



Warranty Service Manual

Ver.2026



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Preface

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

Valid: for all products sold from 2026-1-1 to 2026-12-31.

Glossary

Communicating Channels

BEST MART INC

ADD:1720 DAN KIPPER DR, RIVERSIDE, CA92507

[HTTPS://BESTMARTBRANDSSHOP.COM/](https://bestmartbrandsshop.com/)

For all warranty & Technical related matters:service@bestmartglobal.com

Email is suggested for claim feedback.

Class 1: Electric Counter Balanced Forklift

Class 2: Narrow Aisle Truck

Class 3: Warehouse Equipment

Class 4&5: IC Counter Balanced Forklift

Class 6: Tow Truck

Class 7: Rough terrain forklift & Reach stacker

Class 8: Hand/semi Electric Truck & Aerial Working Equipment

Class 9: Specialty Equipment and AGV

Heavy Duty Machine: Forklift Capacity over 10T, Reach stacker & Empty Container Stacker

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Section 1. Warranty Philosophy

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

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 BIRDIE BEAST products and make improvements.
3. To support BIRDIE BEAST partners to get sales at every opportunity given.

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

Section 2. Warranty Guidelines

Basic Condition

This warranty is available on the products defective only. BIRDIE BEAST 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. Guarantee Period

BIRDIE BEAST 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.

Model	Warranty period (whichever occurs first)
Class 1 1-10T	24 months / 2000 hours
Class 2	24 months / 2000 hours
Class 3	12 months / 2000 hours
Class 4&5 1-10T	24 months / 2000 hours
Class 6	12 months / 2000 hours
Class 7 – Rough Terrain	24 months / 2000 hours
Electric Platform Trailer	24 months / 2000 hours
Class 8	12 months / 2000 hours
Class 9	24 months / 2000 hours
Heavy Duty Machine	24 months / 4000 hours
Genuine Parts	6 Months

2. Product Update & Quality Improvement

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

3.Items not covered as follows

3.1.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.Failures caused by the abnormal operation against the instructions stated in operation and maintenance manual of BIRDIE BEAST are not covered by Warranty.

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

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

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

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

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

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

Type	Parts Description
Oils/Fluids	Fuels, Engine oil, Transmission oil, Gear oil, Anti-freezing fluid, Brake fluid, Hydraulic oil, Grease, Electrolyte, etc.
Filters	Air Filters, Engine oil filters, Fuel filters, Transmission oil filters, Hydraulic oil filters, etc.
Wearing Parts	Tyres, Clutch discs, Brake shoes, Brake cylinders, Cables, Nuzzles, Piston rings, Nuts, Washers, Pins, Bushes, Rollers, etc.
Electric Parts	Lamps (Except LED lights), Switches, Wiring harnesses, Displays, Sensors, Sockets, Capacities, Starter & Generator, Ignition plugs, Distributors, Fuses, Carbon brush, etc.
Rubber Parts	Fan belts, Hoses, O-rings, Seals, Shock absorber, etc.
Decoration Parts	Glassware, Decorating plates, Sealing rubber, Painting, etc.

4. Conditional Items

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

4.2.BIRDIE BEAST provides guarantee to batteries, and the warranty period is as follows,

