

FAIR WEAR & TEAR GUIDE



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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 reasons industrial trucks 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 causes.

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

Responsibility

Your Rental Company has a responsibility to monitor and maintain the machine. It should ensure the servicing follows the manufacturer's recommended schedule and use approved service agents and quality service parts.

Regular inspections or spot checks to ensure any current problems with care or drivers are identified at an early stage.

Users have a responsibility to note any damage, mechanical problems or areas of worsening wear and tear in the relevant log or inspection book.

Conduct checks on oil, fuel, tyres, radiator, battery as required by your rental company and record the inspection in the log book.

Regularly clean the bodywork, upholstery and cabin.

Do not use the machine beyond the capacity stated on the rating plate or tow beyond its capacity.

This guide to Fair Wear and Tear has been developed by the Australian Industrial Truck Association to assist the interpretation of fair wear and tear and to provide rental customers with a consistent approach between AITA members.

General



Books and Manuals

All operators manuals and other documents 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, taking care that the cleaning method used complies with the manufactures instructions.

The machine should be returned suitably clean to allow inspection of equipment condition.

Additional Equipment

Non-standard or fitted options originally supplied must be returned at the end of the contract period. Examples include weight gauges, fire extinguishers etc.

Accessories that have been installed by the customer are to be removed and any damage should be made good to a professional standard. Examples may include communication systems, cameras, work holders, tool boxes etc.

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 the 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 unauthorised penetrations should be made to the Overhead Guard structure.

Any damage to the Overhead Guard must immediately be reported to your Rental Company for inspection.

Tynes (Forks) and Attachments

Tyne 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 a lessor approved repairer.



x Unacceptable damage to a bonnet



x Unacceptable dents to a battery cover



x Unacceptable damage to load guard



x Unacceptable damage to overhead guard



x Unacceptable paint damage



x Unacceptable paint damage



√ 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.

Paint Work

Counterweight

Minor abrasions of more than 25mm in length are not acceptable. 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.

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 metals and caused corrosion.

Colour mismatch is not acceptable. All graffiti is to be removed at the customers expense. ■ ■

Hydraulic Components

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

Lamp Glasses/Lens

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



x Unacceptable lens damage

Glass, Polycarbonate

Windscreen. Cracks or damage in the drivers sight line are not acceptable and require replacement. Roof panels or side panels must not be cracked or damaged, due to impact, abuse or negligence.

Interior



x Cigarette burn to a seat

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



Controls 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.



x Unacceptable customer damage. Cracked and broken guard, missing knobs.

Floor Covering

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

Vehicle Underside

Underside

Minor dents and deformation 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. ■



x Unacceptable - Tyre cut



x Unacceptable lock ring damage

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.

The appropriate wheel tools must be stowed properly and returned in good working order.

Tyre Wear and Damage

There should be no obvious damage to sidewalls or tread caused by kerbing or other heavy misuse. Loadwheels flatspotted due to dragging, excessive build up due to twine, caster mountings or rigs broken due to impact must be replaced. Refer to your hire contract about tyre replacement.

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 light appears, you must immediately stop using the machine and contact your Rental Company.

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.

Traction Battery

Incorrect charging, non watering, overcharging, undercharging, opportunity charging, overheating are caused by improper care. Your rental company will provide instructions on how to care for your traction battery.

Regular servicing and maintenance through your rental company or an authorised service agent in accordance with the machine manufacturer's 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.

Operator Error

Operators can cause mechanical failures due to their actions or inactions.

Failure to complete the 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 for premature battery failure requiring premature replacement or starter motor problems due to over cranking. These problems are not considered fair wear and tear.

Fuel/Gas Systems

Fuel system problems caused by the supply of fuel or gas, incorrect fuel used, or the gas bottle connection are beyond the control of your leasing company.

Should fuel/gas problems require a service call your company will not consider it fair wear and tear.

Summary




- ✦ Fair wear and tear summarises the degree of deterioration judged to be reasonable when an industrial truck is returned at the end of a contract period.
- ✦ Lack of attention to detail, misuse or neglect are the main reasons industrial trucks 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 trucks age, hours and overall condition.
- ✦ All parties should be aware of their responsibilities when monitoring maintenance and repair of industrial trucks and equipment – this may differ from industrial truck to industrial truck.
- ✦ Regular spot checks by industrial truck operators or local supervisors will help ensure any problems with the vehicle (or driver) are identified at an early stage.
- ✦ A vehicle log book system will help both drivers and industrial truck operators keep track of any damage, problems or areas of worsening wear and tear.
- ✦ The machine user should be responsible for a minimum daily check of battery, radiator, tyres, fuel and oil at the beginning of each 8 hour shift or otherwise as required in the rental contract.
- ✦ All documents must be intact and with the machine on its return to the rental company.





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