

Linde Material Handling

Linde



YOU'VE HIRED PEACE OF MIND

Your guide to our smooth hire process

 Rental Solutions

Contact and Enquiries



How to get in touch with your regional contact

To get in touch with us, please call 0845 608 5000, then select the option for "rental". Just enter your local dialing code to be put through to your local contact. You can also contact your dedicated rental controller by email (check your email correspondence for the relevant contact details).

What are our normal operating hours?

We are open from Monday to Friday 08:00 - 17:00 (except for bank holidays). If you require a service or breakdown call-out outside of these hours you will be diverted to the out-of-hours team, who will be happy to help.



How to raise a query or complaint

If you have any queries or complaints, please contact your dedicated rental controller in the first instance. We promise to resolve all queries as efficiently and fairly as possible. If you are not happy with the way your query has been handled, please contact feedback@linde-mh.co.uk for your query to be escalated to senior management.

Delivery, Service and Breakdown

Prior to delivery

You will receive a notification from our transport team to let you know when your equipment will be delivered. If your plans have changed and you are not able to accept delivery, please let us know as soon as possible.



What is included? (LOLER, maintenance, tyres etc.)

For your peace of mind, your short term rental equipment includes: service & maintenance, thorough examinations (LOLER), repairs that arise from wear and tear, and one full set of tyres per year unless damage or excessive wear and tear.

For electric equipment, the batteries and chargers are also included. For an additional charge, we can also organise additional batteries, chargers and ancillaries. Please refer to our Term & Conditions for more information on inclusions and exclusions.

How to report a breakdown or damage

To report a breakdown or damage, please call 0845 608 5000 and select the option for "service" and follow the service options.

Alternatively, enter your local dialing code to be put through to your local contact. Please have the equipment serial number to hand, so that our service team can quickly deal with your enquiry.

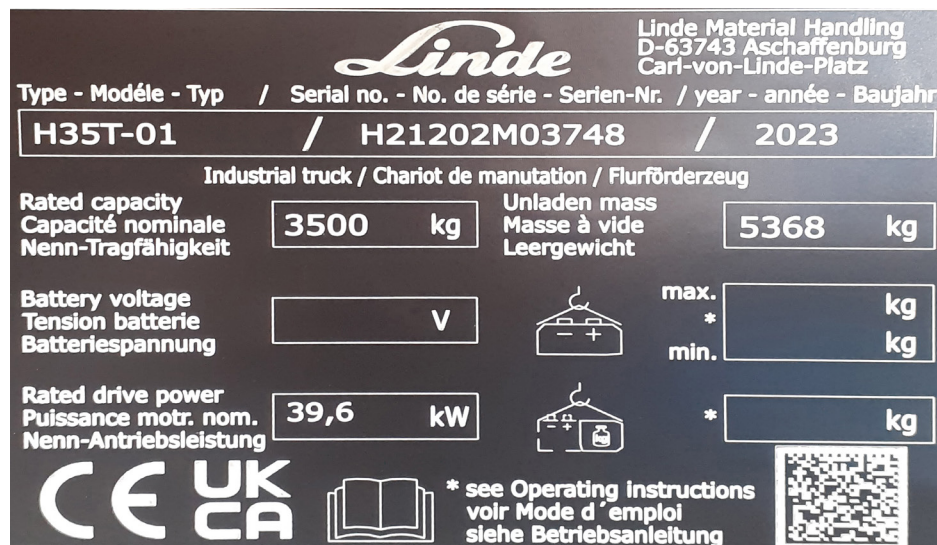
Fuel

All diesel equipment is delivered with a full tank of fuel. All gas equipment will be delivered with either one or two bottles of LPG (depending on the size of the equipment).

What to do if you lose a key

If you lose your key, forget your truck access code, or are unable to start your truck for any other reason please call your local service team as above.

