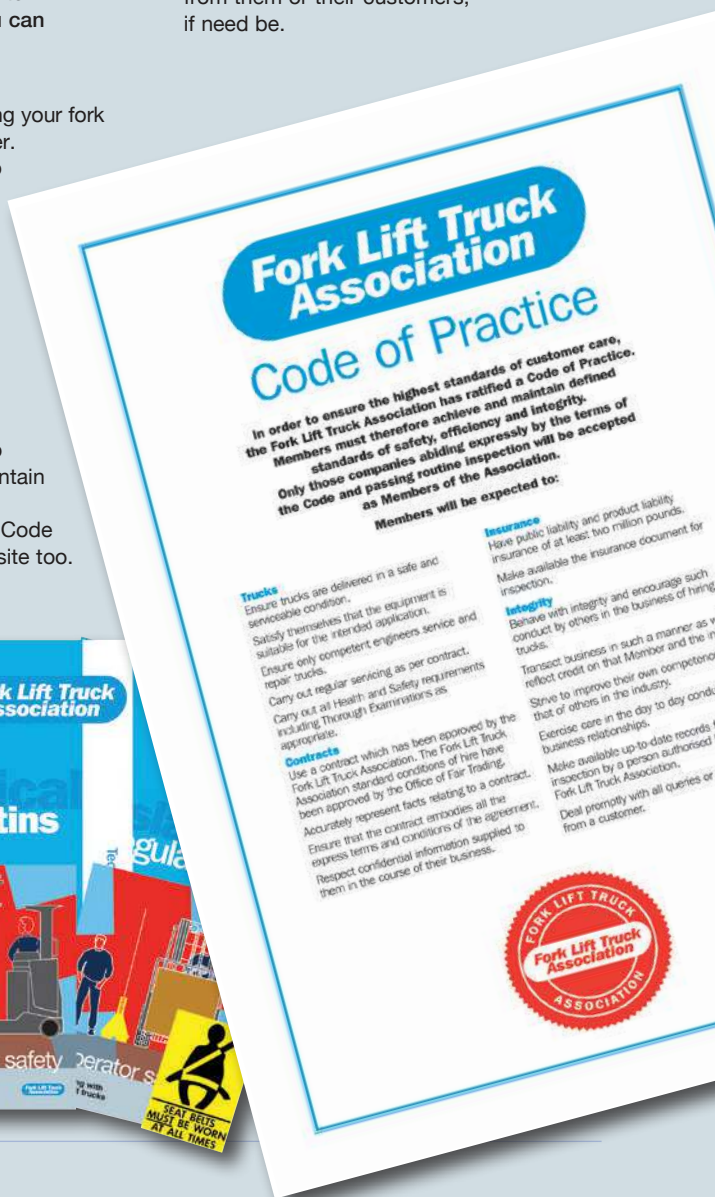
Introduction

You should only have been provided with this booklet if your dealer or hiring company is a (Full) Member of the Fork Lift Truck Association (FLTA). If you are not sure, there is a list of current member companies on the FLTA website – www.fork-truck.org.uk or you can telephone the FLTA office – 01635 277577.

There are many benefits to hiring your fork lift trucks from an FLTA Member. For a start, they have access to this guide which has been produced by the Association. We are the UK's independent authority on all matters concerning fork lift trucks, so have no interests, or ties to, particular makes or models.

In addition, our Members are required to adhere to a Code of Practice. This is designed to ensure that they meet and maintain high standards of service and professionalism. Details of the Code are available on the FLTA website too.

Most importantly, the Association works hard to ensure that our Members are kept up-to-date with current legislation and good practice. As part of this service, we are always available to answer questions from them or their customers, if need be.



The Purpose of this Guide

If you hire a car you know that you will be expected to return it in the same condition as when you took it away – even including a full tank of fuel. Why should a fork lift truck be any different?

