



DEALER WARRANTY MANUAL

STARKE MATERIAL HANDLING GROUP

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Starke Material Handling Group reserves the right to modify the contents of this manual at any time.

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WARRANTIES AT A GLANCE



<u>Brand</u>	<u>Warranty Description</u>	<u>Parts</u>	<u>Labour</u>
Starke EcoMaxx	Carriage to Counterweight	12m/2000hr	12m/2000hr
	Power Train	24m/4000hr	24m/4000hr
	Attachments	12m	12m
Starke Energy	Carriage to Counterweight	12m/2000hr	12m/2000hr
	Power Train	24m/4000hr	24m/4000hr
	Attachments	12m	12m
Starke Liftmaxx	Major Components	18m/1500hr	18m/1500hr
	Hydraulic Components	9m/500hr	9m/500hr
	Consumables (including wheels)	6m/250hr	6m/250hr

STARKE STANDS WITH YOU!

STARKE ECOMAXX LIMITED WARRANTY



Starke Material Handling Group warrants that a new or unused Starke EcoMaxx forklift (product) shall be free from defects in material and/or workmanship at the time of manufacture.

Should any part or parts of the product covered by this limited warranty be defective with respect to material and or workmanship under normal use, working conditions, following the delivery of the product to the original purchaser/user during the period specified herein, Starke Material Handling Group will replace or repair such Starke EcoMaxx defective parts, without charge, with new or repaired part(s), whichever Starke Material Handling Group elects.

The obligation of this warranty shall be limited to replacement or repair cost only, of such defective parts. This warranty specifically excludes all liabilities for damage arising from loss of use or profits, incurrence of costs or expenses or injury to business, credit, reputation or financial standing and for all other consequential damages.

Warranty coverage does not include dealer travel coverage to remote locations and those locations that are over 150 km from your nearest authorized Starke dealer. Additional travel charges may apply or defective product(s) may have to be returned to an authorized Starke dealer at the owner's expense within 30 days of defect. Return shipping or pickup is the owner's responsibility.

THIS WARRANTY IS DEFINITIVE AND EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES. NO IMPLIED OR STATUTORY WARRANTIES OF MERCHANTABILITY FOR A PARTICULAR PURPOSE SHALL APPLY.

1. Period

Starke Material Handling Group's obligations under the warranty stated herein shall continue only for the following period:

- (a) **STANDARD, CARRIAGE TO COUNTERWEIGHT:** Twelve (12) months or two thousand (2000) hours of use following the first delivery of the Starke EcoMaxx product, whichever expires first, with respect to the whole parts originally incorporated in the said Starke EcoMaxx product, except as excluded in (b & c) and item 3 below.
- (b) With respect to attachments, unless otherwise stated, the Starke warranty period is limited to twelve (12) months from the date of delivery of the Starke EcoMaxx product upon which the attachment is affixed. After which the attachment may fall under the original manufacturer's warranty if there is one applicable.
- (c) **POWERTRAIN:** Twenty-Four (24) months or four-thousand (4000) hours of use following the first delivery of the Starke EcoMaxx product, whichever expires first, with respect to the Engine, Transmission, Torque Converter or Drive Axle Assembly originally incorporated in the said Starke EcoMaxx product provided, however, that as to the following parts, the warranty period is (12) twelve months or two thousand (2000) hours:
 - (1) Such accessories for engine like Carburetor, Air cleaner, Alternator, Starter, Regulator, Speed governor, LPG equipment and Ring gear of flywheel.

2. Changes and Improvement

Starke Material Handling Group 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 to any products which have been shipped or are already in service.

3. Limitations and Exclusions

The warranty stated shall not apply to the malfunction of the Starke EcoMaxx product, if such is considered to be attributed to:

- (a) Failure to observe the instructions described in the Operations & Maintenance Manuals provided by Starke Material Handling Group.
- (b) Lack of operating skill of the operator, including carelessness and abusive use, overloading and insufficient or improper maintenance.

- (c) Replacement of parts or assemblies which can be repaired by minor adjustments, such as adjustments for master/wheel/steer/hydraulic cylinder/inching valve/linkage/mast rollers/steer axle or tightening of all fittings, etc.
- (d) Any alterations, changes or modifications without prior written consent by Starke Material Handling Group, or use of unauthorized replacement parts or components, or servicing performed by anyone other than Starke authorized servicing representatives.
- (e) Any kind of misuse, abuse or detrimental exposure, including collision or accident; or failures as a result of poor or lack of maintenance as per manufacturer's guidelines.
- (f) Use of a lift truck within a facility in which the lift truck is not equipped for (i.e. an extremely dusty facility/no fan on lift truck engine or corrosive elements such as, but not limited to chemicals, salt and other substances that may reduce the life of the part or cause failures prematurely).
- (g) Other causes not attributed to Starke Material Handling Group such as flood, lightening, and other Acts of God.

Starke Material Handling Group does not authorize or allow any other company or person to assume for it any liability in connection with the sale or service of all Starke products.

Starke Material Handling Group reserves the exclusive rights to change, modify and administer this warranty. This warranty is non-transferable.

Notwithstanding the warranty stated above, this warranty excludes, and does not apply to:

- (a) OIL, LUBRICANTS, FILTERS AND THE LIKE: Oil, grease, fuel, antifreeze, electrolyte, brake fluid engine oil filters, air filters, fuel filters, hydraulic filters, etc. and other similar expendables that are replaced during a warranty repair or used for preventative maintenance.
- (b) ELECTRIC PARTS: Points, plugs, condenser rotor, distributor cap, battery, fuse, electric bulb, wire harness, glow plug, etc.
- (c) OTHER CONSUMABLE PARTS: Tires, tubes, brake disc, brake pad and lining, belts, nozzles, rubber hose, seal, packing gasket, O-rings, hydraulic brakes rubber parts, glassware, grease fitting, nut, bolt, washer, cotter pins, bushings and the like.
- (d) Adjustments to connections or programming are not covered
- (e) Wear items such as tires, brake shoes / pads, seat cushions, batteries, belts, hoses, forks, wiper blades, light bulbs, strobes, floor-mat, pedal surfaces, gaskets, seals and any other component that has reached a point of normal life expectancy is not covered

Starke Material Handling Group warrants that a new and unused Starke Energy Forklift (product) shall be free of defect in material and/or workmanship at the time of manufacture.

Should any part or parts of the product covered by this limited warranty be defective with respect to material and/or workmanship under normal use and maintenance, following the delivery of the product to the original purchaser/user during the period specified herein, Starke Material Handling Group will replace or repair such Starke Energy defective part or parts without charge, with new or repaired part(s), whichever Starke Material Handling Group elects.

The obligation of warranty shall be limited to replacement or repair cost only of such defective part or parts. This warranty specifically excludes all liabilities for damages arising from lost of use or profits, incurrence of cost or expenses or injury to business, credit, reputation or financial standing and for all consequential damages.

Warranty coverage does not include dealer travel coverage to remote locations and those locations that are over 150 km from your nearest authorized Starke dealer. Additional travel charges may apply or defective product(s) may have to be returned to an authorized Starke dealer at the owner's expense within 30 days of defect. Return shipping or pickup is the owner's responsibility.

THIS WARRANTY IS DEFINITE AND EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES. NO IMPLIED OR STATUTORY WARRANTIES OF MERCHANTABILITY FOR A PARTICULAR PURPOSE SHALL APPLY.

1. *Period*

Starke Material Handling Group's obligations under the warranty stated herein shall continue only for the following period;

- (a) Twelve (12) months or two thousand (2000) hours of use following the first delivery of the Starke Energy product, whichever expires first, with respect to the whole parts originally incorporated in the said Starke Energy product, except as excluded in (b & c) and item 3 below.
- (b) With respect to attachments, unless otherwise stated, the Starke warranty period is limited to twelve (12) months from the date of delivery of the Starke Energy product upon which the attachment is affixed. After which the attachment may fall under the original manufacturer's warranty if there is one applicable.
- (c) Two (2) years or four thousand (4000) hours of use following the first delivery of the Starke Energy product, whichever expires first, with respect to the originally incorporated in the said Starke Energy product provided, drive motor, hydraulic pump motor, and power steering motor.

2. *Changes and Improvement*

Starke Material Handling Group 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.

