

Limited Warranty Card

Electric forklift
VY-CPD-15

Warranty duration

As stated in the order/contract

01 Registration Customer / order	02 Coverage Truck systems	03 Conditions Validity / exclusions	04 Service record Claim / signature
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Electric forklift
Applies to the exact truck, battery, charger and fitted equipment recorded in the applicable order or contract.

Warranty registration

Customer / organization	Order / contract number
Serial number / batch	Purchase date
First-use date	Warranty start date (per contract)
Normal use location	Dealer / sales contact
Battery / charger identification	Customer signature / dealer stamp

Coverage principle

Covered defects, start dates, component-specific durations and service costs are governed by the applicable written order or contract. Battery and charger terms are not automatically identical to truck terms.

TERMS & SERVICE RECORD

Warranty Coverage & Claim Process

Covered area	Scope & boundary	Duration
Chassis, mast & carriage	Verified material or workmanship defects in the ordered load-bearing structures; overload and impact damage are excluded.	As stated in the order/contract
Drive, axle & steering assemblies	Ordered motor, drive, axle and steering components, subject to the written warranty terms; normal contact and friction wear is excluded.	As stated in the order/contract
Lift hydraulics & interfaces	Ordered cylinders, valves and hydraulic interfaces; contamination, incompatible tools and normal seal or hose wear are excluded.	As stated in the order/contract
Electrical controls & instruments	Ordered controller, switches, instruments and fixed electrical assemblies; unauthorized changes and external electrical damage are excluded.	As stated in the order/contract
Battery & charger	Coverage, start date and duration follow their specific order/contract terms. Normal capacity ageing, incompatible charging and misuse are not treated as manufacturing defects.	As stated in the order/contract
Appearance, contact & wear items	Covered only where expressly stated in writing. Tyres, fork contact surfaces, chains, bushes, brake friction parts and consumables are subject to normal wear.	As stated in the order/contract

Valid conditions

- The truck and fitted equipment match the applicable order or contract.
- Battery and charger remain compatible with the ordered electrical configuration.
- Use and care follow supplied instructions and the intended operating conditions.
- Claims include the order record, defect description and clear photographs. Unauthorized modifications are not covered.

Exclusions

- Normal wear, capacity ageing, cosmetic change, consumables and service items, except where expressly covered in writing.
- Damage from overload, collision, unsuitable floors, contamination, incorrect charging or use beyond the agreed conditions.
- Damage from unauthorized alterations, incompatible parts or attachments, external events or failure to follow supplied instructions.
- Equipment and costs outside the applicable written terms. Service does not restart the original term unless expressly agreed.

Claim process

1. Stop the affected function if continued use could enlarge the defect.
2. Record model, serial/batch, order number, date and defect location.
3. Contact the agreed dealer/service channel with photographs and records.
4. Retain the affected equipment/parts for assessment; follow the agreed service decision.

Service date / claim number

Assessment / agreed resolution

Service signature / stamp