If you lease a car for three years there are similar expectations. You know it won't be accepted back with a cracked windscreen, bald tyres or a broken-off mirror. If it is, then you know you will have to pay. Why should a fork lift truck be any different?

If you do hire or lease a car you probably don't drive it down narrow alleyways – in reverse – all day long, or carry out multiple three-point turns – each time seeing how close you can get to the side of a lorry – all day long. Now this is where a fork lift truck is different.

The trouble is that, just like your local car hire company, your fork lift truck dealer needs to hire out again the truck that you bring back. The next customer expects the truck to be sound and in good working order – as we all would.

The purpose of this guide is twofold.

Avoiding the problem:

- This section provides clear advice on how to reduce your risk. Read this section carefully to see how you can avoid or minimise end-of-contract charges.

The consequences if you don't:

- It is important to all of us that you understand the consequences of ignoring the advice we give. The risk is not just financial. What has been a perfectly good working relationship between the customer and hiring company can be damaged, to the disadvantage of both parties.
- It really is worth trying to avoid a lose-lose situation!



Making unapproved modifications or repairs to a rented truck could breach the terms of your hire contract. Be sure to gain the supplier's written permission for any changes you wish to make – even replacing tyres.

Avoiding the Problem

Here are some do's and don'ts to help you keep on top of the situation:



DO:

- Ensure you have a written hire agreement or contract.
- Read and understand your hire contract.
- Check the truck on delivery and record any damage or deficiencies. Make certain that you and the hiring company both have a copy of the same signed handover certificate.
- Make sure all your operators know how to operate and look after the truck.
- Make certain that daily or pre-shift checks are carried out and recorded.
- Deal with faults as they occur – don't leave them to deteriorate.
- Make sure the truck is serviced in accordance with the manufacturer's requirements. Usually this is part of your contract, but you must let the hiring company have access to do this work when it is due.
- Have damage repaired as it occurs. This will keep your trucks safe. Damaged components or bodywork can be dangerous and will not get better in time – quite the reverse. Such repairs are not usually part of the contract. If you leave them, all you are doing is storing up costs for the end of the contract.
- Think about the cost of replacement items and make your operators and supervisors aware that damage will have to be paid for.





DON'T:

- Hire a truck on just a verbal agreement.
- Allow untrained personnel to operate or even move the truck.
- Authorise the truck to be used on unsuitable ground or in unsuitable areas.
- Permit the truck to be overloaded.
- Ignore inappropriate use of the truck.
- Neglect unwanted drips of oil and other fluids. These are the telltale signs of something more serious developing.
- Overlook minor scratches to the bodywork. These are the telltale signs of careless operators and the next deeper "scratch" or dent may cost you a lot of money.



Buckled backrest



Bent backrest



Worn forks

The Cost of Getting it Wrong

There is a temptation to think that a fork lift truck is just a lump of steel that is immune to bumps and bangs. Certainly it is designed as a work horse and it will take a bit more punishment than the family saloon. But – and herein lies the rub – if it does get damaged, it can cost a lot more to repair than you would imagine.

Because it is strong, when something gets damaged, this tends to result in the damage of other components. Beneath a truck's exterior there are all sorts of hydraulic and electronic gadgets that are normally protected. If that protection is compromised then these more vulnerable and valuable items can be exposed and put at risk.

It is often not possible to repair safety-related structures, such as an overhead

guard. The cost of replacing one will vary considerably from model to model, but you can expect the cost to be several thousand pounds.

Seats are amongst the most frequently abused items. Genuine wear will be accepted at the end of a contract. Holes and rips, however, are not wear – they are chargeable damage. Fitting a replacement seat can easily cost several hundred pounds.

Even less expensive items can be time-consuming to repair or replace. Your hire company is a business. The time of a service engineer is valuable and there are overheads to consider.

The cost of not looking after a fork lift truck on hire can be greater than you think. It is in your best interest to get this right.



