



EP WARRANTY POLICY

EP 质保政策

2025

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EP Warranty Policy / EP 质保政策

Valid time: Oct 1st 2024 to Dec 31st 2025

有效时间： 2024.10.01-2025.12.31

The E-P Equipment Company maintains a liberal warranty program to insure ultimate customer satisfaction in the event of component failure. This program covers all of E-P's material handling equipment. The intent of this warranty manual is to set forth policy, procedures and limits of the program, and to expedite the proper handling of warranty claims. Your attention to the details of the program will assure resolution of warranty claims with a minimum expenditure of time and effort.

EP 提供宽松有效的质保条件以确保最终客户对零部件故障处理的满意度，对 EP 生产的所有的物料搬运设备有效。这份质保手册的意义是明确质保政策，流程和索赔范围，确保质保期内索赔的高效处理。请详细阅读该质保政策，以帮助我们以最短的时间有效处理索赔。

1、GENERAL WARRANTY POLICY PRINCIPLE FOR DEALER

VERY IMPROTANT:

< 1> To guarantee EP's warranty policy and provide better service to end user, all E-P authorized dealers are request to purchase initial stock parts according to E-P suggest parts list or at EP's description. The minimal annual spare parts purchase will be 4% of annual truck purchase value. For the dealers conform to the minimum spare parts stock requirements for existing models and any newly launching model, EP will be responsible for parts air freight if dealers urgently need parts but do not have in stock.

< 2> E-P will give credit to dealer for those stock parts used for warranty, with complete service paper work request to be return to EP. EP will no longer offer free parts (and shipment) while all parts are recommended to be purchased through EP on line system

www.ep-care.com. For Europe dealers, If the stock parts can not satisfy the warranty request, dealers can get warranty parts from EPEU to solve problem efficiently after approval by EP-CARE system, while shipping cost shall be responded by dealers.

< 3> All warranty claims must be filed through EP on line system www.ep-care.com with required information, or credit will not be issued. Once warranty approved, credit will be issued by financial department for the amount of parts used (with the parts value purchased from EP China). After warranty claim on the EP online system is approved, if dealers need to buy parts from TVH and other EP local companies for emergency application, EP will issue credit at the same cost as EP online system dealer cost.

< 4> For Dealers who's parts stock level is less than expected, EP will follow up with market survey to investigate dealers' after market performance, since providing full service to end user is one of the obligation of EP dealer.

总则:

1. 为了保证 EP 质保政策的实施同时能向终端客户提供更好的服务, 所有 EP 授权的代理商需要根据 EP 的建议购买一定量的初始零配件作为库存。库存配件的年度购买额最少应当不低于年度车辆购买额的 4%; 符合最低配件库存要求, 且在产品入市时按中力要求库存配件的, 如果有出现紧急配件无库存的, 由 EP 负责运费空运;
2. 若该零部件库存被用于质保期内的索赔, 代理商必须通过线上系统 www.ep-care.com 提交符合 EP 要求的、完整的服务资料来申请扣款。EP 不提供免费的零部件, 任何零部件的发运都只通过有价销售来进行。若欧洲区代理的库存配件不能满足索赔需求, 可在审核通过后, 由中力欧洲分公司发送配件到代理处, 提升服务效率, 运费客户自理;
3. 所有的质保期索赔都需要通过线上系统 www.ep-care.com 填写提交。一旦审批完成, 财务部会给予扣款发票 (零件价格以从 EP 购买价格为准)。此外, 提交索赔并通过后, 如

果因急用从 TVH 和 EP 当地分公司购买配件的，按照在 www.ep-care.com 上直接购买配件的价格予以 credit。

4. 对终端客户提供完整的服务是代理商的义务之一，如果代理商的零部件库存水平未达到预期的，EP 会通过市场调查来确认代理商的售后资质。

Warranty Principles:

E-P Equipment only provides warranty for equipment failure caused by original quality problem, and only extend to the original purchaser.

