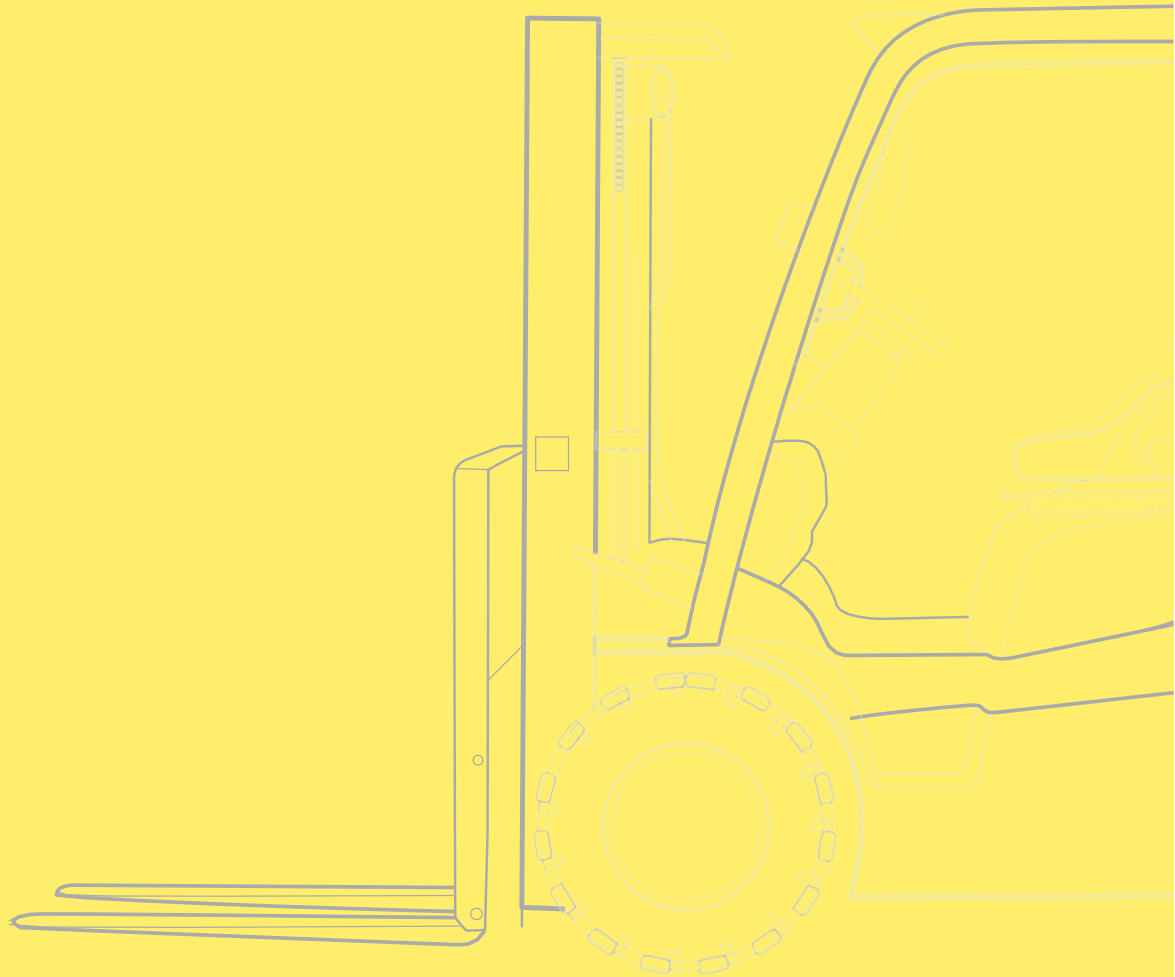


Hire Equipment Policies

FAIR WEAR AND TEAR POLICY
BATTERY AND CHARGER POLICY



adaptlift**GROUP**

1 FAIR WEAR & TEAR POLICY

1.1 OVERVIEW OF HIRER WEAR & TEAR ON HIRE AGREEMENTS

To avoid any misunderstandings in our Hire Agreements between our hirers and Adaptalift Group, we have documented what is and is not covered by Fair Wear & Tear.