3. *Limitations and Exclusion*

The warranty stated shall not apply to the malfunction of any Starke Energy product if they are considered to be attributed to:

- (a) Failure to observe the instructions described in Operation & Maintenance Manuals published by Starke Material Handling Group.
- (b) Lack of operating skill of the operator, including carelessness and abusive use, overloading and insufficient or improper maintenance.
- (c) Replacement of parts or assemblies which can be repaired by minor adjustments, such as adjustment for master/wheel/steer/hydraulic cylinder, inching valve, linkage, mast rollers, steer axle, tightening of all fittings, etc.
- (d) Any alterations, changes or modifications without prior written consent by Starke Material Handling Group, or use of unauthorized replacement parts or components, or servicing performed by anyone other than a Starke Material Handling Group authorized service representative.
- (e) Any other kind of misuse or detrimental exposure, including collision or accident.

- (f) Other causes not attributable to Starke Material Handling Group such as flood, lightening and other Acts of God.

Starke Material Handling Group does not authorize or allow any other company or person to assume for it any liability in connection with the sales or service of this equipment.

Starke Material Handling Group reserves the exclusive rights to change, modify and administer this warranty. This warranty is non transferable.

Notwithstanding the warranty stated above, this warranty shall exclude and not apply to:

- (a) OIL, LUBRICANTS, FILTERS, AND THE LIKE: Oil, grease, electrolytes, brake fluid, hydraulic filters, etc... and other similar expendable that are replaced during a warranty repair.
- (b) ELECTRIC PARTS: Fuses, electric bulb, wire harness, etc.
- (c) OTHER CONSUMABLE PARTS: Motor brushes and contact tips, tires, tubes, brake disc, brake pads and lining, belts, nozzles, rubber hose, seal, packing gasket, O-rings, hydraulic brake rubber parts, glassware, grease fitting, nut, bolt, washer, cotter pins, bushing and the like.

STARKE STANDS WITH YOU!

STARKE LIFTMAXX LIMITED WARRANTY



Starke Material Handling Group warrants that a new or unused Starke LiftMaxx forklift (product) shall be free from defects in material and/or workmanship at the time of manufacture.

Should any part or parts of the product covered by this limited warranty be defective with respect to material and or workmanship under normal use and maintenance, following the delivery of the product to the original purchaser/user during the period specified herein, Starke Material Handling Group will replace or repair such Starke LiftMaxx defective parts, without charge, with new or repaired part(s), whichever Starke Material Handling Group elects.

The obligation of this warranty shall be limited to replacement or repair cost only, of such defective parts. This warranty specifically excludes all liabilities for damage arising from loss of use or profits, incurrence of costs or expenses or injury to business, credit, reputation or financial standing and for all other consequential damages.

Warranty coverage does not include dealer travel coverage to remote locations and those locations that are over 150 km from your nearest authorized Starke dealer. Additional travel charges may apply or defective product(s) may have to be returned to an authorized Starke dealer at the owner's expense within 30 days of defect. Return shipping or pickup is the owner's responsibility.

THIS WARRANTY IS DEFINITIVE AND EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES. NO IMPLIED OR STATUTORY WARRANTIES OF MERCHANTABILITY FOR A PARTICULAR PURPOSE SHALL APPLY.

With respect to attachments, unless otherwise stated, the Starke warranty period is limited to twelve (12) months from the date of delivery of the Starke LiftMaxx product upon which the attachment is affixed. After which the attachment may fall under the original manufacturer's warranty if there is one applicable.

Eighteen months or 1500 hours operation, after the date of purchase on the following:

- Motors including armature, field coils, and body (excluding brushes and bearings)
- Transmission (excluding seals and drive tire)
- Electronic (transistor) motor control components
- Frame, weld joints (excluding wearables, wear points and bushings)
- Contactors (excluding tips)
- Mast Uprights (excluding sheaves and roller bearings)

Nine months or 500 hours operation, after the date of purchase on the following:

- Lift Motors (excluding brushes)
- Hydraulic pump (excluding seals and contamination)
- Wiring harnesses
- Valves
- Cylinders including rod and barrel (excluding seals)
- Hydraulic hoses
- Hydraulic Cylinders (excluding seals)
- Weldments and Castings
- Brake Linings

Six months or 250 hours operation, after the date of purchase on the following:

- Motor Brushes
- Contactor Tips
- Switches
- Wheels
- Oil Seals
- Rollers
- Bearings
- Bushings
- Brakes

- Axles
- Connectors
- Fasteners

1. Changes and Improvement

Starke Material Handling Group 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 to any products which have been shipped or are already in service.

2. Limitations and Exclusions

The warranty stated shall not apply to the malfunction of the Starke LiftMaxx product, if such is considered to be attributed to:

- Failure to observe the instructions described in the Operations & Maintenance Manuals provided by Starke Material Handling Group.
- Lack of operating skill of the operator, including carelessness and abusive use, overloading and insufficient or improper maintenance.
- Replacement of parts or assemblies which can be repaired by minor adjustments, such as adjustments for master/wheel/steer/hydraulic cylinder/inching valve/linkage/mast rollers/steer axle or tightening of all fittings, etc.
- Any alterations, changes or modifications without prior written consent by Starke Material Handling Group, or use of unauthorized replacement parts or components, or servicing performed by anyone other than Starke authorized servicing representatives.
- Any kind of misuse or detrimental exposure, including collision or accident.
- Use of a lift truck within a facility in which the lift truck is not equipped for (i.e. an extremely dusty facility/no fan on lift truck engine).
- Other causes not attributed to Starke Material Handling Group such as flood, lightening, and other Acts of God.

Starke Material Handling Group does not authorize or allow any other company or person to assume for it any liability in connection with the sale or service of all Starke products.

Starke Material Handling Group reserves the exclusive rights to change, modify and administer this warranty. This warranty is non-transferable.

Notwithstanding the warranty stated above, this warranty excludes, and does not apply to:

- OIL, LUBRICANTS, FILTERS AND THE LIKE:** Oil, grease, fuel, antifreeze, electrolyte, brake fluid engine oil filters, air filters, fuel filters, hydraulic filters, etc. and other similar expendables that are replaced during a warranty repair.
- ELECTRIC PARTS:** Points, plugs, condenser rotor, distributor cap, battery, fuse, electric bulb, wire harness, glow plug, etc.
- OTHER CONSUMABLE PARTS:** Tires, tubes, brake disc, brake pad and lining, belts, nozzles, rubber hose, seal, packing gasket, O-rings, hydraulic brakes rubber parts, glassware, grease fitting, nut, bolt, washer, cotter pins, bushings and the like.

DELIVERY PROCESS & ADMINISTRATION

At the time of receipt of units from Starke Material Handling Group there are several key obligations of the dealer to assure that delivery, transfer of ownership, warranty registration, and customer service requirements are met.

INSPECTION OF UNITS

It is a key obligation of the Dealer to inspect each Starke unit at the time of delivery acceptance.

Prior to accepting the delivery from the transportation company dealers are required to do a spot check of the delivered units, checking for damage that may have occurred in transit.

If damage from transport is found it is the dealer's obligation to:

- Inform the driver of the damage,
- Note the damage on the Bill of Lading,
- Photograph damaged unit - ideally prior to removing it from the shipping container/packaging,
- Submit, within 5 business days, a completed Freight Damage Report to Starke Material Handling Group.

After accepting the unit dealers are obligated to perform an inspection confirming the correct product specifications are provided, in addition to further assuring the mechanical and cosmetic condition of the unit. Should any concerns arise it is essential to contact Starke MHG immediately to assure expedient resolution.

DELIVERY REPORT AND WARRANTY REGISTRATION PROCESS

It is a key obligation of the dealer to complete, with the customer, the Delivery Report and Warranty Registration Form and submit along with any other required supporting documentation within 15 business days of sale to the end user.

The Delivery Report portion of this form is mandatory by law. Canadian and international legislation requires the distributor/dealer to acquaint the end user with the unit. These obligations are included in the Pre-Delivery Service and Customer Service Review section of this form and include the obligation to "provide instructions covering the operation of the specific type of truck"¹, as well as to inform and educate users on maintenance schedules and assure they are aware of the location of user manuals for their reference.²

All Warranty Registration forms must be accompanied by a copy of the final bill of sale to the customer. The warranty period shall begin at date of sale to the end user.

When a new Starke unit is added to a dealer rental fleet this form may be completed with a service technician employed by the dealer, signing as the purchaser to confirm the inspection and contents of the form. In this situation the warranty period will begin on the original date of purchase from Starke Material Handling Group.

Failure to properly register a unit will result in delay or even refusal of warranty claims.