Any warranty policy from E-P is not available for but not limited to any of the following:

- < 1> Warranty claim report not being filed through on line system
- < 2> Equipment modified or design changed or parts replaced not approved by E-P
- < 3> Equipment being used in improper environment, such as cold storage area (except those with cold storage protection), overheating area, dusty area, moisture area, etc.
- < 4> Equipment damaged by improper storage / using or accident.
- < 5> Equipment used beyond rated capacity.
- < 6> Equipment not be provided by proper maintenance.
- < 7> Failure to follow operation manual instruction.
- < 8> Painting scratch and other damages caused by shipping is not included in warranty policy, should declare to insurance company as soon as container unload, with enough evidence.

索赔原则:

EP 只针对由原始出厂质量问题引起的设备故障提供质保索赔，并且只针对最初的买家。

EP 所有的质保政策不适用于（但不仅限）下列情况：

1. 未通过在线系统提交的质保索赔；
2. 未通过 EP 批准的设备或设计更改，或未经允许的零部件更换；

3. 在不当的环境中使用设备，比如冷藏（适用于冷藏的设备除外）、高温、尘土和潮湿的环境中等等；
4. 由不当的存储、使用或意外导致的设备损坏；
5. 使用设备超过设计载荷；
6. 设备未得到妥善维保；
7. 未遵守操作手册；
8. 表面划痕或者其他由运输引起的损坏不包含在质保协议中，需代理商在卸货后尽快提交证据由保险公司处理。

2、E-P WARRANTY FOR TRUCKS:

< 1> Warranty for truck is parts credit only. See detail warranty parts and valid time under each equipment warranty.

< 2> Any warranty parts credit is provided by EP as EX WORK value.

Warranty time start:

Start from the day firstly shipped from E-P Factories.

整机质保政策

1. 整机的质保仅针对零部件。详情请见下列不同车型下，保修的部件和保修时间。
2. 车辆质保零件的价格以 EP 的出厂价计算。

质保期开始时间：质保期由 EP 工厂出厂发运时间开始计算。

2.1 Warranty due to shipment:

If it is found that the shipment has been damaged in transit, please do not return it to us, but notify and file a claim with the carrier and take necessary picture evidence, to reserve the right claim to insurance company at once. Failure to follow this procedure will result in refusal by the carrier to honor any claims with a consequent loss to the consumer.

如果货物在运输中损坏，请不要退回给我们。而是保留足够的照片作为证据，尽快通知并且向承运商提出索赔，并保留向保险公司索赔的权利。如不遵守以上操作程序，将导致承运人拒绝向消费者提供任何索赔。

2.2 Warranty parts return:

- < 1> Please do not send defective parts back to EP unless you be requested to do.
- < 2> Certain defective parts must be returned as precondition of getting credit, such as electric controllers which should not be opened before return back, electric motor, charger, electric instrument, internal combustion engine etc. In either case not returning or being

opened, EP will not issue warranty credit.

< 3> Warranty credit will not be issued to dealers if request defective parts not be sent back to E-P within 30days of the application date.

< 4> You will not receive credit if the defective parts to be determined damaging by improper operation.

质保期内零件退回:

1. 除非 EP 要求, 请不要退回问题部件给 EP。
2. 作为退款的前提条件, 某一些问题部件必须退回 EP。例如控制器, 退回前不能被打开。
另外还有马达、充电机、电气元件、内燃机等等。在任何情况下, 这些部件若不退回或者被打开过, EP 不会予以开具扣款发票。
3. 被要求退回的问题零件需要在自提交申请之日起的 30 天内退回 EP, 超过时间, EP 将不会开具扣款发票

如果有问题的部件最终确认因操作不当而损坏, 您将无法获得扣款。

2.3 Changes and improvement:

E-P is constantly striving to improve its products. Changes in design and improvement will be made whenever the efficiency of its products is improved thereby, but without incurring any obligation to incorporate such improvements in any products which have been shipped or are in service.

Above warranty only provide for E-P authorized Dealers

变更和改进

EP 一直在努力持续改进产品。当产品的效率能够得到改善, 设计变化和改进就会持续发生, 但是 EP 没有任何义务将这些改进增加到已经装运或服务中的产品中。

以上质保政策仅适用于 EP 授权的代理商。

3、E-P WARRANTY PERIOD / EP 质保期:

A. Manual Handling Equipment

WARRANTY TIME PERIODS

<1> 12 months: Hydraulic Pump, Chassis and axle, for all model manual pallet jack and other manual equipment

手动搬运设备质保期

<1> 12 个月：液压泵、底盘、车轴，适用于所有的手动搬运车和其他手动设备

B. Electric lift-Manual push (or Manual lift-Electric push) handling Equipment

WARRANTY TIME PERIODS

<1> 12 months: Chassis, Frame, Hydraulic pump, Motor (except brushes), Battery (only single cell of the battery can be claimed.), charger and Axles.

