



杭叉出口产品质保手册

Warranty Service Manual of HANGCHA Exported Trucks

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前言 Preface

本手册包含出口设备质保政策和流程的相关内容，旨在为杭叉的海外用户及合作伙伴提供清晰的说明与索引，从而提高售后问题的处理效率。

This manual contains warranty policies and procedures of HANGCHA exported products, it is intended to be a guide to HANGCHA users or business partners when handling after sales issues. The main objective of this manual is for ensuring best customer satisficing.

本文件有效期：自 2025-10-01 日(含) 销售的设备有效

Valid: for all products sold from 2025-10-01 .

术语 Glossary

杭叉代表杭叉集团股份有限公司

HANGCHA means HANGCHA group Co., Ltd.

1 类车/Class I：电动平衡重叉车 Electric Counter Balanced Forklift

2 类车/Class II：窄通道叉车 Narrow Aisle Truck

3 类车/Class III: 仓储设备 Warehouse Equipment

4&5 类车/Class IV & V：内燃平衡重叉车 IC Counter Balanced Forklift

6 类车/Class VI: 牵引车 Tow Truck

7 类车/Class VII: 越野车 Rough terrain forklift

8 类车/Class VIII: 手动/半电动搬运车&升降平台 Hand/semi Electric Truck & Aerial Working Equipment

9 类车/Class IX: 特种叉车&AGV Specialty Equipment and AGV

重装设备/Heavy Duty Machine: 10 吨以上叉车、集装箱正面吊及空箱堆高机
Forklift Capacity over 10T, Reach stacker & Empty Container Stacker

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第一部分 杭叉的质保理念

Section 1. HANGCHA Warranty Philosophy

杭叉承诺：如其出口产品在最终用户的正常使用过程中，经杭叉确认由于制造或材料不良等原因发生故障的任何零、部件都将免费提供更换件。

It is guaranteed that free parts will offered by HANGCHA to any defective of HANGCHA exported products which proved to be defective in materials or workmanship within the allocated warranty period.

杭叉力争提供快捷、准确、有效的质保服务方案，以达到以下三个目标：

1. 确保在最短时间内将设备恢复至正常工作状态，减少用户损失；
2. 收集产品质量改进信息，从而提升产品品质；
3. 协助杭叉合作伙伴，促进产品销售。

Quick, accurate and efficient warranty service is supposed to be provided for achieving the main objectives.

1. To ensure the machines back to service in the shortest time.
2. To get feedback of HANGCHA products and make improvements.
3. To support HANGCHA partners to get sales at every opportunity given.

下文将详细介绍杭叉质保政策的具体条款，以确保为用户或杭叉的合作伙伴提供高效的质保服务。

The coming parts of manual are related to the detailed guidelines and expectations to ensure smooth warranty service for HANGCHA users and business partners.

第二部分 杭叉的质保政策

Section 2. HANGCHA Warranty Guidelines

基本条件 Basic Condition

本保证仅对产品有效，对由以下情况引起的损害，将不负任何责任：无法使用产品所引起利益上的损失或成本费用的超支或业务上的损害或商业、财务信誉受损及其他等损害。

This warranty is available on the products defective only. HANGCHA is not deemed to be responsible for the loss as the consequence of the products defective, such expenses include but not limited to: profit loss, cost loss, sales loss, business and financial reputation loss as well as other losses.

1. 质保期限 Guarantee Period

杭叉对其所生产的下述产品提供质保，起算日期为质保注册日期（见发票之日），但下述第 3,第 4 情况下产生的质量问题的零部件除外。

注：质保注册日期最长不超过自提单日起的三个月。

HANGCHA provides warranty to the below listed products, the warranty period is counted from the date of warranty registration date (date of invoice to the user), but parts in Clause 3 & 4 are excluded.

Note, Registration date should be in 3 months counted from B/L date.