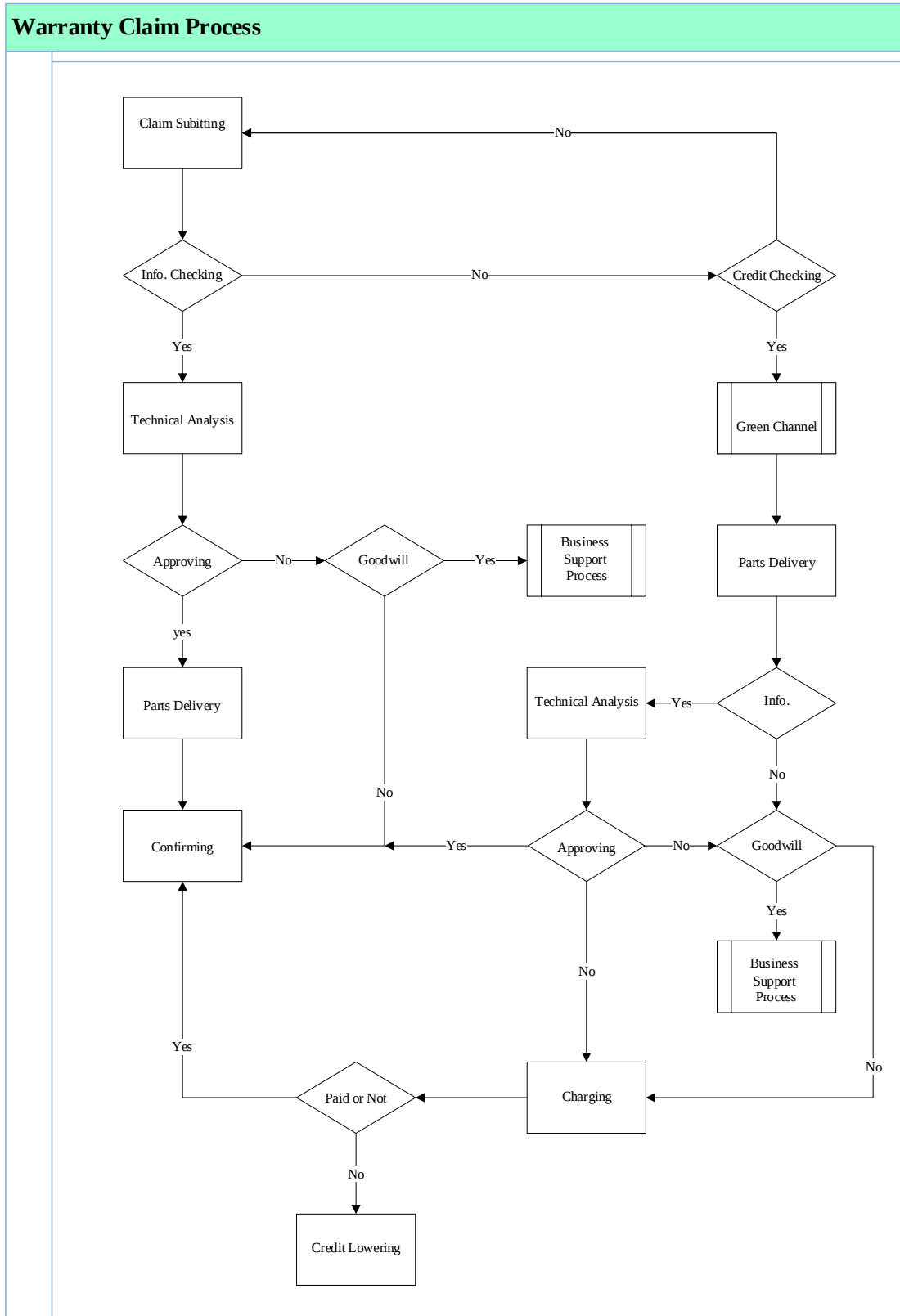
Model	Warranty period (whichever occurs first)
Starting battery	12 months / 1000 hours
Chinese brand lead-acid traction battery	24 months / 2000 hours
Non-Chinese brand lead-acid traction battery	12 months / 1000 hours
Lithium battery (Cuboid cell) – Cell & BMS	72 months / 12000 hours
Lithium battery (Cylinder cell) - Cell & BMS	36 months / 6000 hours
Lithium battery (Cuboid & Cylinder Cell) - others	24months / 4000 hours
Lithium battery on trucks	12 months / 1000 hours
Individual charger	Same with the related truck

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

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

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

Appendix 1. Warranty Claim Processing Flow Chart



Claim Submitting

The users or dealers fill out the *Warranty Claim Form* and submit to above mentioned service contact by E-Mail.

BIRDIE BEAST 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.

Technical Analysis

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

Parts Delivery

BIRDIE BEAST send parts for repairing to the users or dealers.

Claim Report

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.

Good Credit Check

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.

Green Channel

In some urgent cases, if the complete information is difficult or too costly to make at once, BIRDIE BEAST 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.

Charging for parts

When users or dealers are failed to submit supplementary information or submitted information shows the damages are not caused by products quality, BIRDIE BEAST will charge for the parts.

Credit Lowering

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

Appendix 2. Warranty Claim Form**WARRANTY CLAIM FORM**

Claim No.	(1)	From	(3)
Date of Claim	(2)	To	(4)
Customer Name	(5)	Country	(6)
Truck Model	(7)	Working Hours	(9)
Truck No.	(8)	Failure Date	(10)
Component Model	(11)	Component No.	(12)
Damage Description: (13)			
Detailed Explanation of Repairs Performed: (14)			
Solution Result: (15)			
Your Analysis: (16)			
Spare Parts Required			
Part Code	Description	Qt'y	Remark
(17)	(18)	(19)	(20)
Shipment Term: (21)			
Remark: (22)			

1.Claim No.