CUSTOMER SERVICE

While representing the Starke brand dealers are obligated to serve their customers with the highest possible level of customer service. With this, dealers are required to follow up with end users about Starke products, assuring satisfaction and resolution of any complaints or warranty claims.

¹ ANSI/ASME B56.1, 2009 | Section 7.2.1 The manufacturer shall provide instructions covering the operation of the specific type of truck.

² ANSI/ASME B56.1, 2009 | Section 7.2.5 Manufacturers shall provide information in internal combustion engine lift truck maintenance and service manuals regarding recommended maintenance schedules and how to control carbon monoxide emissions.

DELIVERY PROCESS & ADMINISTRATION

RE-STOCKING REQUIREMENTS

The principle idea is for dealers to have new inventory on hand for sale at all times. New stock is defined as:

1. "New Stock" units are considered units that have earned \$0 revenue for your company. As soon as a unit earns \$1 of revenue they are considered by Starke a "Rental unit" and therefore are not available "New Stock" and are not calculated as such under the dealers re-stocking requirements as specified in their dealer agreement.
2. If a unit is a Demo Unit, not earning revenue, these can be still considered "New stock" as long as the hours are minimal - under 20 hrs.
3. A unit is considered "New stock" if it has been in the dealers stock for under 6 months. Any unit that remains in the dealers stock for over 6 months, even if it has earned \$0 revenue, must be turned over to the dealers' rental fleet and be registered as such. No longer considered "New stock".

If a unit has met all 3 criteria listed above it is considered a "New Stock Unit" available for sale and counted towards this in the dealers re-stocking requirements as specified in the signed dealer agreement.

RELATED FORMS, INSTRUCTIONS, AND USES

FREIGHT DAMAGE REPORT

The Freight Damage Report form is used to report damage to a shipment incurred in transport where the transportation company is believed to be liable, and only when Starke has accepted responsibility for shipment by terms of FOB Dealer Location.

This form must be completed and returned to Starke MHG within 5 days of receipt of the damaged unit. A copy of the Bill of Lading and photographs of the damage must be submitted with the report.

It is the receiving party's responsibility to note all damage on the Bill of Lading at time of receipt, and additionally to make the driver aware that damage has occurred. Ideally, photographs will also be taken to prior to the unit being removed from the shipping container. This will assist Starke MHG in proving negligence on the transportation company's part.

DELIVERY REPORT AND WARRANTY REGISTRATION

The Delivery Report and Warranty Registration is an important part of the sales process, and the first step in warranty registration. This form is to be completed with the purchasing customer assuring they have been informed of the basic operation methods and safety features of the unit. It also assures that at the time of delivery the customer is satisfied with the condition of the Starke unit and it is in good working order.

The original copy of this form should be sent to Starke MHG by mail no more than 15 normal business days after the delivery of the unit and **must be accompanied by a copy of the bill of sale to the customer.**

LABOUR RATE FORM

The Labour Rate form is used to assess the rate dealers are paid for claims against labour hours on warranty submissions. These forms are to be completed within 30 days of registration as a Starke Dealer and can be updated once per calendar year.

As per Warranty Claim Policies and Procedures, labour allowances are paid at 70% of the current dealer customer rate to a maximum of \$85.00/hour payable.

DATA PLATE REQUEST

Having an accurate and legible data plate displayed on each unit is mandatory by Canadian and International standards, and "Modifications and additions that affect capacity or safe operation shall not be performed without the written approval of the manufacturer".³

The replacement of a data plate can be required for several different reasons: the original has been lost or is illegible, the original was damaged or defaced, or changes/additions have been made to the unit. Should a new or updated data plate be required, complete the Data Plate Request Form and submit to Starke MHG.

Requests are processed on an individual basis and replacement times may vary.

³ CSA B335-04 | Section 4.8.7.1 Modifications and additions that affect capacity or safe operation shall not be performed without the written approval of the manufacturer. When the original equipment manufacturer is no longer in business and there is no successor in business, modifications and additions shall be approved by a professional engineer with expertise in lift trucks. Where such modifications and additions are performed, capacity, operation, and maintenance instruction plates, tags, or decals shall be changed accordingly.

ANSI/ASME B56.1 – 2009 | Section 6.2.16 Modifications and additions that affect capacity and safe truck operation shall not be performed without manufacturer's prior written approval. Capacity, operation, and maintenance instruction plates, tags, or decals shall be changed accordingly.

FREIGHT DAMAGE REPORT

402 Allanburg Road • Thorold, ON • Canada • L2V 1A4
toll free 877-435-4352 • local 905-227-7554

In the event that a new/never used unit is damaged during shipment to your facility and Starke Material Handling Group is the arranging party, the damages must be reported immediately. This report is to be completed in full and with all accompanying documents attached, must be submitted to Starke MHG either by fax, scanned document email, or mail, within 5 days of receipt of the damaged unit.

Requirements: A copy of the bill of lading, and photographs of the damage must be submitted with the report. Freight damage must be noted on the bill of lading, the driver must be made aware of damages and sign the bill of lading acknowledging the damages during shipping. Additionally, every effort should be made to take photographs of the reported damage before the unit is removed from the trailer or shipping container. Claims without photographs will not be considered.

Dealer Name:		Carrier Name:	
Contact Name:		Driver Name:	
Phone Number:		Delivery Address:	
E-mail:			
Model Number:			
Serial Number:		Delivery Date:	
		Shipment Tracking Number:	

Thorough Description of Damages:

☐ Photographs Attached☐ Bill of Lading EnclosedThis image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general note-taking. There are no margins, text, or other markings on the page.

DELIVERY REPORT & WARRANTY REGISTRATION



402 Allanburg Road • Thorold, ON • Canada • L2V 1A4
toll-free 877-435-4352 local 905-227-7554

This form is to be completed with the purchasing customer at the time of delivery of the unit. An original copy of the form is to be submitted by email to Starke Material Handling Group, admin@canadianforklifts.com **accompanied by a copy of the final bill of sale**, no more than 15 normal business days after delivery of the unit to the end user. Failure to do so could cause delay, or rejection, of warranty claims.

Purchasing Company: _____

Date of Delivery &
Warranty Start Date

		/			/		
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Month Day Year

Postal Address: _____

Equipment has been:

☐ Sold ☐ Leased ☐ Added to Dealer Rental Fleet

City Province/State Postal/Zip Code

Unit Model Number: _____

Phone Number: _____

Serial Number: _____

Fax Number: _____

Hour Meter: _____

Email Address: _____

Dealer Name: _____

Key Purchaser: _____

Salesperson: _____

Position Title: _____

Pre-Delivery Service

Prior to the delivery of the unit, the following items were checked over or performed by the selling party and are confirmed in proper working order:

- ☐ Brakes, Brake Switch & Brake Fluid Levels
- ☐ Complete Lubrication (Mast Uprights, etc.)
- ☐ Safety Decals and Name Plates
- ☐ Forks and Attachments
- ☐ Head Guard, Carriage, Load Backrest Extension
- ☐ Lights, Accessories & Optional Warning Devices
- ☐ Lift Chain Inspection & Adjustment
- ☐ Oil Levels (Drive Unit, Differential, Engine, Gear Box, etc.)
- ☐ Operator Restraint System/Seat Belts
- ☐ Steering Operation & Horn Activation
- ☐ Tire Inflation Pressures & Tire Condition
- ☐ Traveling & Lift and Tilt Operations

Customer Service Review

Upon delivery of the unit, the following items were received and reviewed between the dealer and purchaser:

- ☐ Availability of Options and Additional Warning Devices
- ☐ Lift Truck Condition and Safety Devices
- ☐ Operation Manual
- ☐ Operator Training Requirements
- ☐ Safety Checks and Operation Practices
- ☐ Limited Warranty Certificate & Terms and Conditions
- ☐ Has a Planned Maintenance Program been Established?: ☐ Yes ☐ No
- ☐ Who Will be Accountable for Planned Maintenance?:
 - ☐ Customer ☐ Dealer ☐ Other _____

I/We, the purchaser, confirm that the dealer has reviewed both the Pre-Delivery Service on the unit, and the Customer Service Review with us. Additionally, we verify all information submitted in this form is true and correct.

Purchaser Signature: _____

Purchaser Name: _____

Purchaser Title: _____

Date: _____

I/We, the dealer, confirm that we have completed both the Pre-Delivery Service on the unit, and the Customer Service Review with the above mentioned purchaser. Additionally, we verify all information submitted in this form is true and correct.