车型 Model	质保期（先到为准） Warranty period (whichever occurs first)
1-10 吨 1 类车/Class I 1-10T	24 months / 2000 hours
2 类车/Class II	24 months / 2000 hours
3 类车/Class III	12 months / 2000 hours
1-10 吨 4&5 类车/Class IV & V 1-10T	24 months / 2000 hours
6 类车/ Class VI	12 months / 2000 hours
7 类车-越野车/Class VII – Rough Terrian	24 months / 2000 hours
电动平板车/Electric Platform Trailer	24 months / 2000 hours
8 类车/ Class VIII	12 months / 2000 hours
9 类车/ Class IX	24 months / 2000 hours
重装设备/Heavy Duty Machine	24 months / 4000 hours
原厂配件/Genuine Parts	6 Months

2. 更新及改进 Product Update & Quality Improvement

杭叉为改进自己的产品在做不断地努力，并为提高产品的质量在不断完善及改进

设计，但杭叉没有义务为任何已装运或在维修中的产品提供该项服务。

HANGCHA makes continuous efforts in design in order to update and improve the products and the quality. But HANGCHA is under no obligation to provide this service for the products which are already shipped or under repairs.

3. 下列情况引起的损坏不属于保证范围 Items not covered as follows

3.1. 由于产品被超出使用说明书或合同规定以外的特殊操作而发生的故障。

Failures caused by the abnormal operation which does not conform to the instructions provided in *operation and maintenance manual* or contract are not covered by Warranty.

3.2. 由于没有正确按照杭叉提供的《操作和维护手册》中有关操作规定而发生的故障。

Failures caused by the abnormal operation against the instructions stated in *operation and maintenance manual* of HANGCHA are not covered by Warranty.

3.3. 由于没有正确按杭叉提供的《操作和维护手册》中有关维护规定，由于维修不当、保养不足或超负荷工作而引起的故障。

Failures caused by the improper maintenance according to *operation and maintenance manual* of HANGCHA, like improper maintenance, in-adequate maintenance or overwork are excluded.

3.4. 由于操作者缺乏操作经验，乱用及误操作而引起的故障。

Failure caused by inexperienced operation or wrong operation are not covered by Warranty..

3.5. 像总泵、车轮、转向器、液压缸、微动阀、连杆、门架滚轮、转向桥等部位，只要靠紧固或调整就能修理的故障。

Failures which can be solved by minor adjustment on brake pump, wheel, steering unit, hydraulic cylinder, and micro-valve, connect level, mast roller, steering axle, etc. are not covered by Warranty.

3.6. 运输（包括海运及内陆转运）中产生的损坏。

Damage incurred during transportation, including sea shipping and overland transit, is not covered by Warranty.

3.7. 存放过程中产生的损坏，用户或经销商需要按杭叉《操作和维护手册》说明的步骤来停放或存放设备。

Damage caused by improper handling or storage of machines is not covered by

Warranty. The users or dealers are responsible for ensuring correct storage procedures are carried out; such procedure can be located in the applicable *operation and maintenance manual*.

3.8. 任何未经杭叉事先同意的改造、改变或修整的。

Failures caused by any modifications and changes without prior to HANGCHA's permission are not covered by Warranty.

3.9. 采用杭叉正宗部件以外的零部件及接受未经杭叉认可的维修人员进行维修的。

Failures caused by using Non HANGCHA genuine parts or repaired by servicemen without HANGCHA's authorization are not covered by Warranty.

3.10. 水灾、雷电等自然灾害、事故、失窃、火灾、战争及其他不可抗力。

Damage to any machine resulting from the nature disaster, accident, theft, fire, war or any other acts of God is not covered by Warranty.

3.11. 日常保养配件、油品或消耗类部件，不在质保范围内。

Wearing parts or parts for daily maintenance is are not covered by Warranty.

类别 Type	配件描述 Parts Description
油液类 Oils/Fluids	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。 Fuels, Engine oil, Transmission oil, Gear oil, Anti-freezing fluid, Brake fluid, Hydraulic oil, Grease, Electrolyte, etc.
过滤器类 Filters	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。 Air Filters, Engine oil filters, Fuel filters, Transmission oil filters, Hydraulic oil filters, etc.
消耗件 Wearing Parts	轮胎、离合器摩擦片、制动蹄、制动泵、拉索类、喷油嘴、活塞环、螺母、垫圈、开口销，轴衬，滚轮等。 Tyres, Clutch discs, Brake shoes, Brake cylinders, Cables, Nuzzles, Piston rings, Nuts, Washers, Pins, Bushes, Rollers, etc.
电气元件 Electric Parts	灯具类（LED灯除外）、开关类、线束、仪表、传感器类、接插件、电容器、起动机、发电机、点火塞、分电盘、保险丝、碳刷等。 Lamps (Except LED lights), Switches, Wiring harnesses, Displays, Sensors, Sockets, Capacities, Starter & Generator, Ignition plugs, Distributors, Fuses, Carbon brush, etc.
橡胶件 Rubber Parts	风扇皮带、橡胶管、O型圈、密封件、减震块等。 Fan belts, Hoses, O-rings, Seals, Shock absorber, etc.