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

2.Date of Claim

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

3.From

Person who created the claim.

4.To

Person who is supposed to receive the claim

5.Customer Name

Name of the user or company name of the dealer

6.Country

Country of the failed truck is in

7.Truck Model

Full machine model as per shown on the ID plate

8.Truck No.

Full machine serial number as shown on ID plate

9.Working Hours

The number read from the display

10.Failure Date

Date of the failure happened

11.Component Model

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.Component No.

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.Damage Description

Detailed information about the faulty performance of the truck

14.Detailed Explanation of Repairs Performed

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

15.Solution Result

The situation of the truck after repairs taken

16.Your Analysis

Your opinions of the damages after taken repairs

17.Part Code

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

18.Description

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

19. Quantity

Quantity of given part replaced

20. Remark

Other information useful for identifying the parts

21. Shipment term

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

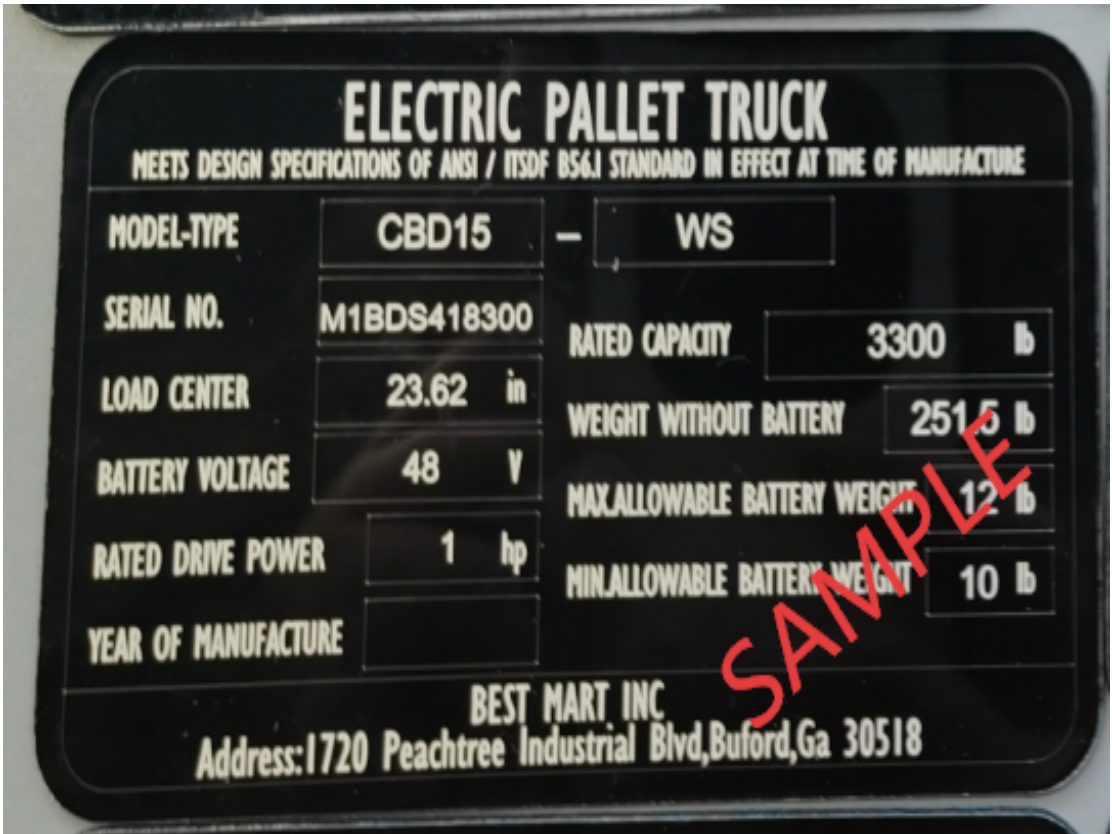
22. Remark

Any supplementary information for the claim

23.Photos required for the claim submitting

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

23.1 Photo of machine ID plate



23.2 Photo of component ID plate (when there is)



ID plate of component (Transmission)

23.3 Steel Seal of Component (Cylinder)

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23.4 Photo of hour meter



23.5 Photo of the damaged position



23.6 Photos of the damaged situation