Dealer Signature: _____

Dealer Name: _____

Dealer Title: _____

Date: _____

LABOUR RATE FORM

Within 30 days of your assignment as a Starke Material Handling Group Dealer the following form and market analysis must be completed to assign your warranty labour rate. Your rate can be reviewed and updated once per calendar year thereafter, defaulting to the original rate if no update is submitted.

NOTE: Warranty credits based on labour allowances are calculated using 70% of your current customer labour rate.
Additional information contained in this form is used as an annual update to assure our dealer files are current and up to date.

Dealer Name: _____ Address: _____
Contact Name: _____
Email Address: _____ Phone Number: _____
Website URL: _____ Fax Number: _____

City _____ Province/State _____ Postal/Zip Code _____

Name of Competitor	Brand of Forklift	Retail Labour Rate

Current Dealer Labour Rate is \$ _____ Per Hour

Dealer Signature: _____ Date: _____
Please Print: _____ Contact Number: _____

OFFICE USE ONLY		
Starke MHG has approved a warranty labour rate of \$ _____ /hour, valid until _____		
Authorized by: _____	Position Title: _____	Date: _____

DATA PLATE REQUEST

Unit Model Number: _____

Serial Number: _____

Hour Meter: _____

Dealer Name: _____

Dealer Contact: _____

Customer: _____

Change Applied:

☐ Adding

☐ Attachment

☐ Removing

☐ Counterweight

☐ Mast

☐ Other (Explain)

Tire Size: ☐ Singles

☐ Duals

☐ Front

☐ Rear

If Adding An Attachment:

Manufacturer: _____

Horizontal Center: _____

Vertical Center: _____

Model: _____

Serial Number: _____

Weight: _____

For All Other Changes:

Models Removed: _____

Serial Numbers: _____

Models Added: _____

Serial Numbers: _____

Notes on Changes:

OFFICE USE

Authorized _____ Position Title: _____ Date: _____

WARRANTY CLAIM PROCESS

- **STEP ONE**
Assure the effected Starke unit has valid Limited Warranty coverage, and that all Warranty Registration requirements were completed at the time of purchase.
- **STEP TWO**
Perform a preliminary assessment of the malfunction.
- **STEP THREE**
Contact a Starke Technical Advisor prior to the start of repairs. This is strongly recommended for all claims, Starke Technical Advisors are able to offer advice on best practices, recommend a repair or replacement, as well as issue a Warranty Claim Number.
- **STEP FOUR**
Order parts from the Starke Parts department, indicating make, model, serial number and that the parts are for use in a warranty claim, providing the Warranty Claim Number if applicable.
- **STEP FIVE**
Commence and complete repairs.
- **STEP SIX**
If requested, return defective parts to Starke Material Handling Group.
- **STEP SEVEN**
Complete and submit a Warranty Claim Form, along with all supporting documentation.

After the submission of the Warranty Claim Form and supporting documentation Starke will begin processing the warranty claim, if there are any issues or questions the Warranty Administrator will be in contact by the issuance of a Warranty Update Request from.

Every effort is made to make a decision on warranty claims within 30 days. However, in some instances where supplemental documentation or the return of parts is requested additional processing time may be required to thoroughly investigate the issue.

Warranty reimbursements are allocated as credits against the applicable Starke Dealer account and have no cash value

WARRANTY CLAIM SUBMISSION SUMMARY

This summary of information is intended to assist the dealer in the completion of the warranty claim process and understanding the fundamental elements of the process to have a claim approved, however it is not intended to substitute the familiarization with the complete manual.

UNIT REGISTRATION

Assuring a unit is registered with Starke Material Handling Group using the Delivery Report and Warranty Registration Form is an essential part of the Warranty Process and an obligation of the dealer upon completion of the sale of any Starke unit. The delivery date of the unit to the customer is the date of commencement of the Limited Warranty on the unit, without record of sale and delivery there is no registered warranty. Warranty claims will not be accepted for units not properly registered with Starke Material Handling Group.

WARRANTY CLAIM FORM SUBMISSION

Warranty Claim forms need to be completed fully. Having a complete, accurate, and detailed form will assure the processing of the warranty claim in a timely manner.

When detailing the description of the failure and repair it is essential to be thorough and include exact details of the complaint, cause, and how it was corrected. If additional space is required to complete fully describe the repair an additional page can be attached.

PHOTOGRAPHS OF FAILURE

Photographs of the failure prior to repair are required for expedient claim processing. Photographs are strongly recommended as supporting documentation for all claims as they accurately document the failure and provide visual proof of repairs required. They are an integral part of proving process, and due diligence on the dealers part.

To submit photographs they must be in PDF or JPEG file format. With email claim submissions photos will be accepted as digital file attachments.

OBTAINING REPLACEMENT PARTS

Should you require a replacement part or parts to complete a warranty repair, contact the Starke Parts Department. At the time of order identify that the part you are ordering is part of a warranty claim, this assists with Starke administration procedures including potential accounts payable concerns. Orders are shipped by the most economic method with reasonable delivery time. Starke Material Handling Group does not reimburse any costs related to freight including in-bound to our Niagara location or outbound to the dealer's location.

Parts will be billed to the Dealer's Starke account with normal payment terms; the warranty credit will be applied to the account upon claim approval.

RETURNING FAULTY PARTS

Faulty parts are to be returned only at the request of Starke Material Handling Group. Parts should be sent with documents and markings on the outside of the box clearly indicating the part as a warranty return referencing any claim or authorization numbers issued, as well as the serial number of the unit the part initiated from. If returning more than one warranty part in a package, assure that each part is clearly tagged or marked by the relevant claim, authorization, or serial number. Failure to properly mark parts at the time of return can result in claim rejection.

A copy of all associated claim forms should be included with the warranty shipment.

RESUBMISSION OF REJECTED CLAIMS

In the event that by Starke Material Handling Group issues a rejection decision on a warranty claim a dealer may resubmit a claim for reconsideration based on new information, or additional supporting documentation. A new Warranty Claim Form must be completed, supporting documentation and previous claim must be attached, as well as a separate document detailing the new information.

Resubmissions will not be accepted if a new claim form is not submitted.

WARRANTY CLAIM POLICIES AND PROCEDURES

In order for your claim to be considered for payment, the following policies and procedures must be adhered to fully. Failure to abide by these guidelines may result in the rejection of your warranty claim.

1. The Starke Material Handling Group **Warranty Claim Form is to be used for filing a warranty claim on a Starke unit with a valid limited warranty.** The same Starke Material Handling Group Warranty Claim Form can be used for a warranty claim on parts by clearly indicating "Parts Only" in the Resolved By section of the form.
2. **The Warranty Claim Form must be completed in full** and submitted with all supporting documentation and failed parts, when requested, **within 30 days** of the completion of repairs.
3. **Photographs of all damages are required for claim consideration.** Enclose photographs with the Warranty Claim Form's supporting documents. Claims that are filed without photographs will be subject to delay or potentially the denial of the claim.
4. **Labour is paid on a flat rate basis according to the guidelines set out in the Fail Codes & Labour Allowances** contained in the most up to date version of this manual. Labour rate credits are paid at 70% of the dealer customer labour rate most recently registered with Starke Material Handling Group, to a maximum of \$85.00 (eighty five dollars) per hour payable. Labour rates can be adjusted once per calendar year by Labour Rate Form.
5. **Approved warranty claims on faulty parts will be reimbursed at the dealers net cost.**
 - a. If a Starke part is available through Starke Material Handling Group, yet purchased from another source, the claim is subject to denial.
 - b. Reimbursements for parts not purchased through Starke Material Handling Group due to unavailability will be credited at 70% of the Starke list price. In this case, all parts must be accompanied by a copy of the vendor invoice for consideration of reimbursement.
6. Warranty Claim Numbers are **highly recommended for all warranty repairs**; Claim numbers will only be issued by Starke **prior to commencement of repairs.**
 - a. Contacting Starke for issuance of a Warranty Claim Number will provide the opportunity to advise of warranty terms and conditions on specific parts, alternate repair methods based on prior failure history or best practices for replacement or repair of the faulty parts.
 - b. If a Warranty Claim Number is not obtained the dealer accepts the potential risk that Starke may issue repair or replacement orders and methods differing from that of their course of action. Should a repair or replacement be performed that differs from the recommended action, the warranty claim may only be approved to the lower amount of the recommended repair or replacement.
7. **Warranty Claim forms must be received 30 days after the issuance of a Claim Number.** Inactive Claim Numbers, those more than 45 days in age with no submitted claim forms or follow-up will be considered resolved and therefore closed by Starke.
8. Once a warranty claim number is obtained, this number must be placed on the final warranty claim form. **Issuance of this claim number** by Starke Material Handling Group, **does not guarantee that your claim will be approved as filed.**
9. **Outside repairs in excess of \$250.00 performed by sub-vendors other than Starke Authorized Dealers must be approved in advance** by Starke Material Handling Group through claim number issuance. Failure to abide by this policy may result in rejection of your claim. All outside repairs must be accompanied by a copy of the vendor invoice for consideration of payment.
10. **Upon request by Starke Material Handling Group parts shall be returned, freight prepaid, for warranty consideration and/or quality analysis.** All parts must be clearly marked with the model, serial number, and warranty claim number for warranty consideration. A copy of the claim must also be enclosed with the parts returned.
 - a. All faulty parts must be returned within 15 days of the receipt of replacements. Do not return unsolicited parts to Starke, all "collect" shipments will be returned to sender.
 - b. Do not discard faulty parts until the warranty claim process is complete.
11. Starke Material Handling Group will not reimburse costs associated with rental units, freight or transportation costs (in-bound or out-bound), or loss of revenues.
12. **Repeated repairs completed on units not properly repaired in the initial service are subject to claim denial.** All repairs are reviewed and confirmed by our Service Team. When a repeated repair is in question the history of that unit will be reviewed, and the warranty claim may be denied or the limited warranty may be revoked.
13. When a Warranty claim is denied a 'Warranty Claim Status Report' will be issued to the dealer with reasons for claim denial.