电动起升-手动搬运（手动起升-电动搬运）设备质保期

<1> 12 个月： 底盘、车架、液压泵、马达（除碳刷）、电池（仅单体电池可以要求索赔）、充电机和车轴等。

C. CLASS III Electric Warehouse Equipment (Except F series)

Note: the operating hour of the claim equipment must be provided

WARRANTY TIME PERIODS

<1> 24 months or 2,000 hours operation whichever comes first:

- Weldments、Castings、Mast
- Drive motor (except brushes)、Steering motor (except brushes)、Lift motor (except brushes)
- Transmission、Gear pump、Multiple unit valve body

<2> 12 months or 1000 hours operation whichever comes first:

- Controller、Charger、Brake (except brushes)

- Oil tank、Multiple unit valve elements (Safety valve、Solenoid valve、check valve)、Oil seal and o-ring etc. sealing parts、Hydraulic hoses、Hydraulic cylinders
- Lead-acid Battery (only single cell of the battery can be claimed.)、Wiring harnesses etc.

<3> 3 months/ or 200 hours whichever comes first:

- Connectors、Light、Warning light、Horn、Beeper.

<4> Lithium-ion battery warranty period for Class III trucks (Except F series)

24 months or 2,000 hours whichever expires first.

CLASSIII 电动仓储车质保期 (F 系列除外)

备注：索赔设备的使用时间必须提供

1. 24 个月或者 2000 小时使用时间，以先到为准：焊接件、铸件、驱动马达（除碳刷）、传动装置、转向电机（除碳刷）、起升马达（除碳刷）、齿轮泵、多路阀阀体、门架。
2. 12 个月或者 1000 小时操作时间，以先到为准：制动器（除摩擦片）、油箱、多路阀组件（泄压阀、单向阀、电磁阀）、油封和 O 型圈等密封件、液压软管、液压油缸、铅酸电池（仅单体电池可以索赔）、控制器、充电机、线束、其余电气部件等。
3. 3 个月或者 200 小时操作时间，以先到为准：接插件、灯、警报器、喇叭、蜂鸣器。
4. 锂电池质保期： 24 个月或者 2000 小时使用时间，以先到为准

D. F Series Self Propelled Electric Warehouse Equipment

WARRANTY TIME PERIODS

<1> 12 months or 1000 hours operation whichever comes first

F 系列电动仓储车质保期

<1> 12 个月或者 1000 小时操作时间，以先到为准

E. CLASS I Electric Forklift Trucks

Note: the operating hour of the claim trucks must be provided

WARRANTY TIME PERIODS

<1> 36 month or 3,000 hours (which come first) :

- Drive motor (except brushes), Steering motor (except brushes), Lift motor (except brushes),
- Transmission, Truck frame and Chassis, Weldments, Castings and mast frame
- Controller

<2> 24months or 2,000 hours (which come first):

- Charger
- Drive axle assembly, Steer axle assembly, Gear pump

<3> 12months or 1,000 hours (which come first):

- Accelerator, Wiring harnesses, Lead acid Battery (only single cell of the battery can be claimed.)
- Brake (except brushes), Hub assembly, Multiple unit valve(Body、 Safety valve、 Solenoid valve、 check valve)
- Hydraulic Cylinder, Oil seal and o-ring etc. sealing parts
Etc. originally incorporated in the said E-P product provided.