Users have a responsibility to notify Adaptalift of any damage, mechanical problems or areas of worsening wear and tear in the relevant log or inspection book and notify their supplier. If there is an issue with the equipment and you don't notify us of the issue, this may cause additional damage to the equipment. This damage is considered outside of fair wear and tear and is chargeable as customer damage.

Operators must conduct pre-operational checks (oil, tyres, radiator, battery etc.) as required by the supplier, and record the inspection in a logbook or fleet management system. If the pre-operational checks are not performed, you may miss an existing issue with the equipment and the paragraph above may apply.

Do not use the machine beyond its capacity as stated on the nameplate.

For rental periods greater than 3 months, equipment test and tagging is the responsibility of the hirer.

1.1.1 Explanation of Misuse

Misuse means a machine is being used for purposes that it was not designed for and could be dangerous and/or unsafe. Misuse often leads to the machine being damaged. Some common examples of misuse are:


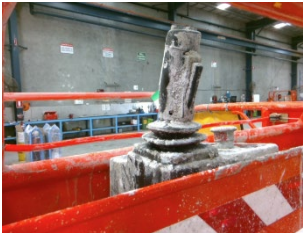
- The machine being used when warning indicators are lit, especially if the warning indicates an overheated motor or engine, low oil level in the engine or the hydraulic system.
- The machine is being operated despite it having an obvious fault
- The machine is being used after being damaged in an accident or used whilst being repaired without the approval of the supplier.
- Use of contaminated or incorrect fuels or oils.
- Lifting loads which are heavier, wider, not uniformly loaded, or higher than the machine is designed for. This may cause damage to the mast, lift chains, fork carriage, forks or attachments and may even cause the machine to overturn.
- Badly stacked loads which may fall during lifting or lowering and damage mast, hydraulic system, or cabin/overhead guard.
- Machines being used to push or drag loads which are resting on the ground, especially if chains or ropes are used to do this.
- Inadequate cleaning of machines used in fibrous, dusty, or aggressive environments.
- Using an attachment to lift a load for which it is not designed.
- Unauthorised modifications.
- Using the machine outside its designed scope of works

Any damage resulting from misuse as referred above is chargeable as customer damage.

1.2 WHAT IS COVERED BY THE CONTRACT

Item	Description
Lights	Light bulbs only (where Adaptalift Group has installed the Lights).
Scheduled maintenance	<ul style="list-style-type: none">Scheduled service and maintenance required to keep the equipment in good working order to be carried out between 7:30 a.m. and 5:00 p.m. Monday to Friday.Other arrangements may be negotiated with the hirer as per the Hire Agreement.
Hydraulics	<ul style="list-style-type: none">Wear on the exterior of hoses is acceptable if braiding is intact.
Onboard Monitoring Systems	<ul style="list-style-type: none">Software upgrades.Refreshing of settings due to normal usage.

1.3 WHAT IS NOT COVERED BY THE CONTRACT

Item	Description	Image Examples
General	<ul style="list-style-type: none">• Water levels in the cooling system and battery.• Oil levels in the engine (Adaptalift Group is to be notified if levels are near or below the low mark on the dip stick).• In dusty environments, it is the hirer's responsibility to clean the radiator externally to prevent overheating by compressed air or physical removal of the build-up. Radiator removal and cleaning/re-coring if this is not carried out will be at the hirer's expense.• Damage to radiators and/or fan blades as a result of impact with an object will be at the hirer's expense.• Damage caused by poor housekeeping to rotating components by plastic or strapping etc.• Damage caused by poor housekeeping such as dust and debris build-up within the engine bay, vents or cabins• Damage to joysticks or controllers caused by abuse or outside foreign matters or objects. i.e., concrete.• Damage to baskets, floors, or rails on access equipment.• Damaged caused by abuse, due to not cleaning off corrosive chemicals such as concrete or similar.• Damage due to overloading• Damage due to misuse (as referred to in section 1.1.1 above)	 