装饰件 Decoration Parts	玻璃件、装饰面板类、密封条、油漆等。 Glassware, Decorating plates, Sealing rubber, Painting, etc.
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4. 补充说明 Conditional Items

4.1. 若部件生产商提供全球联保服务，则该部件的质保由原生产厂家负责。

The warranty of specified parts will be taken by original manufacturer if the parts suppliers provide global service, such as Cummins engine.

4.2. 杭叉对电瓶仍提供质保，质保期限具体如下：

HANGCHA provides guarantee to batteries, and the warranty period is as follows,

车型 Model	质保期（先到为准） Warranty period (whichever occurs first)
起动电瓶 Starting battery	12 months / 1000 hours
国产铅酸牵引电瓶 Chinese brand lead-acid traction battery	24 months / 2000 hours
进口铅酸牵引电瓶 Non-Chinese brand lead-acid traction battery	12 months / 1000 hours
锂电池（方型电芯）- 电芯 & BMS Lithium battery (Cuboid cell) – Cell & BMS	72 months / 12000 hours
锂电池（圆柱电芯）- 电芯 & BMS Lithium battery (Cylinder cell) - Cell & BMS	36 months / 6000 hours
锂电池 –除电芯及BMS 外的其他部件 Lithium battery - Others (except Cell & BMS)	24months / 4000 hours
OEM 叉车锂电池 Lithium battery on OEM trucks	12 months / 1000 hours
独立充电机 Individual charger	与相应整机一致 Same with the related truck

4.3. 杭叉确认经过较小零件的替换可以修复的大部件的事件，则提供较小零件。

Parts instead of assembly will be sent for replacing when it is confirmed replacing parts is enough for trouble shooting.

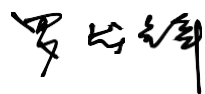
4.4. 以上不在质保范围内的部件，经杭叉工程师技术判定，如果损坏是由部件生产材料或是工艺问题引起的，质保仍然有效。

For above mentioned parts which are not covered in warranty, if the analysis from HANGCHA engineers shows the damages are identified caused by poor material or workmanship, warranty will be provided.

- 4.5. 对于 20 公斤以内（含）的零件，紧急情况下杭叉将选择空运的方式提供；
20 公斤以上的零件，一般情况下通过海运进行运输。

For urgent parts in 20kgs, HANGCHA will arrange the air shipping, for parts over 20Kgs, regularly will arrange sea shipping.

会签:



Countersignature:

发布日期:

2025-10 -

01

Date of issue:

2025-10-01

附录 1 沟通渠道

Appendix 1. Communicating Channels

索赔 For all warranty

Kai-- support@hcforkliftau.com

技术咨询 Technical related matters.

Jim-- service@hcforkliftau.com

Eason-- service2@hcforkliftau.com

Yafei-- servicensw@hcforkliftau.com

零件咨询 Part related matters.

Tony-- part@hcforkliftau.com

电话及传真:

Telephone: +61 1300 399 687

公司地址 Address:

Add: 20-24 Bessemer Drive, Dandenong South, 3175, VIC

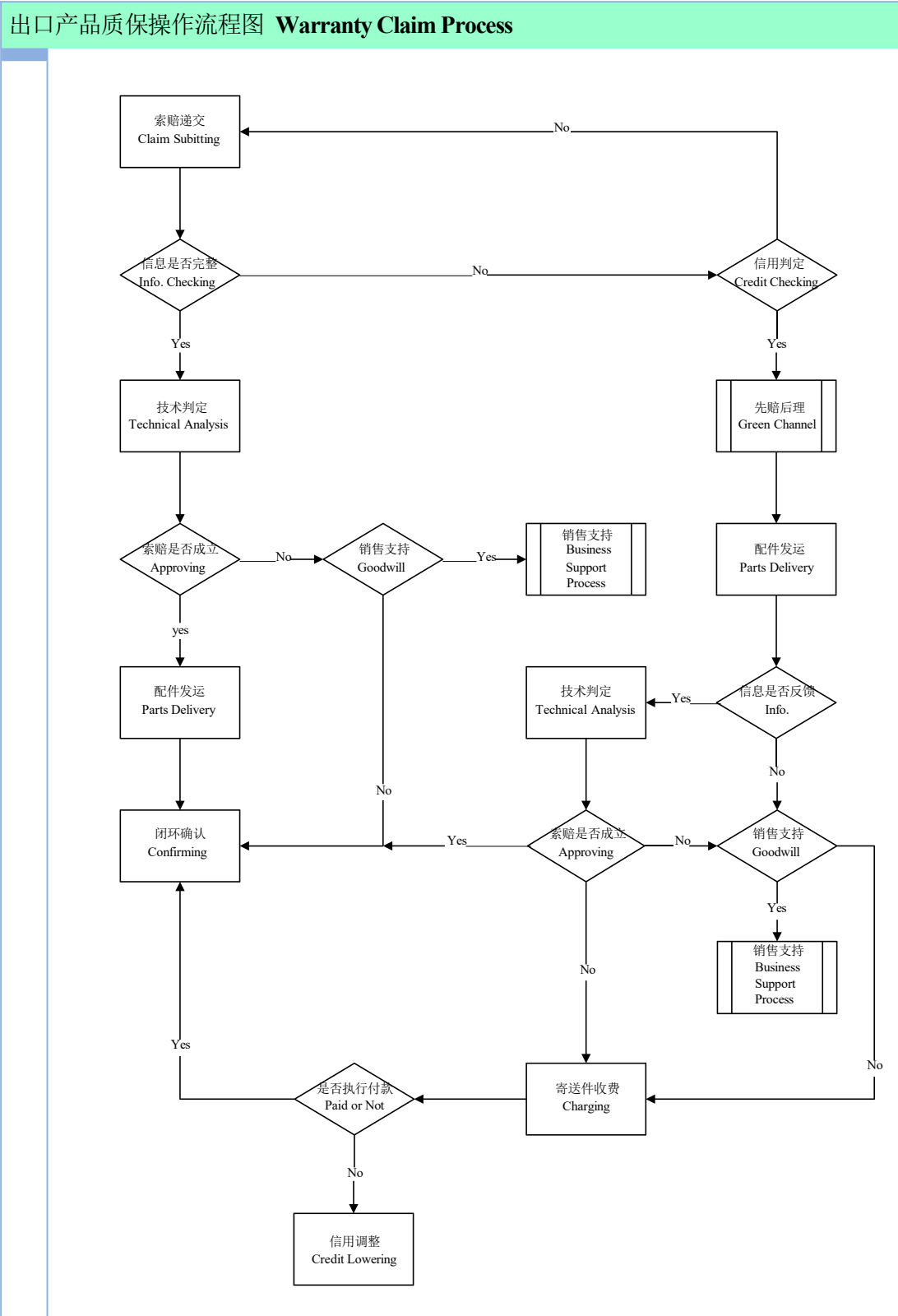
沟通方式 Warranty Correspondence

质保相关的沟通，建议以电子邮件操作。

Email is suggested for claim feedback.

附录 2 索赔流程

Appendix 2. Warranty Claim Processing Flow Chart



索赔递交 Claim Submitting

澳洲客户或经销商可以通过网址填写《索赔申请表》，网址为

<https://hangchaaustralia.com.au/service/> 参考第13页

若客户或经销商无法通过网上递交，可以通过邮箱联系递交索赔。

Customers or dealers in Australia can submit the Claim Application Form online the following link: <https://hangchaaustralia.com.au/service/> (see page 13 for reference). In the event that submission via the online system is not feasible, the claim may alternatively be lodged by email.

信息确认 Information Checking

杭叉将对所递交的《索赔申请表》进行信息确认，若发现信息有误或不完整，将退还并要求重新提供，若完整无误则进行技术判断节点。

HANGCHA will check the information in *Warranty Claim Form*, if there is incorrect or incomplete data found, the users or dealers will be requested to refill and submit again, otherwise, the process will move into the next step.