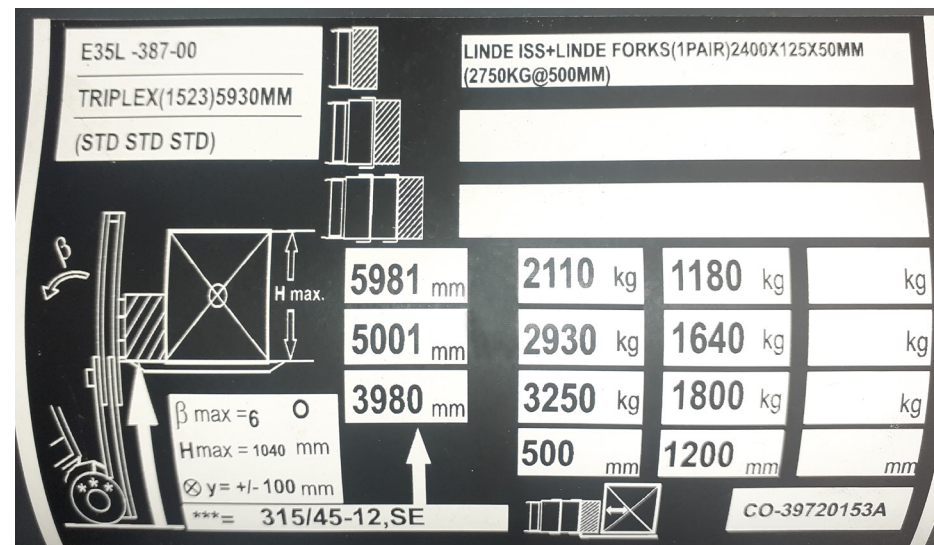
Familiarisation: Serial number and deration plate



How to locate the serial number

Every Linde truck will have its own serial number which identifies the truck.

Please familiarise yourself with the serial number, as you will need this to report any issues with the equipment. The serial number plate will be secured to the truck and look like the image above.



How to locate the deration plate

When an attachment is fitted to a forklift truck, the nominal capacity of the truck is reduced.

Your rental expert will ask you for information regarding the load you are handling, attachment and application. We then use this information to calculate the residual capacity of the truck, and issue a "deration plate". The deration plate will be secured to the truck and look like the image above.

Familiarisation: Battery maintenance and charging

Electric trucks (lead acid batteries)

- Lead acid batteries are the most common types of battery in the market at present
- Never discharge a lead acid battery below 20% as this will damage the batteries!
- Always fully recharge the batteries (generally 6 – 12 hours depending on the battery size and charger type)
- The electrolytes in each battery cell need to be kept to a level just above the lead plates. This means you will need to periodically “top-up” the cells with de-ionised water. Be careful not to overfill, as this could spill and cause damage.
- All Linde electric trucks will be provided with a charger, which will need to be wired into the mains by an electrician.
- Please note that it is the responsibility of the hirer to ensure the batteries are charged and maintained correctly. For more advice on battery charging and maintenance, please refer to the operator manual or contact your rental expert.



Electric trucks (Li-ION batteries)

- Linde can also provide electric trucks with “Li-ION” battery technology.
- With Li-ION batteries, you can carry out opportunity charging, which means you can charge the batteries at any time, for any length of time and it won't cause damage.
- Li-ION batteries can be discharged to 5% before they need to be charged.
- Li-ION batteries are emission-free and do not require any battery maintenance or “topping”.
- Each Li-ION truck comes with its own dedicated charger, so it's very important that only that charger is used (and returned!)



Off-hire and Collections

How to off-hire equipment

We recommend that any equipment is off-hired by email.

Please contact your dedicated rental controller who will organise your off-hire and collection.

How to get ready for a collection

Following your request to off-hire equipment, we will advise you of the collection date. This will also be confirmed in writing with further instructions.

Please ensure any chargers are disconnected and placed on the forks ready for collection, as without these additional costs may be incurred.

If the truck is not in operation for any reason and cannot be driven onto a collection lorry, please inform us as soon as possible so that we can make alternative arrangements for the collection.



Return condition

We kindly request that you take great care of our equipment. If the equipment is damaged, please report it to us as soon as possible. We also request for our equipment to be washed down before collection, to avoid any contamination or cleaning charges.

Off-hire inspection

If the equipment has been on hire for three months or longer, we will undertake an on-site off-hire inspection. For hires less than three months, we will undertake the off-hire inspection on our premises. In both cases, any reports of damage will be communicated to you as soon as possible.

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hire@linde-mh.co.uk

www.linde-mh.co.uk