Corrosive or Erosive Environments

- Adaptalift Group deems any corrosive / corrosive environments as chargeable unless specifically agreed in our Hire Agreement.
- Notification up front to our salesperson or staff does not disqualify equipment from being subject to damage charges. **If it is not specifically covered in the Hire Agreement, corrosive damage is chargeable.**
- The hirer must take steps to stop the effects of corrosive environments.
- Common examples of environmental damage caused by customer site and which would be chargeable as customer damage.
 - Salt / fisheries.
 - Acids / vinegars
 - Fertilizer
 - Galvanising
 - Tanning
 - Chicken Farming
 - Waste & Recycling
 - Glass Manufacturing & Handling
 - Concrete Production & Handling
 - Concrete applications such as shot creating



Tyres & Rims

- Tyres are not covered by the Fair Wear and Tear Policy.
- Damage to rims as a result of impact, overloading or dropping rear end on ground resulting in the need for replacement or repairs are not covered and are chargeable as customer damage.
- Leaks or external damage
- Deformation of the tread and tyre walls. Broken off parts and/or considerable cuts or chunking in the tyre surface
- Wheel fixings sheared or missing
- Damage resulting from foreign materials (e.g. shrink wrap bound inside wheels)
- Tyres fitted that don't comply with manufacturers or suppliers recommendations (e.g. ply rating)



Load Wheels and Castors

- Load wheels & castors are not covered as they are not a wear component. Any deterioration or degradation to load wheels and castors is chargeable as customer damage.



Lights

- Impact damage to light guards, mirrors, lenses, and light assemblies resulting in the need for repair or replacement will be at hirer's cost.
- Fitting of additional lights or warning devices or other accessories after delivery will be at the hirer's expense or as negotiated with AALG.
- Cracks, fractures, or deep scratches in the glass
- Bent headlight mountings or protective frames



Excessive Cleaning

- Regular cleaning is required. However, excessive cleaning on de-hire is deemed as chargeable including additional consumables where the cleaning has itself caused damage. This includes any cleaning requirement that require special cleaning products or requires labour input beyond 3 hours.
- For Example:
 - Paint
 - Concrete
 - Plaster

Load Guards, Fork carriage attachments and hosing

- Bent load guards will not be covered where the guard is visibly distorted. Straightening, repair, or replacement will be at the hirer's expense.
- Fork carriage, attachment(s), backrest, and frame bent or damaged due to misuse or abuse
- Hydraulic connections, pipes and hoses damaged, worn, or deformed
- Extensive corrosion due to misuse or incorrect application



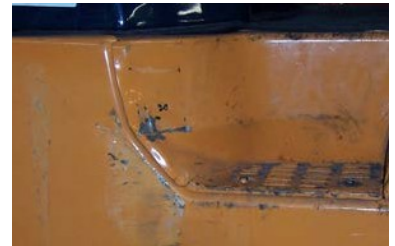
Overhead Guard & Cabin

- Repairs to bent or distorted upright legs and/or overhead frame due to impact will be at hirer's expense
- Overhead Guard, Cabin panels, or Cabin components shall not be dented, deformed and/or damaged
- No holes or unauthorized penetrations should be made to the Overhead Guard structure
- Damage to cabin accessories
- Any Cracked or broken glass – including but not limited to front windscreen or overhead roof, side windows.



Chassis

- Dents to the engine covers or side panels severe enough to require refabrication
- Mechanical deformation of supporting components, panels and covers
- Broken, cracked or deformed plastic components
- Multiple dents occurring in a single panel or dents larger than 20mm in diameter and abrasions of more than 25mm in length
- Major decal residue, customer painting or graffiti
- Unapproved modifications
- Protective grill or panel missing or damaged
- Towing pin missing or damaged
- Removal of compliance and/or rating plate

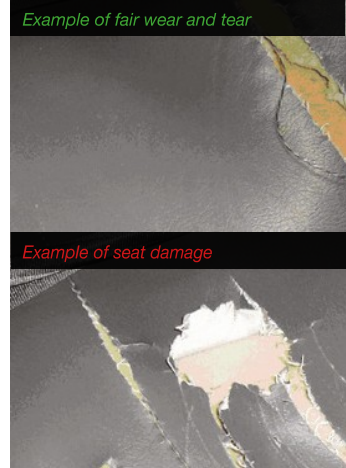


Load Rating Plates

- Removal or disfiguring of load rating plates resulting in obliteration of the information inscribed in the plate.
 - At the time of dispatch, the rating plate is correct for the configuration of the unit. Unauthorised fitting of any attachment even on a temporary basis after delivery must be approved by Adaptalift Group as per OH&S safety requirements. A new rating plate will need to be issued and fitted at additional cost.
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Seat & Upholster