RELATED FORMS, INSTRUCTIONS, AND USES

WARRANTY CLAIM UPDATE REQUEST

Warranty Claim Update Request forms are issued by Starke MHG when a warranty claim is denied or missing information that is required to complete the claim. This form outlines the requirements to proceed with decisions on the claim, or what is required to be resubmitted for the claim decision to be reviewed.

Upon receipt of this form dealers have 30 days to resubmit the required documentation or a claim will be considered inactive and closed by Starke MHG.

LABOUR HOUR ALLOWANCE REVIEW REQUEST

The Labour Hour Allowance is to be used to request a revision to the Failure Codes & Labour Hour Allowances outlined in this manual. These submissions are reviewed on an individual basis, and must be completed thoroughly for consideration.

WARRANTY CLAIM FORM INSTRUCTIONS

All Starke Warranty Claim Forms must be completed in full for reimbursement considerations. Please reference the Warranty Claim Policies and Procedures and follow the guidelines below, referencing the example form, to assist in eliminating delays in your claim process.

1. Dealer Operating Name
2. Dealer Contact Name Regarding the Claim
3. Claim Number Issued by Starke
4. Starke Issued Unit Model Number
5. Unit Serial Number
6. Accurate Hour Meter Reading
7. Date of Specific Failure that Lead to Repair
8. Date of Completion of Repairs to the Unit
9. Yes/No – Has this Unit had Repairs to Correct a Similar Issue since the Original Purchase?
10. Purchasing Customer Name
11. Customer Contact Name Regarding the Claim
12. Customer Phone Number
13. Customer Address
14. Complete and Accurate Description of the Mechanical Failure
15. Complete and Accurate Description of the Repair Performed to Correct the Failure
16. Name of Part Used in the Repairs
17. Vendor and Part Number
18. Vendor Invoice Number – Copies of all Vendor Invoices Must be Attached
19. Net Price Per Part
20. Quantity Used in the Repair
21. Total Price before Taxes - Net Price x Quantity.
22. Dealer Approved Labour Rate x 70%
23. The flat rate labour allowance for the repair, according to the Failure Codes & Labour Hour Allowances.
24. Total Net Labour Allowance – Labour Rate x 70% x Hours.
25. The one-way distance traveled from the repair facility to the customer's location, indicating miles or kilometers by checking the appropriate field. Reimbursements are not available for travel time on dealer owned rental unit at a customer location.
26. Travel Rate is equivalent to 70% of your approved Labour Rate.
27. Approved Travel Allowance as reflected in Warranty Travel Allowances
28. Total Net Travel Allowance – Travel Rate x Hours.
29. Net Total of all parts, labour, and travel
30. Requirement Checklist – please assure all items outlined are completed and/or submitted with your claim, failure to submit any of these items can result in delay of processing, or claim denial. Please see Warranty Claim Policies and Procedures to clarify requirements.
31. Name of signing authority on this claim.
32. Signature of signing authority on this claim.
33. Date of Signature.

Upon completion of your warranty claim form please submit with all supporting documentation including applicable service records, by email to the appropriate contact listed in the Contact Information section of this manual.



402 Allanburg Road • Thorold, ON • Canada • L2V 1A4
toll free 877-435-4352 • local 905-227-7554

WARRANTY CLAIM FORM

Dealer Name : _____

Claim Number: _____
Issued by Starke MHG

Dealer Contact: _____

Is This a Repeat Repair for This Unit? ☐ Yes ☐ No

Unit Model Number: _____

Customer Name: _____

Serial Number: _____

Contact Name: _____

Hour Meter: _____

Phone Number: _____

Date of Failure: _____

Address: _____

Date of Repair: _____

City _____ Province/State _____ Postal/Zip Code _____

Description of Problem: _____
Description of Repair: _____

Part Used in Repairs	Vendor Name & Part Number	Vendor Invoice Number	Unit Price	Qty Req'd	Total	Warranty Confirmed (Office Use ONLY)
Dealer Labour Rate _____ x 70% = _____ X _____ hours						
One Way Travel is _____ ☐ kms ☐ miles from Dealer Location						
Travel Rate (same rate as above) _____ X _____ hours (see chart in Warranty Manual for allotted travel times)						

Requirements for Warranty Processing:

- ☐ Registration Form Completed ☐ Vendor Invoices Attached
☐ Pictures of Failure Before Repair ☐ Completion of Warranty Claim
☐ Faulty Parts Returned upon request

Total Amount of Claim

I declare that all warranty repairs were completed and all the above warranty claims are true. False warranty claims shall result in a default of all dealership privileges.

**OFFICE
USE
ONLY**

Warranty Start Date: _____

Mechanic Approval: _____

Claim Approval: _____

Date: _____

Date: _____

Name: _____ Signature: _____ Date: _____

WARRANTY CLAIM UPDATE REQUEST

Dealer Name: _____ Starke Rep: _____
Dealer Contact: _____ Email: _____
Claim Number: _____ Phone Number: _____

We were unable to process your claim due to incomplete submission/incorrect completion of forms, or the lack of evidence to support the failure of your Starke unit. Please provide us with the following information to assist in the completion of the filing of your claim:

- ☐ Claim # was missing / was not issued by Starke Material Handling Group.
- ☐ 'Delivery Report and Warranty Registration Form' must be completed and registered with Starke Material Handling Group, and accompanied by a copy of the bill of sale to your customer.
- ☐ Pictures of all faulty parts, taken prior to repairs, must be submitted with all claims.
- ☐ Faulty parts need to be returned to Starke Material Handling Group for repair or assessment.
- ☐ A copy of each vendor invoice for all claimed parts or repairs must be attached.
- ☐ The model # of the unit was missing.
- ☐ The serial # of the unit was missing.
- ☐ The hour meter reading was missing.
- ☐ A claim # was not issued for repairs over \$1000.00 (REQUIRED)
- ☐ A claim # was not issued for repairs over \$250.00 (RECOMMENDED)
- ☐ The description of the problem was not complete, accurate, or was difficult to understand.
- ☐ The description of the repairs completed was not compatible with the problem described.
- ☐ The master code description was not completed / does not match the problem described.
- ☐ The fail code description was not completed / does not match the problem described.
- ☐ The customer 'Labour Rate Form' has not been submitted or approved by Starke Material Handling Group.
- ☐ The kilometer distance is not complete/accurate.
- ☐ The warranty claim form is not signed.

Notes: _____

Please review your Starke Warranty Manual for further details about the information or forms required, as well as a complete description and guidelines for completing the Warranty Claim Form.