< 4> Lithium-ion battery warranty period for Class I trucks

- 84 months or 10,000 hours whichever expires first: Battery modules ;
- 24 months or 2,000 hours whichever expires first: BMS board, fan, display, button switch, current sensor, thermal sensor , voltage sensor, wire harness and connector;

(The product purchased before 2025.01.01, still use the warranty policy of the date of purchase)

CLASS I 电动叉车质保期

备注：索赔车辆的操作时间必须提供

<1> 36 个月或者 3000 小时操作时间，以先到为准

- 驱动马达（除碳刷外）、转向马达（除碳刷外）、液压马达（除碳刷外）
- 传动装置、车架及底盘、焊接件、铸件、初始装在 EP 产品上的门架
- 控制器

<2> 24 个月或者 2000 小时操作时间，以先到为准

- 充电机
- 驱动桥组件、转向桥组件、毂组件、齿轮泵

<3> 12 个月或者 1000 小时操作时间，以先到为准

- 加速器、电缆\线束、铅酸电瓶（仅单体电池可以索赔）
- 制动器（除摩擦片）、制动泵总成、多路阀组件（泄压阀、单向阀、电磁阀）
- 油封和 O 型圈等密封件、液压软管、液压油缸

等等初始装在 EP 产品上的部套件

<4> CLASSI 电动叉车-锂电池质保期

- 84 个月或者 10000 小时操作时间，以先到为准：电瓶模组/单体电芯
- 24 个月或 2000 小时操作时间，以先到为准：BMS 板，风扇，仪表，按钮开关，电流传感器，电压传感器，温度传感器，线束和接插件

(2025 年 1 月 1 号之前购买的产品，仍旧使用购买时对应的质保政策)

F. CLASS II Electric Trucks

Note: the operating hour of the claim trucks must be provided

WARRANTY TIME PERIODS

<1> 24 month or 2,000 hours (which come first) whichever comes first:

- Drive motor (except brushes)、Steering motor (except brushes)、Lift motor (except brushes)
- Transmission、Truck frame and Chassis、Weldments、Castings and mast frame
- Drive axle assembly、Steer axle assembly、Gear pump、Hub assembly

<2> 12months or 1,000 hours (which come first):

- Charger、Controller、Accelerator、Brake (except brushers)
- Wiring harnesses、Lead acid Battery (only single cell of the battery can be claimed.)
- Multiple unit valve(Body、Safety valve、Solenoid valve、check valve)、Hydraulic Cylinder、Oil seal and o-ring etc. sealing parts

Etc. originally incorporated in the said E-P product provided.

<3> 3 months/ or 200 hours (which come first):

- Connectors、Light、Warning light、Horn、Beeper.

<4> Lithium-ion battery warranty period for Class II trucks

<1> CLASSII trucks (except JX series) :

60 months or 10,000 hours whichever expires first: Battery cells ;

24 months or 2,000 hours whichever expires first: BMS board, fan, display, button switch, current sensor, thermal sensor , voltage sensor, wire harness and connector;

<2> JX Series trucks:

36 months or 3,000 hours whichever expires first: Battery cells ;

24 months or 2,000 hours whichever expires first: BMS board, fan, display, button switch, current sensor, thermal sensor , voltage sensor, wire harness and connector;

(The product purchased before 2025.01.01, still use the warranty policy of the date of purchase)

CLASS II 产品质保期

备注：索赔车辆的操作时间必须提供

<1> 24 个月或者 2000 小时操作时间，以先到为准

- 驱动马达（除碳刷外）、转向马达（除碳刷外）、液压马达（除碳刷外）
- 传动装置、车架及底盘、焊接件、铸件、初始装在 EP 产品上的门架
- 驱动桥组件、转向桥组件、毂组件、齿轮泵

<3> 12 个月或者 1000 小时操作时间，以先到为准

- 控制器、充电机
- 加速器、电缆\线束、铅酸电瓶（仅单体电池可以索赔）
- 制动器（除摩擦片）、制动泵总成、多路阀组件（泄压阀、单向阀、电磁阀）
- 油封和 O 型圈等密封件、液压软管、液压油缸

等等初始装在 EP 产品上的部套件

<4> CLASSII 锂电池质保期

1. II 类车辆 (JX 系列除外)：60 个月或 10000 小时操作时间，以先到为准，提供电瓶电芯质保；24 个月或 2000 小时操作时间，以先到为准，提供 BMS 板，风扇，仪表，按钮开关，电流传感器，电压传感器，温度传感器，线束和接插件 质保
2. JX 系列车辆：36 个月或 3,000 小时操作时间，以先到为准，提供电瓶电芯质保；24 个月或 2000 小时操作时间，以先到为准，提供 BMS 板，风扇，仪表，按钮开关，电流传感器，电压传感器，温度传感器，线束和接插件 质保