- Re-covering of seats as a result of lacerations of the seat coverings.
- Missing seat parts (e.g. rear cover)
- Seat cushions with parts broken off or large splits
- Missing or inoperative restraint system covering
- Seat and seat belt intact without cuts, frays, or evidence of tampering
- Damaged or inoperative seat adjustment controls



Hydraulics

- Hydraulic hose fittings damaged as a result of impact e.g. side shift cylinder fittings.
- Hydraulic hose reels, showing signs of impact to the outer covers.
- Hose reel hoses needing replacement due to catching on racking or damage as a result of damage to the hose reel.
- Damage to hydraulic cylinders, dents or bent piston rods will not be covered.

Gas

- Gas bottle brackets bent, missing, or distorted beyond repair.
- Gas supply hoses or fittings showing obvious signs of abuse i.e. damaged gas
- supply hoses or crushed gas bottle couplings.



Fork Tynes

- Missing or damaged inoperative locking pins will be regarded as hirer damage.
- Fork tynes are not a “wear” component and any that are worn below the legal wear limit at the heels and tips due to dragging them along the ground will be regarded as hirer damage.
- Tynes will not be adjusted by chain length to clear the ground. They must be able to rest on the ground for OH&S reasons.
- Forks that are bent (one or both) due to uneven lifting of loads will also not be covered.
- Bent or misaligned tine bars replacement will be at the hirer’s expense.



**Walkie
Behind and
Ride on
Sweeper**

- Any debris not cleaned out of the brushes each day as part of the daily operator checks.
- Damage to the brushes due to pallet wrapping, pallets or other debris.
- Not using the filter shaker each day.
- Brushes are always chargeable items.
- Bent or misaligned body panels.



**Walkie
Behind and
Ride on
Scrubbers**

- Damaged / cut impacted wiper blade / curtain.
- Squeegee is chargeable item.
- Debris / pallets / pallet wrap caught or tangled into the shaft or other moving parts of the machine.

Lift Chains

- Lift chains that are stretched or broken as a result of operation within uneven surfaces or lifting loads of a greater capacity that designed for the unit will be regarded as hirer damage.
- Lift chains that are stretched, broken or damaged as a result of impact will be regarded as hirer damage.



**Internal
Combustion
Engine/
Transmission**

- Damaged engine and or ancillary components
- Oil or fluid leaks from the engine or hydraulic system due to damage
- Damage to the exhaust system
- Damaged or missing LP gas cylinder, mountings, hoses or covers
- Debris and foreign matter within the engine compartment
- Fuel or fluid system contamination
- Engine cooling system not functioning correctly due to debris or damage
- Transmission slipping, erratic gear or direction changing, or noisy faults caused by operator abuse

Brakes

- Brake system not operating correctly due to damage
- Missing parts or brake system components
- Damage to brakes systems caused by foreign matter or abuse



On-board Monitoring Systems

- Any damage as a result of abuse or misuse will be at the hirer's expense.
- Adjustments to alter settings or recalibration will be at the hirer's expense.
- Additional programming, tags, FOBs or other alterations will be at the hirer's expense.

Attachments

- Any damage to the attachment will be at the hirer's expense.
- Any attachment requiring recalibration will be at the hirer's expense, e.g. weight gauges.
- Any damage to the forklift as a result of fitting and operating of non-approved attachments or using the unit outside
- If its designed operating range or function will not be covered.

Operators Compartment

- Broken, bent or damaged hydraulic levers
- Display not working or with the glass badly scratched
- Switches and levers damaged or missing
- Deformation, deep scratches, holes, cracks or fractures in the dashboard
- Missing covers
- Strong discoloration due to oil, paint or chemicals
- Metal floor plate or anti-slip covering missing



Mast

- Damage to mast profiles and/or mast cross-members
- Damage to chains, chain anchors and mast rollers
- Damage to chains as a result of overloading, Shock loading, Impact or operation with an uneven surface
- Broken rollers e.g. due to lack of lubrication (indicator: excessive wear on the mast profiles)
- Damage to cylinder(s) and cylinder rods due to impact or abuse
- Hydraulic hoses torn off or hoses damaged due to impact or abuse



Tiller on Pedestrian Controlled Industrial Machines

- Cracks, damaged , deformation or broken parts
- Foreign parts attached to tiller or tiller handle



1.4 CUSTOMER RELATED REPAIRS

At all times, it will be at Adaptalift Group's discretion to repair or replace parts in relation to hirer damage.