Badly buckled overhead guard

What is and is Not Acceptable

Clearly there is a big difference between hiring a truck for one day and hiring a truck for five years. It would be wrong to pretend otherwise. With a one day hire the truck should come back just as it went out – perhaps with a bit of dust on the bodywork. After five years a truck would look rather more tired. However, even after five years there should be nothing that a good service and a lick of paint or polish would not sort out.

Depending on the intensity of use, some items, such as tyres or forks, will be worn after five years. Indeed, they may well have already been replaced a number of times. The responsibility for the payment for such items, during and/or at the end of the hire, will depend on the contract.

Wear does not include damage. Worn items may still have a few years' life in them. Damaged items will need to be replaced.

Over the following pages we have provided some images to give you an idea of what is not acceptable. This can only be a guide, but we hope it will help you understand the expectations of your hiring company and help you both reach an amicable agreement about which repairs, if any, are your responsibility at the end of your contract.



Damaged fork carriage



Paint damage/overspray



Worn fork tips



Rotted mudguard



Broken light

General



Expectation

- All working parts are fully operational
- Frames, supports, panels etc are free of dents or other damage
- Inspection panels and other access points are in place
- All hydraulic hoses and couplings are sound and in good working order
- All fittings, including the tow pin, are in place and functioning
- Any attachments, charger units, or other loose items are complete and fully operational
- The truck is reasonably clean and free of all contaminants



Not Acceptable

- Damage to any component
- Dents or other deformity to frames, supports, panels, etc
- Any fluid leaks
- Cracked or broken fittings
- Missing items

REMEMBER:

For safety-related items, such as overhead guards, it is likely that they cannot be repaired and the whole component will need to be replaced.



Damaged glazing

Chassis and Bodywork



Expectation

- Covers and access points are fitted and fully functional
- Side panels and bodywork are free of dents or damage
- No deep scratches



Buckled door frame



Not Acceptable

- Damage or deformity of structural components
- Impact damage
- Cracked welds
- Broken parts, including brackets and mud flaps
- Excessive wear to paintwork or unprofessional re-paint
- Stickers or sticker residue requiring specialist cleaning
- Any unauthorised change to the counterweight (if fitted)
- Any damage to the counterweight or fittings



Bent mudguard



Buckled window sill

Chassis and Bodywork



Damaged guard



Damaged mudguard



Damage to roll over protection



Deep scratch

Chassis and Bodywork



Dented panel



Split panel



Damaged door



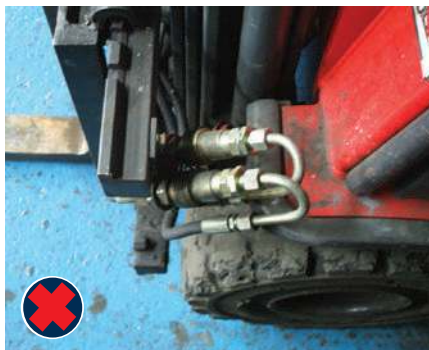
Damaged door

Axles, Wheels and Tyres



Expectation

- All components are freely running and clear of debris
- No unusual noise
- Wheels, rollers and tyres are fully functional without damage or undue wear



Damaged tyre



Not Acceptable

- Debris or other foreign bodies in and around the wheel, axle or housing
- Inappropriate clearances
- Unusual noise
- Sheared bolts or studs
- Deformed or damaged wheels or rollers
- Torn, cut or badly worn tyres



Split tyre

NOTE: Do not change tyres unless you have the express permission of the truck supplier. Failing to do so could breach the terms of your hire contract - and could mean you have to pay for an additional set of tyres upon returning the truck.