Name: _____ Signature: _____ Date: _____

STARKE

Dealer Name: _____ Model Number: _____

Contact Name: _____ Master Code: _____

Phone Number: _____ Failure Code: _____

Current Labour Hour Allowance: _____ Requested Labour Hour Allowance: _____

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

Notes on Investigation:

Date:

WARRANTY TRAVEL ALLOWANCES

KILOMETERS	HOUR ALLOWANCE
Less than 24km	0.2 hours
25 – 44 km	0.5 hours
45 – 66 km	0.8 hours
67 – 88 km	1.2 hours
89 – 110 km	1.5 hours
111 - 132 km	1.8 hours
More than 133 km	2.0 hours

MILES	HOUR ALLOWANCE
Less than 15 mi	0.2 hours
16 – 27 mi	0.5 hours
28 – 40 mi	0.8 hours
41 – 55 mi	1.2 hours
56 – 68 mi	1.5 hours
69 – 82 mi	1.8 hours
More than 83 mi	2.0 hours

NOTE: The maximum allowable travel time is 2 hours on all warranty calls.

MASTER FAILURE CODE LISTING

CODE	COMPONENT
01	ENGINE
02	FUEL SYSTEM GAS / DIESEL
03	FUEL SYSTEM LPG
04	COOLING SYSTEM
05	ENGINE ELECTRICAL
06	EXHAUST SYSTEM
07	CLUTCH
08	TORQUE CONVERTER
09	AUTO TRANS
10	STANDARD TRANSMISSION
11	DRIVE AXLE
12	STEER AXLE
13	DRIVE WHEEL / TIRE
14	STEER WHEEL / TIRE
15	STEER COLUMN / LINKAGE
16	BRAKE SYSTEM
17	FRAME CHASSIS
18	HYDRAULIC CONTROL VALVE
19	HYDRAULIC PUMP
20	ELECTRICAL SYSTEM
21	STEER CYLINDER
22	TILT CYLINDER
23	HYDRAULIC SYSTEMS
24	MAST
100	MISCELLANEOUS

FAILURE CODES & LABOUR HOUR ALLOWANCES

STARKE MODELS	20/35	40/50	60/70	80 +
01 ENGINE				
100 ENG ASSEMBLY R/R	6.5	6.5	6.7	7.0
110 LONG BLOCK R/R	10.2	10.2	10.2	10.2
120 SHORT BLOCK R/R	13.0	13.0	13.0	13.0
130 BARE BLOCK R/R	20.2	20.2	20.2	20.2
140 FREEZE PLUG LEAK	1.0	1.0	1.0	1.0
150 FREEZE PLUG (ALL)	3.0	3.0	3.0	3.0
160 PICTON/RING (1ST SET)	10.5	10.5	10.5	10.5
170 PISTON/RING (ALL)	12.0	12.0	12.0	12.0
180 CONNECT ROD (1ST SET)	10.5	10.5	10.5	10.5
190 CONNECT ROD (ALL)	12.0	12.0	12.0	12.0
200 CRANK SHAFT/BRG R/R	13.0	13.0	13.0	13.0
210 CRANK/MAIL SEAL R/R	9.5	9.5	9.5	9.7
220 FRONT PULLEY R/R	1.8	1.8	1.8	2.0
230 FLYWHEEL/RING GEAR R/R	5.5	5.5	5.5	6.2
240 CYL. HEAD ASSEMBLE/GASKET	4.5	4.5	4.5	4.7
250 CAMSHAFT R/R	5.9	5.9	5.9	6.2
260 CAMSHAFT & BRGS R/R	7.2	7.2	7.2	7.5
270 CAM GEAR R/R	5.5	5.5	5.5	5.9
280 FLYWHEEL HOUSING R/R	1.2	1.2	1.2	1.5
290 FLYWHEEL HSG&ENG R/R	7.7	7.7	7.7	8.5
300 FLEXPLATE R/R	6.5	6.5	6.5	6.8
310 VALVE GUIDE (FIRST)	0.7	0.7	0.7	0.9
320 VALVE GUIDE (ALL)	1.2	1.2	1.2	1.4
330 VALVE SEAT (FIRST)	0.7	0.7	0.7	0.8
340 VALVE SEAT (ALL)	2.6	2.6	2.6	2.7
350 VALVE COVER GASKET	0.7	0.7	0.7	0.7
360 ROCKER ARM R/R	1.9	1.9	1.9	1.9
370 VALVE R/R (FIRST)	0.5	0.5	0.5	0.5
380 VAVLE R/R (ALL)	1.8	1.8	1.8	1.8
390 VAVLE SPRING/SEAL (1ST)	1.1	1.1	1.1	1.1
400 VALVE SPRING/SEAL (ALL)	2.1	2.1	2.1	2.1

STARKE MODELS	20/35	40/50	60/70	80 +
410 VALVE LIFTER R/R (ALL)	5.5	5.5	5.5	5.8
420 ENGINE MOUNTS (EACH)	1.2	1.2	1.2	1.2
430 FRONT COVER GASKET R/R	3.2	3.2	3.2	3.5
440 FRONT CRANK SEAL R/R	2.9	2.9	2.9	3.2
450 PUMP DRIVE CHAIN ASSEMBLY	4.8	4.8	4.8	5.0
460 TIMING CHAIN ASSEMBLE	6.2	6.2	6.2	6.5
470 OIL PAN GASKET	2.4	2.4	2.4	2.6
480 DRAIN PLUG/GASKET	.5	.5	.5	.5
490 OIL PUMP R/R	4.3	4.3	4.3	5.2
500 OIL FILTER HOUSING GASKET	.5	.5	.5	.5
510 OIL PRESSURE SENDER R/R	.5	.5	.5	.5
520 GOVERNOR ASSEMBLY R/R	1.2	1.2	1.2	1.2
530 COMPLETE ENG OVERHAUL GAS/LP	23.0	23.0	23.0	24.5
540 COMPLETE ENG OVERHAUL DIESEL	23.5	23.5	23.5	24.7
550 CYLINDER HEAD OVERHAUL	6.5	6.5	6.5	6.7
560 VALVE ADJUSTMENT (ALL)	1.2	1.2	1.2	1.6
1000 MISCELLANEOUS ENGING				
02 ENGINE SYSTEM GAS / DIESEL				
100 CARB R/R	1.1	1.1	1.1	1.1
110 INJECTION PUMP R/R	2.3	2.3	2.4	2.6
120 SHUT OFF SOLENOID	1.0	1.0	1.0	1.0
130 INJECTOR NOZZLE (EACH)	.5	.5	.5	.5
140 GAS FUEL PUMP/GASKET R/R	.7	.7	.7	.7
150 INTAKE MANIFOLD/GASKET R/R	1.5	1.5	1.5	1.5
160 FUEL TANK COVER GASKET	.5	.5	.5	.5
170 DASHPOT R/R	.5	.5	.5	.5
180 FUEL FILTER R/R	.6	.6	.6	.6
190 ENGINE KILL CABLE	.5	.5	.5	.5
200 CHOKE CABLE	.5	.5	.5	.5
210 CARB REPAIR/REBUILD	1.7	1.7	1.7	1.7
1000 MISC. FUEL SYSTEM GAS/DSL				
03 FUEL SYSTEM (LPG)				
100 LPG CARB R/R	1.0	1.0	1.0	1.0
110 LPG CARB REBUILD	1.6	1.6	1.6	1.6

STARKE MODELS	20/35	40/50	60/70	80 +
01 ENGINE				
100 ENG ASSEMBLY R/R	6.5	6.5	6.7	7.0
110 LONG BLOCK R/R	10.2	10.2	10.2	10.2
120 SHORT BLOCK R/R	13.0	13.0	13.0	13.0
130 BARE BLOCK R/R	20.2	20.2	20.2	20.2
140 FREEZE PLUG LEAK	1.0	1.0	1.0	1.0
150 FREEZE PLUG (ALL)	3.0	3.0	3.0	3.0
160 PICTON/RING (1ST SET)	10.5	10.5	10.5	10.5
170 PISTON/RING (ALL)	12.0	12.0	12.0	12.0
180 CONNECT ROD (1ST SET)	10.5	10.5	10.5	10.5
190 CONNECT ROD (ALL)	12.0	12.0	12.0	12.0
200 CRANK SHAFT/BRG R/R	13.0	13.0	13.0	13.0
210 CRANK/MAIL SEAL R/R	9.5	9.5	9.5	9.7
220 FRONT PULLEY R/R	1.8	1.8	1.8	2.0
230 FLYWHEEL/RING GEAR R/R	5.5	5.5	5.5	6.2
240 CYL. HEAD ASSEMBLE/GASKET	4.5	4.5	4.5	4.7
250 CAMSHAFT R/R	5.9	5.9	5.9	6.2
260 CAMSHAFT & BRGS R/R	7.2	7.2	7.2	7.5
270 CAM GEAR R/R	5.5	5.5	5.5	5.9
280 FLYWHEEL HOUSING R/R	1.2	1.2	1.2	1.5
290 FLYWHEEL HSG&ENG R/R	7.7	7.7	7.7	8.5
300 FLEXPLATE R/R	6.5	6.5	6.5	6.8
310 VALVE GUIDE (FIRST)	0.7	0.7	0.7	0.9
320 VALVE GUIDE (ALL)	1.2	1.2	1.2	1.4
330 VALVE SEAT (FIRST)	0.7	0.7	0.7	0.8
340 VALVE SEAT (ALL)	2.6	2.6	2.6	2.7
350 VALVE COVER GASKET	0.7	0.7	0.7	0.7
360 ROCKER ARM R/R	1.9	1.9	1.9	1.9
370 VALVE R/R (FIRST)	0.5	0.5	0.5	0.5
380 VAVLE R/R (ALL)	1.8	1.8	1.8	1.8
390 VAVLE SPRING/SEAL (1ST)	1.1	1.1	1.1	1.1
400 VALVE SPRING/SEAL (ALL)	2.1	2.1	2.1	2.1