(2025 年 1 月 1 号之前购买的产品，仍旧使用购买时对应的质保政策)

G. CLASS V Diesel Forklift Trucks

Note: the operating hour of the claim trucks must be provided

WARRANTY TIME PERIODS

<1> 24 month or 2,000 hours (which come first) whichever comes first:

- Engine (except internal parts, start motor and alternator)
- Hydraulic Pump, Multiple unit valve body、Transmission, Torque converter, Rim, Drive axle assembly, Steer axle assembly, Brake drum (except brushers) and Hub assembly
- Frame and Chassis, Weldments, Castings or mast frame originally incorporated in the said E-P product provided.

<2> 12months or 1,000 hours (which come first):

- Start motor and alternator of engine、Brake pedal、Steering wheel、Brake(except brushers)、Mast brake assembly、Multiple unit valve elements (Safety valve、Solenoid valve、check valve)
- Accelerator pedal、Oil seal and o-ring etc. sealing parts、Battery (only single cell of the battery can be claimed.)、Controller、Wiring harnesses
- Hydraulic hoses、Hydraulic cylinders etc.

<3> 3 months/ or 200 hours whichever comes first: Connectors、Light、Warning light、Horn、Beeper.

CLASS V 内燃叉车质保期

备注：索赔车辆的操作时间必须提供

1. 24 个月或者 2000 小时操作时间，以先到为准。

V 类车：发动机(除内部部件、启动马达和发电机外)、齿轮泵、多路阀阀体、传动装置、液力变矩器、轮辋、驱动桥组件、转向桥组件、制动鼓(除摩擦片)、毂组件、车架及底盘、焊接件、铸件、初始装在 EP 产品上的门架。

I、II 类车辆：驱动马达(除碳刷外)、传动装置、转向马达(除碳刷外)、液压马达(除碳刷外)、齿轮泵、多路阀阀体、制动鼓(除摩擦片)、驱动桥组件、转向桥组件、毂组件、车架及底盘、焊接件、铸件、初始装在 EP 产品上的门架。

2. 12 个月或者 1000 小时操作时间，以先到为准。

I、II、V 类车辆：启动马达和发电机、油门踏板、刹车踏板、方向盘、制动器（除摩擦片）、制动泵总成、多路阀组件（泄压阀、单向阀、电磁阀）、油封和 O 型圈等密封件、液压软管、液压油缸、电池（仅单体电池可以索赔）、充电机、控制器、线束、其余电气部件等。

3 个月或者 200 小时，以先到为准。接插件、灯、警报器、喇叭、蜂鸣器。

H. AGV Equipment

Note: the operating hour of the claim equipment must be provided

WARRANTY TIME PERIODS

<1> 24 months or 2,000 hours operation whichever comes first:

- Weldments、Castings、Mast
- Drive motor (except brushes)、Steering motor (except brushes)、Lift motor (except brushes)
- Transmission、Gear pump、Multiple unit valve body

<2> 12 months or 1000 hours operation whichever comes first:

- AGV parts: radar、sensor、control board、camera、display
- Controller、Charger、Brake (except brushes)
- Oil tank、Multiple unit valve elements (Safety valve、Solenoid valve、check valve)、Oil seal and o-ring etc. sealing parts、Hydraulic hoses、Hydraulic cylinders
- Lead-acid Battery (only single cell of the battery can be claimed.)、Wiring harnesses etc.

<3> 3 months/ or 200 hours whichever comes first:

- Connectors、Light、Warning light、Horn、Beeper.

<4> Lithium-ion battery warranty period

24 months or 2,000 hours whichever expires first.