技术判定 Technical Analysis

杭叉的工程师将对《索赔申请表》中的信息进行技术判定，以确认索赔是否成立。

Engineers of HANGCHA will launch technical analysis based on information offered with *Warranty Claim Form* for confirming whether the damages are caused by failed materials or workmanship.

配件发运 Parts Delivery

杭叉将修复故障所需要的配件寄送至用户或经销商。

HANGCHA send parts for repairing to the users or dealers.

索赔报告 Claim Report

若技术判定结果显示问题并非由不良材料或工艺造成，则索赔不通过，杭叉会出具说明报告。否则索赔通过，杭叉提供免费配件并提供判断结果。

When the result of technical analysis shows the damages are not caused by failed materials or workmanship, the claim will be rejected and a claim report will be provided. Otherwise, the claim is accepted and free parts as well as analysis result will be provided.

信用判定 Good Credit Check

杭叉对所有客户进行信用评级，对于提供虚假索赔信息、先配后理流程后拒绝完成后续流程等行为，将下调信用等级。若信用等级达标，则可以享受先赔后理流程。

Credit class system will work for all the users and deals, any behaviors such as fake information submitting, being failed to complete steps after process green channel, the credit level will be degraded. Green channel will be available for all partners with good credit.

先赔后理 Green Channel

当用户或经销商因各种原因无法及时提供信息来证明故障的发生，但急于维修，杭叉将先行提供所需配件，在客户完成修维后，将所需信息在十个工作日内递交。 In some urgent cases, if the complete information is difficult or too costly to make at once, HANGCHA is willing to send necessary parts for repairing before the full information. Users or dealers are allowed to provide materials in 10 workdays after fixing the problems.

寄送件收费 Charging for parts

客户收到配件并完成维修之后，如果未进行补充材料的递交或是所递交的材料，在技术判定后认定为非质量问题，则杭叉需要对所寄送配件产生的费用进行收取。 When users or dealers are failed to submit supplementary information or submitted information shows the damages are not caused by products quality, HANGCHA will charge for the parts.

信用调整 Credit Lowering

当用户或经销商拒绝对上一步所述配件进行付款，杭叉将调低客户的相关等级，后续索赔处理中，将无法再次享受该项服务。

When users or dealer are failed to pay for the cost mentioned in the previous step, HANGCHA will make the level down, and shut down the green channel in the coming claim.

维修服务原则：原则上，质保维修工作以经销商的技术人员为主。我司承诺在接到技术问询后及时响应，提供必要的技术指导与解决方案。

Maintenance service principle: In principle, warranty maintenance work to the dealer's technical personnel. Our company promises to respond in time after receiving technical inquiries and provide necessary technical guidance and solutions

上门服务条款:如经销商的技术人员在维修过程中遇到无法独立解决的难题, 我公司将根据具体情况提供上门服务, 具体条款如下:

我公司将根据实际距离及人工成本收取相应的上门服务费用。具体费用标准人工费140/h, 将在上门前与经销商沟通确认

on-site service terms: if the dealer's technicians encounter difficult problems that cannot be solved independently during the maintenance process, our company will provide on-site service according to the specific circumstances, the specific terms are as follows:

Our company will charge the corresponding on-site service fee according to the actual distance and labor cost. The specific cost standard labor cost is 140/h, which will be confirmed with the dealer before going up.

Warranty claim Online submit.
For Australia warranty claim only

Visit website and fill up form

<https://hangchaaustralia.com.au/service/>



The screenshot shows the Hangcha Australia website's 'Service/Warranty Claim Form'. The website header includes the Hangcha Australia logo, navigation links (Home, Products, Support, About Us, News & Events, Contact Us), and a dropdown menu for 'Contact Us' with options: Contact Us, Careers, and Service/Warranty Claim Form. The main content area features the Hangcha logo, the text 'Australian Branch', and a large image of a red Hangcha forklift. Below the forklift image is the 'SERVICE/WARRANTY CLAIM FORM' heading. The form contains several input fields with labels and placeholder text:

- * Service Type**: Please choose service (dropdown menu)
- * Subject**: Please input Subject
- * Contact**: Please input contact.
- * Email**: Please input email, Status of your request will be sent to this email.
- * Phone**: Please input phone.
- * Shipping Address**: Please input shipping address
- * CustomerName**: Please input the Company name
- End User Name**: Please input end user name
- * State**: Please choose states (dropdown menu)
- * Truck Model**: Please input truck model
- * Truck S/No.**: Please input truck S/No.
- Hours Run**: Please input hours run
- * Issue/Requirement**: Fill in the requirement of the service.

