Factory warranty & warranty options CLARK Europe 2026

(Extended warranty on optional basis only for all member states of the European Union (excluding Germany) and the United Kingdom

Warranty type	Warranty Option *2	Months	Months	Months	Months	Months
	Part Number	12	24	36	48	60
STD - Warranty Conditions for new Warehouse Equipment Pallet & Stacker Trucks & Order Picker *3		Factory warranty on spare parts 12 m or 2000 hrs*1				
STD-Warranty LWio15 Warehouse model Pallet Truck		Factory warranty on spare parts 12 m or 2000 hrs*1				
STD-Warranty Warehouse models *4 Pallet & Stacker Trucks (without LWio15)		Factory full warranty 12 m or 2000 hrs*1				
Warranty option 24 Warehouse models *4 Pallet & Stacker Trucks	4583839_24	Factory full warranty 12 m or 2000 hrs*1	+ Warranty option (full warranty) 12 m or 2000 hrs*1 = Warranty period (fw) 24 m or 4000 hrs*1			
STD-Warranty Counterbalance trucks Reach Trucks & Tow Tractors		Factory full warranty 12 m or 2000 hrs*1	+ Extended factory warranty for major components 24 m or 3000 hrs*1 = Warranty period (mc) 36 m or 5000 hrs*1			
Warranty option 48 Counterbalance trucks Reach Trucks & Tow Tractors	4583839_48	Factory full warranty 12 m or 2000 hrs*1	+ Warranty option (full warranty) 36 m or 6000 hrs*1 = warranty period (fw) 48 m or 8000 hrs*1			
Warranty option 60 Counterbalance trucks Reach Trucks & Tow Tractors	4583839_60	Factory full warranty 12 m or 2000 hrs*1	+ Warranty option (full warranty) 48 m or 8000 hrs*1 = warranty period (fw) 60 m or 10000 hrs*1			

***1 Whatever occurs first** ***2 Warranty Option Part Number to be specified according attached list**

***3 see below: Warranty Conditions for new Warehouse Equipment**

***4 Valid for: WPio15/18, PWio20, WPX20, PPXS20, PPFX20 , WS10Mi, WS12/WS12M , SWX12/16/16i , PSX16, WSXD20, COP1**

General Conditions	**Warranty Option** Conditions
- CLARK original spare parts	- An excess of 250 EUR / 185 GBP is to be paid for each Warranty Option claim
- Working time in accordance with STD (Standard Times Guide) max. 1 hour trouble schooting, not available for LWio15 -Transport costs for pick up and return transport are reimbursed up to a maximum of €300. (150€ per transport)	- Modification and attachments, not included in the scope of delivery cannot be covered by Warranty Option. Also excluded are batteries.
- 1 hour of travel time, not available for LWio15	- Warranty options are not available for WPio12 or LWio15

Warranty Conditions for new Warehouse Equipment	
Models	ELP15, BPT15, WLE20, WEP20, RPE20
	BST12, BST12i, WSE16, WSE16i, RSE16
	MPT03
Warranty Period	12 month or 2000 hours
Labour Time	warranty covers spare parts only, labour costs are not reimbursed
Travel Time	travel time is not paid
Transport	Transport costs for both outward and return trips will be reimbursed up to a maximum of €300. (€150 per trip)
	no transport costs will be reimbursed for the ELP15, BPT15, WLE20, WEP20 and RPE20 series

Extended Factory Warranty	
Major Components	**Excluded Components**
Internal combustion trucks:	
Engine	Fuel injection pump, fuel pump, water pump, fan, starter, alternator,
Transmission, drive axle	Filter, brake assemblies , clutch discs, transmission control valve
Electric trucks and tow tractors:	
All electric motors	Brushes
Controller	Brake assemblies (brake discs, brake cylinder)
Drive axle, wheel drive	Display
Contactor	Contactor tips

Warranty Conditions for Traction Batteries
For **Lithium Batteries** **A.** For batteries with capacity≦**100AH**, Clark provides: - 24 months or 2,000 hours, whichever comes first, for the battery cell - 24 months on other components. **B.** For batteries with capacity from **100Ah** to **560Ah**, Clark provides: - 60 months or 10,000 hours,which comes first, for the battery cell - 24 months on other components. **The dealer is obliged to enter the serial number of the battery and charger on the incoming inspection report.** **If the battery or charger cannot be clearly assigned to a vehicle, warranty can no longer be provided.**
For **Lead-Acid Batteries** - 24 months

Warranty Conditions for Charger	
onboard Charger	- 24 months
external Charger	- 24 months for conventional Charger - 24 months for HF Charger

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