If the repairs are not of an urgent nature, timing of the repairs will be negotiated to suit both Adaptalift Group and the hirer.

Repairs would expect to be carried out within 14 working days depending on parts availability.

All repairs to be paid by the hirer will be quoted first. Damage repairs require an authorised purchase order number prior to repair work commencing. Rent continues accruing (and being payable) whilst the damaged unit is being repaired (including any delay in issuing a purchase order). If you fail to issue a purchase order, Adaptalift may – but is not obliged to – elect to proceed with the repair and recover the cost from you as a debt due and payable

2 BATTERY AND CHARGER POLICY

2.1 HIRER'S RESPONSIBILITIES

Traction batteries have an expected operating life of five or more years and as such are expected to last at least a full five years. Failure before this period will be dealt with under warranty direct with the battery manufacturer unless the battery has been neglected or abused by the hirer and is deemed to be so by the battery manufacturer. If any warranty claim is denied, the full replacement cost of the battery will be passed onto the hirer.

As you are effectively buying a fuel supply five years in advance when your company accepts a Hire Agreement with Adaptalift Group, you accept the responsibility of the day-to-day maintenance of the traction battery and charging system unless other arrangements have been agreed upon.

Incorrect battery maintenance and usage will also cause failures in electrical componentry such as electronic modules, logic cards, drive, and hydraulic motors due to overheating. Failures of this nature will be classed as damage and charged to the hirer.

Battery replacement costs (where payable by the hirer) are not pro-rata'd.

2.2 BATTERY CHARGING OVERVIEW

- The battery must receive a full continuous eight-hour charge following the completion of its discharge cycle.
- This must be followed immediately by a cooling down period of at least four hours.
- The electrolyte levels must be maintained at the correct specification.
- Random (opportunity) charging will cause serious damage and therefore must be avoided.
- Operating the forklift with extreme levels of discharge will damage not only the battery but sensitive electronic componentry such as very expensive logic control cards.
- Refer to manufacturers' logbook for full procedure

2.3 ADAPTALIFT GROUP'S OBLIGATIONS

- Demonstrate and supply written instructions on how to charge and maintain traction batteries when each unit is delivered to the hirers' site.
- Advise on the safe location, care, and correct operation of the charger.
- Run additional battery training sessions or advice at any time during the Hire Agreement.
- Offer a battery maintenance service Hire Agreement to the hirer if the hirer wants to detach themselves from the responsibility of maintaining the batteries (at additional cost to the hirer).

2.4 HIRER'S OBLIGATIONS

- If, due to any change in operation, the forklifts are used in excess of the contracted Agreement, Adaptalift Group must be notified as soon as possible. A review will be required to determine whether a second battery, upgrading of the charger or additional equipment may be required. If Adaptalift Group is not notified, premature battery failure and additional costs will be passed onto the hirer.
- Battery maintenance must comply with all safety precautions as per manufacturers' procedures in logbook.
- To maintain the battery water levels at the correct levels as outlined in the instructions supplied.
- To fill the batteries with clean distilled water only after charging has been completed.
- To place the unit on charge when the discharge indicator indicates it is time to do so.
- To maintain a battery log indicating the specific gravity (Logbook supplied by Adaptalift Group).

- Not to opportunity charge (top up charging) over lunch time for example as the life of the battery is considerably reduced.

Damaged battery cables and/or plugs will be regarded as Customer damage as per the Fair Wear and Tear policy document.

In relation to the charger, damage to the charger leads, plugs amp meter, external switches and panels is the Customer's responsibility. Adaptalift Group's maintenance responsibility is only from the A.C. supply socket.

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I have read, understood, and agreed to this Fair Wear and Tear Policy and the Battery and Charger Policy.

Company Name _____ Site _____

Customer Signature _____ Date _____

Please Print Name _____

AAL Group Signature _____ Date _____

Please Print Name _____