Below the form fields, there is a note: 'Note: Only images under 6MB are allowed for upload from below editor. For the image larger than 6MB, please upload it from Picture/Video Upload button in the page bottom.' At the bottom of the form, there is a rich text editor with various formatting options (Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Text Color, Background Color, Font Size, Font Family, Normal) and a 'Normal' button.

1. 索赔号 Claim No.

该索赔的编号，由用户或经销商自行进行编号，索赔跟踪的识别码

The No. of the claim, supposed to be made by users or dealer, indispensable when tracking a claim

2. 索赔日期 Date of Claim

该索赔的提出日期，格式建议为： 年年 -- 月月 -- 日日

Date of claim recreated, format is suggested as YY – MM – DD

3. 发起人 From

该索赔的发起者

Person who created the claim,

4. 接收人 To

该索赔的接收人

Person who is supposed to receive the claim

5. 客户名称 Customer Name

用户姓名或是公司名称

Name of the user or company name of the dealer

6. 国家 Country

故障设备所在国家

Country of the failed truck is in

7. 车型 Truck Model

设备铭牌所体现的车型全称

Full machine model as per shown on the ID plate

8. 车号 Truck No.

设备铭牌所体现的车号全称

Full machine serial number as shown on ID plate

9. 工作时间 Working Hours

仪表小时计中的读数

The number read from the display

10. 故障日期 Failure Date

故障实际发生的日期

Date of the failure happened

11. 部件型号 Component Model

当故障部件有独立的铭牌或钢印时，需提供部件铭牌或钢印所体现的部件型号全称。此类部件清单如下：

发动机、LPG 装置、变速箱、驱动桥、转向桥、控制器、电机、水箱、车架、门架、属具、各类油缸、齿轮泵、转向器、液压单元、多路阀、仪表、轮胎、启动电瓶、牵引电瓶

Full component model as per shown on the component ID plate or steel seal, it is requested when damages are related to below listed parts

Engines, LPG Devices, Transmissions, Drive axle, Steering axle, Controllers, Motors, Radiators, Chassis, Masts, Attachments, Cylinders, Gear pumps, Steering Units, Hydraulic Units, Control Valves, Displays, Tyres, Starting Batteries, Traction Batteries, etc.

12. 部件编号 Component No.

当故障部件有独立的铭牌或钢印时，需提供部件铭牌或钢印所体现的部件编号全称。此类部件清单如下：

发动机、LPG 装置、变速箱、驱动桥、转向桥、控制器、电机、水箱、车架、门架、属具、各类油缸、齿轮泵、转向器、液压单元、多路阀、仪表、轮胎、启动电瓶、牵引电瓶

Full component serial No. as per shown on the component ID plate or steel seal, it is requested when damages are related to below listed parts

Engines, LPG Devices, Transmissions, Drive axle, Steering axle, Controllers, Motors, Radiators, Chassis, Masts, Attachments, Cylinders, Gear pumps, Steering Units, Hydraulic Units, Control Valves, Displays, Tyres, Starting Batteries, Traction Batteries, etc.

13. 故障描述 Damage Description

详细描述故障的现象

Detailed information about the faulty performance of the truck

14. 所采取的措施 Detailed Explanation of Repairs Performed

详细描述为了排除故障或维修设备所进行的措施

Detailed explanation of repairs completed to rectify fault, sufficient detail must be entered here.

15. 维修结果 Solution Result

采取上述措施后的结果

The situation of the truck after repairs taken

16. 对故障的判断

Your opinions of the damages after taken repairs

17. 配件编号 Part Code

所更换的配件编号，只有杭叉原厂配件被允许使用。

Part Number/s of replaced components, only Genuine HANGCHA parts can be used.

18. 配件名称 Description

所更换的配件名称，只有杭叉原厂配件被允许使用。

Part name of replaced components, only Genuine HANGCHA parts can be used.