STARKE MODELS	20/35	40/50	60/70	80 +
410 VALVE LIFTER R/R (ALL)	5.5	5.5	5.5	5.8
420 ENGINE MOUNTS (EACH)	1.2	1.2	1.2	1.2
430 FRONT COVER GASKET R/R	3.2	3.2	3.2	3.5
440 FRONT CRANK SEAL R/R	2.9	2.9	2.9	3.2
450 PUMP DRIVE CHAIN ASSEMBLY	4.8	4.8	4.8	5.0
460 TIMING CHAIN ASSEMBLE	6.2	6.2	6.2	6.5
470 OIL PAN GASKET	2.4	2.4	2.4	2.6
480 DRAIN PLUG/GASKET	0.5	0.5	0.5	0.5
490 OIL PUMP R/R	4.3	4.3	4.3	5.2
500 OIL FILTER HOUSING GASKET	0.5	0.5	0.5	0.5
510 OIL PRESSURE SENDER R/R	0.5	0.5	0.5	0.5
520 GOVERNOR ASSEMBLY R/R	1.2	1.2	1.2	1.2
530 COMPLETE ENG OVERHAUL GAS/LP	23.0	23.0	23.0	24.5
540 COMPLETE ENG OVERHAUL DIESEL	23.5	23.5	23.5	24.7
550 CYLINDER HEAD OVERHAUL	6.5	6.5	6.5	6.7
560 VALVE ADJUSTEMENT (ALL)	1.2	1.2	1.2	1.6
1000 MISCELLANEOUS ENGING				
02 ENGINE SYSTEM GAS / DIESEL				
100 CARB R/R	1.1	1.1	1.1	1.1
110 INJECTION PUMP R/R	2.3	2.3	2.4	2.6
120 SHUT OFF SOLENOID	1.0	1.0	1.0	1.0
130 INJECTOR NOZZLE (EACH)	0.5	0.5	0.5	0.5
140 GAS FUEL PUMP/GASKET R/R	0.7	0.7	0.7	0.7
150 INTAKE MANIFOLD/GASKET R/R	1.5	1.5	1.5	1.5
160 FUEL TANK COVER GASKET	0.5	0.5	0.5	0.5
170 DASHPOT R/R	0.5	0.5	0.5	0.5
180 FUEL FILTER R/R	0.6	0.6	0.6	0.6
190 ENGINE KILL CABLE	0.5	0.5	0.5	0.5
200 CHOKE CABLE	0.5	0.5	0.5	0.5
210 CARB REPAIR/REBUILD	1.7	1.7	1.7	1.7
1000 MISC. FUEL SYSTEM GAS/DSL				
03 FUEL SYSTEM (LPG)				
100 LPG MIXER R/R	1.0	1.0	1.0	1.0
110 LPG MIXER REBUILD	1.6	1.6	1.6	1.6

STARKE MODELS	20/35	40/50	60/70	80 +
120 LPG REGULATOR R/R	0.8	0.8	0.8	0.8
130 LPG REGULATOR REBUILD	1.0	1.0	1.0	1.0
140 LPG LOCK OFF R/R	0.8	0.8	0.8	0.8
150 LPG LOCKOFF REBUILD	1.0	1.0	1.0	1.0
160 LPG EPR R/R	1.0	1.0	1.0	1.0
170 LPG FUEL HOSE R/R	0.4	0.4	0.4	0.4
180 LPG COOLANT HOSE R/R	0.4	0.4	0.4	0.4
190 LPG INJECTOR R/R	0.2	0.2	0.2	0.2
200 LPG FILTER R/R	0.3	0.3	0.3	0.3
210 LPG FUEL RAIL R/R	0.5	0.5	0.5	0.5
220 LPG BULKHEAD R/R	0.3	0.3	0.3	0.3
1000 MISC. FUEL SYSTEM LPG				
04 COOLING SYSTEM				
100 RADIATOR R/R	2.5	2.5	2.5	2.5
110 RADIATOR SHROUD	1.0	1.0	1.0	1.0
120 RADIATOR CAP R/R	0.3	0.3	0.3	0.3
130 RADIATOR DRAIN PLUG R/R	0.3	0.3	0.3	0.3
140 RADIATOR HOSES R/R (EACH)	0.6	0.6	0.6	0.6
150 WATER PUMP R/R	2.1	2.1	2.1	2.3
160 FAN BLADE/PULLEY R/R	0.5	0.5	0.5	0.5
170 THERMOSTAT/GASKET R/R	0.8	0.8	0.8	0.8
180 FAN BELT R/R	0.5	0.5	0.5	0.5
190 FAN BELT W/PTO R/R	2.0	2.0	2.0	2.0
200 HOSE CLAMP R/R	0.3	0.3	0.3	0.3
210 TRANS COOLANT LINE R/R (EACH)	0.5	0.5	0.5	0.5
1000 MISC. COOLING SYSTEM				
05 ENGINE ELECTRICAL				
100 GLOW PLUG R/R	0.8	0.8	0.8	0.8
110 HEATER RIBBON R/R	0.7	0.7	0.7	0.7
120 TEMP SENDING UNIT R/R	0.5	0.5	0.5	0.5
130 OIL SENDING UNIT R/R	0.5	0.5	0.5	0.5
140 STARTER R/R	0.8	0.8	0.8	0.8
150 ALTERNATOR	0.8	0.8	0.8	0.8
160 VOLTAGE REGULATOR R/R	0.5	0.5	0.5	0.5
170 DISTRIBUTOR R/R	0.9	0.9	0.9	0.9
180 IGNITION WIRES R/R	0.5	0.5	0.5	0.5
190 SPARK PLUGS R/R (ALL)	0.5	0.5	0.5	0.5
200 ELECTRONIC IGNITOR	0.9	0.9	0.9	0.9
210 RESISTOR	0.5	0.5	0.5	0.5
220 COIL PACK R/R EACH	0.2	0.2	0.2	0.2
230 WEATHERPACK PLUG R/R	0.5	0.5	0.5	0.5
240 ECM R/R	1.0	1.0	1.0	1.0
250 ENGINE WIRING HARNESS R/R	2.0	2.0	2.0	2.0
260 BATTERY R/R	0.5	0.5	0.5	0.5
270 CAM SENSOR R/R	1.0	1.0	1.0	1.0
280 CRANK SENSOR R/R	1.0	1.0	1.0	1.0
290 O2 SENSOR R/R	1.0	1.0	1.0	1.0
1000 MISC. ENGINE ELECTRICAL				