Worn tyre



Damaged rim



Unwanted foreign body

Mast, Forks and Attachments



Expectation

- Hydraulic and mechanical systems are fully operational
- Chains and forks are working within approved tolerances
- Locking devices, stop bolts and anchor points are all present and working effectively



Buckled backrest



Not Acceptable

- Any damage to structures or working components (including exposed parts of cylinders)
- Deformity or other damage to carriage or load backrest
- Chains worn beyond 3%
- Forks worn beyond 10%
- Modified forks (unless an approved attachment)
- Bent, splayed, "sharpened" or otherwise damaged forks
- Damage to sideshift, connections and associated components
- Damage to other authorised attachments, connections and associated components



Bent fork



Worn forks



Worn clamp



Damaged roller



Bent backrest

Power Unit and Batteries

Combustion Engine



Expectation

- Engine is fully operational, including filters and ancillary components
- Starter battery is functional and properly maintained
- Fluid levels are maintained in accordance with the operator manual
- Clean, appropriate fuel is used

Electric Drive



Expectation

- Electric Drive is fully operational, including associated charger unit and cables



Not Acceptable

- Fuel or fluid leaks
- Excessive dirt or oil deposits
- Insufficient fuel
- Missing or damaged fuel cap
- Damaged exhaust system
- Damaged or missing gas cylinder, hoses and connections



Not Acceptable

- Damage or excessive dirt
- Damage due to worn carbon brushes and collector below wear limit
- Damage caused by water
- Electrolyte levels below minimum
- Damaged cells
- Corrosion or other damage to cell links



Damaged exhaust guard



Battery corrosion



Corroded terminals



Buckled exhaust guard

Windscreen, Glass and Canopy



Expectation

- Glass is functional and free of holes or cracks
- Canopy is in working order, without punctures or tears
- Wipers and washer system are fully functional



Torn canopy



Not Acceptable

- Excessive scratching to glass or Perspex
- Damage from paint, chemicals, etc
- Holes or cracks
- Damaged seals
- Missing or damaged wiper motors, blades etc
- Torn or ripped fabric
- Damaged zips or other fasteners



Cracked window



Scratched glass



Damaged seal



Corrosive damage



Unwanted sticker

Seat and Cab



Expectation

- Seat is fully functional, at all settings
- Reasonable wear, but no torn or damaged parts
- Seat switch is operational
- Seat belt is fully functional and undamaged
- All controls, displays, fittings, fixtures and accessories are fully operational and undamaged, including steering controls and brakes
- Floor plates and covers are in place



Torn seat



Not Acceptable

- Holes, tears or missing parts to the seat
- Missing or damaged seat belt or other restraint
- Missing or damaged parts to include, but not exclusively:
 - Doors, to include hinges and seals
 - All braking systems and controls
 - Steering controls or tiller systems
 - Levers and switches
 - Displays
 - Pedal covers and gaiters
 - Floor plates and covers
 - Trim
 - Accessories



Damaged panel



Cracked display



Damaged panel



Damaged seat



Damaged panel

Light, Mirrors and Other Fittings



Expectation

- Lights, mirrors and other fittings are present and match original specification
- Casings, brackets, glass, etc is undamaged for lights, mirrors and other fittings
- Lights are working as designed



Damaged light fitting



Damaged beacon



Not Acceptable

- Missing or damaged lights, mirrors and other fittings
- Cracked or missing glass
- Damaged casings and brackets
- Damage to protective frames
- Any unauthorised drilling



Broken lense



Broken mirror bracket



Cracked mirror

Maintenance and Inspections



Expectation

- There should be a record of daily or pre-shift checks
- There should be a record of maintenance and repair if such work has not been carried out by the hiring company
- There should be a copy of the current Report of Thorough Examination
- Any documents provided, such as the manufacturer's operating manual, should be returned in complete, clean and good condition

REPORT OF THOROUGH EXAMINATION
IN ACCORDANCE WITH QN28
Only to be used by a competent person

Record Number: 16002
Examination Date: _____

Name and address of employer for whom this examination is made: _____

Location or address examined at (if different): _____

Reason for Thorough Examination:
After installation or assembly -
In service - within an interval of 6 months -
In service - within an interval of 12 months -
In accordance with an examination scheme -
Following exceptional circumstances - (e.g. accident)