19. 配件数量 Quantity

所更换的配件数量

Quantity of given part replaced

20. 备注 Remark

其它有助于识别配件的住息

Other information useful for identifying the parts

21. 运输方式 Shipment term

希望杭叉运送配件的方式，如空运，随整机等

Ideal way for HANGCHA to send the parts, such as by air or with the coming container

22. 备注 Remark

对该索赔事件，其它的补充说明

Any supplementary information for the claim

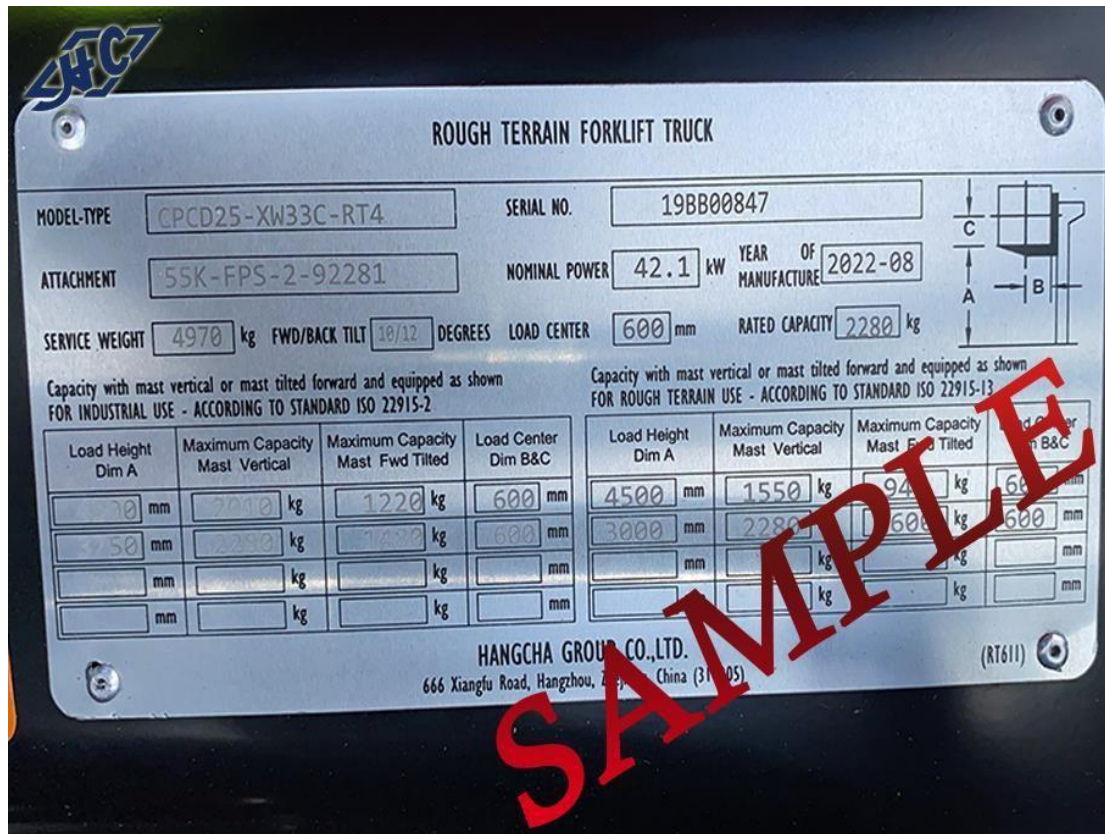
23 所需照片 Photos required for the claim submitting

提交索赔时，以下照片需要同时提供，对于复杂的问题，如果能提供视频，将有助于杭叉更快地提供问题解决方案。

The following positions of photos are required when submitting a claim. Also, video could help HANGCHA to better understand the problem and figure out solution quicker.

Sample of evidences:

23.1 整机铭牌照片 Photo of machine ID plate



23.2 部件铭牌或钢印照片（有铭牌时） Photo of component ID plate (when there is)



部件铭牌（变速箱） ID plate of component (Transmission)



部件钢印（油缸） Steel Seal of Component (Cylinder)

23.3 小时计照片 Photo of hour meter



23.4 故障位置照片 Photo of the damaged position



23.5 故障情况描述照片 Photos of the damaged situation

