

HELI

FORKLIFT TRUCK WARRANTY



ANHUI HELI CO., LTD.

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Anhui Heli Co., Ltd. (hereinafter referred to as AHHL) assures its products as follows:

Product warranty policy

G-series 1-46t Internal Combustion & Electric Forklift Truck Empty Container Handler and Reach Stacker	Note "column 1" in the list below	24 months or 4000 working hours
H-series & K-series 1-46t Internal Combustion & Electric Forklift Truck	Note "column 2" in the list below	12 months or 2000 working hours

- The warranty period specified from the date of delivery or working hours, which the former condition would meet the period of validity.
- The warranty period starts from the date of delivery to the end user.
- Equipment information should be offered to AHHL within 30 days after delivery as the warranty certification.

Warranty content

- If parts failed due to material or manufacturing defects and identified within the warranty period, the parts will be repaired or replaced by AHHL designated after-sales service agency for free. All defected parts that had been replaced belongs to AHHL.
- AHHL warrants the products quality itself only, other indirect losses, such as loss of goods, downtime loss, reputation loss, labor loss or equipment rental expenditures, etc are not covered by warranty.

Parts warranty period

The detail of specified parts warranty period is as follows:

System	Components	Column 1	Column 2
Main structural components	Chassis, overhead guard, counterbalance, oil tank, outer mast, middle mast, inner mast, fork carriage, instrument rack	24 months or 4000 working hours	12 months or 2000 working hours
Engine	Cylinder head, cylinder body, gear chamber, gear chamber cap, crankshaft, camshaft, connecting rod, oil pan, flywheel	24 months or 4000 working hours	12 months or 2000 working hours
	Crankshaft oil seal, fuel injection pump, generator, inlet & exhaust valves, oil pump, starter, water pump, carburetor, LPG unit, distributor, ECU, supercharger	12 months or 2000 working hours	12 months or 2000 working hours
Transmission system	Transmission housing, reduction box, gear box, differential, drive axle housing, steering axle body, half shaft, drive shaft, gear assembly	24 months or 4000 working hours	12 months or 2000 working hours
	Oil pump, torque converter, hydraulic clutch, inching valve, clutch, synchronizer assy, control valve, hub reduction gear, gear ring	12 months or 2000 working hours	12 months or 2000 working hours
Electrical elements	Lithium battery	5 years or 10000 working hours	
	Electronic controller, motor, instrument, lead-acid battery	24 months or 4000 working hours	12 months or 2000 working hours
	Starting battery, charger, electric control box, solenoid valves, accelerator, air conditioning compressor, heater, switches, harnesses, lamps (exclude bulbs)	12 months or 2000 working hours	12 months or 2000 working hours
Hydraulic system	Steering pump, control valve, gear pump, cylinders, flow regular, accumulator, hydraulic hose, steel pipe	12 months or 2000 working hours	12 months or 2000 working hours
Cooling system	Oil radiator, radiator, inter cooler, cooling hose	12 months or 2000 working hours	12 months or 2000 working hours
Brake system	Brake drum, brake valve, brake pump, brake steel pipe, vacuum booster, hand brake, accumulator, wheel brake assembly	12 months or 2000 working hours	12 months or 2000 working hours
Others	Rim, hub, muffler, steering wheel, steering column, chain, shafts, forks, hood and other metal sheet parts	12 months or 2000 working hours	12 months or 2000 working hours
The rest of parts which are not listed in the form	6 months or 1000 working hours		

Product improvement & update

For the sake of providing outstanding products, AHHL is constantly improving and updating the products, but this improving and updating service is not available for sold products, if customers need, please contact AHHL.

Warranty condition

- Customer must maintain AHHL products at AHHL or its authorized after-sales service agent's place. Customers with independent maintenance capabilities must be approved by Heli in writing before they can enjoy the warranty policy.
- During warranty period, the claims presented by the user should be provided with full information of equipment model, serial number, working hour by pictures, the user name, delivery date, working environment condition and detailed description of the fault in writing form. The implementation should be according to the requirements of the warranty process after the confirmation of AHHL.

The scope of exemption

- The equipment is used beyond the instruction within the Operation & Maintenance manual or the contract.
- No valid invoice or customer cannot prove purchased equipment is under warranty period.
- Purchased equipment has been notified for defects in writing.
- The timing device on the equipment is damaged and the timing data is not reported to AHHL in time or customer changed the timing data on purpose.
- Faults caused by following situations are not under warranty:
 - Lack of maintenance, improper maintenance or operation. Especially when the equipment is working in bad environment or working condition, such as casting factory, timber market, stone market, cement plant, and cold storage, etc. or improper selection of truck model, operation and maintenance, such as dust, debris entering into equipment and result in faults.
 - Damage caused by overload use.
 - Beyond equipment service condition, such as temperature, altitude, slope, magnetic field, dust, rain, chemicals or environmental pollution, resulting in equipment damage.
 - Damage caused by external impact, splash, accident or natural disaster.
 - Damage caused by improper handling or continued use after breakdown.
 - Without written authorization or approval by AHHL, customers made structural modification, adjustment, maintenance, disassembly and destruction of the original state of the equipment by themselves, such as installation of non-original designed spare parts of the forklift as well as attachments.
 - Damage caused by the use of products that do not match Heli forklift (such as charger, power battery, power lithium battery) and non-genuine Heli parts, like counterfeit oil, gas, coolant, electrolyte.
 - Normal appearance wear and color fading.
- The loss of oil, gas, brake fluid, coolant and electrolyte in various cases.
- Parts that can be repaired and restored by easy adjustment.
- Regularly changed maintenance parts advised in the Operation & Maintenance manual, such as (but not limited to) oil filters, air filters and so on.
- All normal inspection, maintenance, adjustment, such as (but not limited to) regular maintenance projects listed in the Operation & Maintenance manual, engine adjustment, cleaning of the fuel system, the inspection, maintenance, and adjustment of steering, brake, clutch and lifting system.
- The repairs caused by normal wear and tear, noise and vibration of the machine, or other normal aging, such as (but not limited to) tire, brake friction plate, hydraulic friction clutch, mechanical friction, engine belt, motor brushes, lamps, fuses, glass, accessories, cover, seal, cloth, low pressure rubber hose, paint and so on.

Other

- This warranty is applicable to products in overseas sales channels approved by AHHL.
- This version of warranty will be implemented from November 1st, 2020
- AHHL reserves the right of final interpretation.