STARKE MODELS	20/35	40/50	60/70	80 +
06 EXHAUST SYSTEM				
100 MANIFOLD/GASKET R/R	2.0	2.0	2.0	2.0
110 MUFFLER R/R	1.5	1.5	1.5	1.5
120 EXHAUST PIPE	0.8	0.8	0.8	0.8
130 EXHAUST LEAK	0.5	0.5	0.5	0.5
140 CATALYTIC CONVERTER R/R	1.5	1.5	1.5	1.5
150 DPF FILTER R/R	1.5	1.5	1.5	1.5
1000 MISC. EXHAUST SYSTEM				
07 CLUTCH				
100 PRESSURE PLATE/DISC R/R	1.8	1.8	1.8	2.0
110 THROWOUT BRG R/R	1.8	1.8	1.8	2.0
120 CLUTCH MASTER CYLINDER R/R	0.5	0.5	0.5	0.5
130 PEDAL BUSHING/SHAFT R/R	1.5	1.5	1.5	1.5
1000 MISC. CLUTCH				
08 TORQUE CONVERTER				
100 TORQUE CONVERTER R/R	9.0	9.0	9.0	9.5
110 TRANSMISSION PUMP R/R	10.5	10.5	10.5	10.9
120 REBUILD/RESEAL TORQUE CONVERTER	2.0	2.0	2.0	2.0
130 FLEXPLATE R/R	6.5	6.5	6.5	6.8
1000 MISC. TORQUE CONVERTER				
09 AUTO TRANSMISSION				
100 TRANSMISSION ASSY. R/R	12.0	12.0	12.0	12.5
110 CLUTCH PACKS ALL R/R	21.5	21.5	21.5	22.0
120 CONTROL VALVE/GASKET R/R	1.5	1.5	1.5	1.5
130 CONTROL VALVE OVERHAUL	3.0	3.0	3.0	3.0
140 NEUTRAL SWITCH R/R	0.5	0.5	0.5	0.5
150 FILTER ASSEMBLY INTERNAL R/R	1.0	1.0	1.0	1.0
160 PINION SEAL R/R	23.0	23.0	23.0	23.5
170 EXTERNAL OIL LEAK	0.5	0.5	0.5	0.5
180 COMPLETE OVERHAUL	24.0	24.0	24.0	24.5
190 F/R SHIFT SOLENOID R/R	1.0	1.0	1.0	1.0
200 F/R SHIFTER ASSY. R/R	2.0	2.0	2.0	2.0
210 F/R LOCK-OUT BLACK BOX R/R	2.0	2.0	2.0	2.0
1000 MISC. AUTO TRANSMISSION				
10 STANDARD TRANSMISSION				
100 TRANSMISSION ASSY. R/R	12.0	12.0	12.0	12.5
110 SHIFT FORK/SHAFT R/R	1.8	1.8	1.8	1.8
120 SHIFT LEVER R/R	0.5	0.5	0.5	0.5
130 OIL LEAK GASKET	1.0	1.0	1.0	1.0

STARKE MODELS	20/35	40/50	60/70	80 +
140 COMPLETE OVERHAUL	19.0	19.0	19.0	19.5
1000 MISC. STANDARD TRANS.				
11 DRIVE AXLE				
100 CROWN AND PINION GEARS R/R	23.0	23.0	23.0	23.5
110 DIFFERENTIAL GASKET R/R	6.0	6.0	6.0	6.2
120 HUB ASSEMBLY R/R (EACH)	1.4	1.4	1.4	1.4
130 AXLE ASSEMBLY R/R (EACH)	0.8	0.8	0.8	0.8
140 WHEEL BEARING/SEALS R/R	1.4	1.4	1.4	1.4
1000 MISC. DRIVE AXLE				
12 STEER AXLE				
100 STEER AXLE ASSY. R/R	2.2	2.2	2.2	2.2
110 LINK/BUSHING R/R (EACH SIDE)	1.2	1.2	1.2	1.2
120 KNUCKLE R/R (EACH SIDE)	1.1	1.1	1.1	1.1
130 KING PIN ASSEMBLY R/R (EACH SIDE)	1.7	1.7	1.7	1.7
140 BELL CRANK/BRGS R/R	2.1	2.1	2.1	2.1
150 HUB/BRGS/SEAL R/R (EACH SIDE)	1.4	1.4	1.4	1.6
160 TIE RODS/LINKAGE R/R (EACH SIDE)	1.1	1.1	1.1	1.1
170 AXLE SUPPORT BEARINGS	1.9	1.9	1.9	2.1
180 HUB R/R (1ST)	0.8	0.8	0.8	0.8
190 HUB BOLT R/R (ALL)	1.4	1.4	1.4	1.4
200 SHIM AXLE	1.5	1.5	1.5	1.5
1000 MISC. STEER AXLE				
13 DRIVE WHEEL/TIRE				
100 DRIVE WHEEL/TIRE R/R (EACH SIDE)	0.5	0.5	0.5	0.6
110 DUALS WHEEL/TIRE R/R (EACH SIDE)	0.7	0.7	0.7	0.8
1000 MISC. DRIVE WHEEL/TIRE				
14 STEER WHEEL/TIRE				
100 STEER WHEEL/TIRE R/R (EA.)	0.7	0.7	0.7	0.7
1000 MISC. STEER SHEEL/TIRE				
15 STEER COLUMN/LINKAGE				
100 HYDOSTATIC STEER BOX R/R	2.1	2.1	2.1	2.1
110 STEER COLUMN U-JOINT R/R	1.7	1.7	1.7	1.7
120 STEER COLUMN BUSHING R/R	1.0	1.0	1.0	1.0
130 STEER COLUMN SEAL R/R	1.1	1.1	1.1	1.1

STARKE MODELS	20/35	40/50	60/70	80 +
140 PRIORITY FLOW VALVE R/R	1.3	1.3	1.3	1.3
150 HYDOSTATIC GEAR BOX OVERHAUL	2.6	2.6	2.6	2.6
1000 MISC. STEER COLUMN/LINKAGE				
16 BRAKE SYSTEM				
100 BRAKE DRUM R/R (EACH SIDE)	1.1	1.1	1.1	1.2
110 BACK PLATE ASSEMBLY R/R (EACH SIDE)	1.8	1.8	1.8	1.9
120 BRAKE SHOES R/R (EACH SIDE)	1.2	1.2	1.2	1.2
130 WHEEL CYLINDER R/R (EACH SIDE)	1.8	1.8	1.8	1.8
140 MASTER CYLINDER ASSY. R/R	1.1	1.1	1.1	1.1
150 PARK BRAKE HANDLE R/R	1.3	1.3	1.3	1.3
160 PARK BRAKE CABLE R/R (EACH SIDE)	1.0	1.0	1.0	1.0
170 BRAKE LINES R/R (EACH SIDE)	0.8	0.8	0.8	0.8
180 BRAKE FLUID RESERVIOR EXTERNAL	0.5	0.5	0.5	0.5
190 BLEED BRAKE SYSTEM	0.5	0.5	0.5	0.5
1000 MISC. BRAKE SYSTEM				
17 FRAME/CHASSIS				
100 COUNTER WEIGHT R/R	0.7	0.7	0.7	0.7
110 FUEL TANK DRAIN PLUG R/R	0.5	0.5	0.5	0.5
120 HOOD RELEASE CABLE R/R	0.9	0.9	0.9	0.9
130 HOOD ASSY. R/R	1.0	1.0	1.0	1.2
140 HOOD HINGE R/R (EACH SIDE)	0.4	0.4	0.4	0.5
150 FENDER EXTENSION R/R (EACH SIDE)	0.6	0.6	0.6	0.8
160 STEP TREAD R/R (EACH SIDE)	0.2	0.2	0.2	0.2
170 LIGHT BRACKET R/R (EACH)	0.2	0.2	0.2	0.2
180 DASH PLASTIC TRIM (EACH)	0.5	0.5	0.5	0.6
190 FLOOR MAT	0.1	0.1	0.1	0.1
200 SEAT BELT SET	0.5	0.5	0.5	0.5
1000 MISC. FRAME/CHASSIS				
18 HYDRAULIC CONTROL VALVE				
100 HYDRAULIC CONTROL VALVE ASSY. R/R	4.0	4.0	4.0	4.5
110 PRIORITY FLOW DIVIDER R/R	1.7	1.7	1.7	1.8
120 CONTROL VALVE LEVER R/R	0.4	0.4	0.4	0.4
130 CONTROL VALVE SECTION R/R	1.0	1.0	1.0	1.0
140 HYDROLIC CONTROL PRESSURE VALVE R/R	0.7	0.7	0.7	0.7
150 VAVLE SECTION RESEAL	2.0	2.0	2.0	2.0
160 VAVLE SPOOL RESEAL	1.1	1.1	1.1	1.1
170 SET HYDRAULIC PRESSURE RELIEF	0.5	0.5	0.5	0.5
180 SET HYDRAULIC STEERING PRESSURE	0.5	0.5	0.5	0.5
1000 MISC. HYD COTNROL VALVE				
19 HYDRAULIC PUMP				
100 HYDRAULIC PUMP ASSEMBLY R/R	1.5	1.5	1.5	1.7
110 HYDRAULIC PUMP RESEAL	2.0	2.0	2.0	2.2
120 HOSE AT HYDRAULIC PUMP (EACH)	2.0	2.0	2.0	2.3
1000 MISC. HYDRAULIC PUMP				