DETAILS OF TRUCK

Make: _____ Model: _____ Serial No: _____ Fleet No: _____ Date of Manufacture: _____ Attachments: _____

Hours: _____ Description: _____ Mast Configuration: _____ Safe Working Load (SWL): _____ SWL with Attachments: _____

Chain Certificate Seen? Yes ☐ No ☐ Comments: _____

DEFECTS
Identification of any part found to have a defect which is or could become a danger to persons and a description of the defect and particulars of renewal or alteration required to remedy a defect found to be a danger to persons. (Action to take)

Description of Defect: _____

MEASUREMENTS AND OTHER EXAMINATIONS:

Chain elongation (1)	Chain elongation (2)	Chain elongation (3)	Chain elongation (4)	Forks	Date of previous examination
Dimension	Wear %	Dimension	Wear %	Dimension	Wear %
_____	_____	_____	_____	_____	_____

Other tests performed / Comments: _____

DECLARATION BY THE COMPETENT PERSON
I hereby declare that the equipment described in this report was thoroughly examined in accordance with QN28 and:

☐ No faults have been detected -
☐ Faults have been detected and the above actions are required within the time limits specified -
☐ The equipment must not be used until the above recommendations are carried out -

Name: _____ Authorised Examiner: _____

Name and address of company responsible for this Thorough Examination: _____



What to do if there is an End-of-Contract Dispute

The best outcome for everyone involved is to avoid end-of-contract disputes. These can be time wasting and costly.

Approach the end-of-contract with realistic expectations. If the truck is badly worn or damaged then you should expect to pay. Equally, you should not have to pay for fair wear and tear or damage that was already present when you first took on the truck.

Ideally the fork lift truck should be inspected before it is removed from your premises. Any damage or excessive wear should be noted and both parties should sign and retain a copy of the inspection document. If there is severe damage or wear, then it would be sensible for photographs to be taken.

If there is a serious dispute, it is usually best if the truck remains at the hirer's site pending the involvement of any third party.

If this is not possible then it is particularly important that photographs are taken before it leaves the premises.

If a truck involved in such a dispute is removed from the hirer's site we would not expect any remedial work to be started until after the dispute has been agreed. If the dispute concludes in favour of the hiring company, then it may be appropriate for hire charges to continue until the date that the dispute was resolved.

The involvement of an independent inspector is normally the best way to resolve a dispute. The hiring company should be able to recommend a professional



person that you can accept with confidence. In the unlikely event that this is not possible, then contact can be made with the FLTA and we will do our best to assist. (NB: The Association does not offer a formal arbitration service but should be able to recommend a suitable third party.)



Useful Sources of Information

Fork Lift Truck Association

The FLTA website, www.fork-truck.org.uk includes:

- Details of all members of the Association, including manufacturers.
- Guidance on regulations and good practice.
- Fact Sheets.
- Safety advice and details of our Safe User Group.

Thorough Examination

There is a legal requirement for all fork lift trucks to have a Thorough Examination, roughly equivalent to an automobile's MoT, at least every 12 months.

Thorough Examinations are not part of routine maintenance and would not normally be included as part of a hire or lease agreement.

The Thorough Examination of trucks on short-term hire – less than 12 months – remains the responsibility of the hiring company. The hirer is responsible for the Thorough Examination of trucks on hire for 12 months or more.

The FLTA recommends using companies accredited to Consolidated Fork Truck Services (CFTS) for the Thorough Examination of fork lift trucks.

There is an explanatory video and easy access to your nearest CFTS accredited company on the website at www.thoroughexamination.org.

Health and Safety Executive

The HSE website has an increasing amount of useful information and guidance, much of which is now free. Go to www.hse.gov.uk

Other FLTA Booklets

The booklets shown on this page are available through your fork lift truck dealer or hiring company.



daily or pre-shift
checks



counterbalance
trucks



employee safety
working with fork lifts



warehouse
lifting equipment



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