AGV 设备质保期

备注：索赔设备的使用时间必须提供

1. 24 个月或者 2000 小时使用时间，以先到为准：焊接件、铸件、驱动马达（除碳刷）、传动装置、转向电机（除碳刷）、起升马达（除碳刷）、齿轮泵、多路阀阀体、门架。
2. 12 个月或者 1000 小时操作时间，以先到为准：AGV 部套件（雷达、激光、传感器、主控板、照相机、仪表）、制动器（除摩擦片）、油箱、多路阀组件（泄压阀、单向阀、电磁阀）、油封和 O 型圈等密封件、液压软管、液压油缸、铅酸电池（仅单体电池可以索赔）、控制器、充电机、线束、其余电气部件等。
3. 3 个月或者 200 小时操作时间，以先到为准：接插件、灯、警报器、喇叭、蜂鸣器。
4. 锂电池质保期： 24 个月或者 2000 小时使用时间，以先到为准

However, for all equipment, there's no warranty period for the following parts, unless problem is found when first shipment received.

<1> Parts and accessories of engine

<2> Easy wear parts such as tyre, wheel, roller, brake shoe etc.

<3> Plastic parts such as cover、plate, fuse or hardware such as bolt, screw, washer, etc.

<4> Fuels, Engine oil, Transmission oil, Gear oil, Anti-freezing fluid, Brake fluid, Hydraulic oil, Grease, Electrolyte, etc.

<5> Air Filters, Engine oil filters, Fuel filters, Transmission oil filters, Hydraulic oil filters, etc.

以下易损部件无质保期（针对所有类别整机），除非问题在到货时即发现。

易损件如下：

- 1) 发动机内零部件和附件
- 2) 磨损件：轮胎、轮子、门架滚轮、滚轮、制动器刹车蹄片、马达碳刷
- 3) 塑料件如外罩、盖板等、保险丝，五金件如螺栓、螺钉、垫圈等等
- 4) 油液类：燃油、机油、传动油、齿轮油、冷却液、制动液、液压油、润滑脂 电解液等油液
- 5) 过滤器类:空气滤清器、机油滤清器、燃油滤清器、传动油滤清器、液压油滤清器等

4、WARRANTY FOR EP GENUINE PARTS PURCHASED:

For wrong shipment, file claims through on line system www.ep-care.com to get credit approval by financial department, claims must be filed within 30days after receiving.

1) Most EP genuine parts guarantee 12month warranty period from the date shipped from EP factory.

2) Lithium-ion battery warranty time periods are:

-- 12months for F series lithium-ion battery

-- 24 months (CLASS III warehouse trucks except F series) ,

-- 60 months for battery cell and 24 months for other electrical parts (CLASS I、II trucks),

-- 36 months for battery cell and 24 months for other electrical parts (JX series);

During warranty period, the lithium-ion battery store、maintenance、transport etc. must meet EP's lithium-ion battery manual requirements.

Easy wear parts guarantee 6month warranty period such as tyre, wheel, seal, hose, roller, brake shoe, lamp, alarm, horn, beeper, fuse or hardware such as bolt, screw, washer, etc,

EP 原装配件质保期

对于发错的零件，需要在线上 www.ep-care.com 提交申请（收货后 30 日之内），通过后财务部门会开具扣款发票。

1) 大部分 EP 原装配件有 12 个月的质保期（从工厂发货之日起计算）。

2) 锂电池质保时间为

-- 12 个月（F 系列仓储车辆）

-- 24 个月（III 类仓储车辆，除了 F 系列）

-- 60 个月电瓶电芯质保和 24 个月的电气件质保（I、II 类车辆，除了 JX 系列外），

-- 36 个月电瓶电芯质保和 24 个月的电气件质保（JX 系列）

质保期间锂电池库存、保养、运输等须符合中力公司锂电池使用保养说明书上的规定，否则不予理赔。

易损件有 6 个月的质保期，如轮胎、轮子、密封圈、油管、滚轮、制动器刹车片、灯、警报器、喇叭、蜂鸣器、保险丝，五金件如螺栓、螺钉、垫圈等等。

5、COMMUNICATION CHANNELS

For truck and Spare parts warranty claim process:

Warranty (Warranty@ep-ep.com)

For any complaints related to warranty & technical support&Spare Parts, please contact:

Keven (Keven@ep-ep.com)

Warranty Correspondence:

Currently the preferred format for contact is E-Mail and WECHAT

Company Address:

EP Equipment Co.,Ltd

No.121, Yonghua Street | Shiqiao Road, Gongshu District | Hangzhou 310022 |
China