



### **The warranty does not cover the following:**

- Wear and tear caused by contaminated hydraulic oil/suction filter
- Faults caused by the assembly company/service partner
- General damage due to negligent force / consequential damage
- Unapproved conversions/attachments and repair of components
- Adjustments carried out on tilting cylinders, foot control electronics
- Damage caused by failure to observe the assembly and/or operation manual (operating errors)
- Maintenance work (exception: Bär CargoRate maintenance and repair contract)
- The replacement of safety fuses
- No reimbursement of travel costs for HGVs that are in running order
- Damage to bearings caused by a lack of or insufficient lubrication or tilting cylinders that have been set up incorrectly
- Crimped/damaged cables
- Consequential damage due to negligent or intentional continuation of use despite apparent defects
- Downtime costs, rental vehicles
- Damage caused by undervoltage/overvoltage
- Call-out charges for the deployment of emergency services
- Only accident prevention test (UVV) without maintenance as part of WRV (Bär CargoRate maintenance and repair contract)



### **Please note:**

A second year of warranty cover shall only be granted if maintenance is carried out correctly in accordance with our service protocol and an accident prevention test (UVV) is carried out by a service partner of Gerd Bär GmbH and documented in the logbook. It is essential that evidence of the maintenance work and the UVV test carried out (copy of the logbook, invoice) be submitted as part of the warranty claim.

Warranty claims that do not include the aforementioned evidence will be rejected.

Repairs costing  $\geq$  €500.00 that are to be carried out in the 6 months prior to the date on which the Bär CargoRate maintenance and repair contract expires must be approved by a service employee of Gerd Bär GmbH.

When it comes to the new generation cargolifts (eBC), the fault memory must be read out using the Bär CargoCheck diagnosis software and the fault log must be submitted as part of the warranty claim.

Costs for outdoor installation can only be reimbursed if the vehicle can not be operated by the driver of the vehicle in accordance with the operation manual and with the aid of emergency operation due to damage to the cargolift.

The claim for reimbursement shall be deemed invalid unless the requested defective parts are sent back to Gerd Bär GmbH. To send parts back, you can make use of a free pick-up service via our webshop.



### **Warranty claims**

The service partner is responsible for submitting the warranty claim on time and for returning the damaged part within four weeks.

Once this deadline has passed, Gerd Bär GmbH shall reject all warranty claims.

When it comes to defective parts that do not need to be returned to Gerd Bär GmbH, conclusive digital photos/videos of the defective part showing the damaged area must accompany the warranty claim form.

See our terms and conditions and technical service information for further conditions.

# Table of set-up times last updated July 2020



In case of unsuccessful troubleshooting after 30 minutes, technical advice should be obtained from the hotline of Gerd Bär GmbH or its contact person in the respective country!

BC-type	task	including find failure																	Bär CargoRate							
		cabin switch	electronic control/central electric/eBC Controller	Bär SmartControl receiver	Bär SmartControl transmitter	valve insert 2/2-VS1 (4/2 valve)	power pack	foot control electronic	foot control	lever switch	control box	platform cable	proximity switch, sensors, switch	flashing light	solenoid coil	hydraulic hose	lifting cylinder	tilting cylinder	holding cylinder/ gas spring	exchange valve	throttle filling cylinder	read out fault memory eBC controller	troubleshooting per total repair	maintenance according to service protocol and accident prevention regulation according to test book, including fault memory readout	replacement of hydraulic hoses after 6 years <sup>2</sup>	half-yearly lubrication in two-shift operation
BC 600 / 500 A2V / S2V/S2B-T3		0,25	0,2	1,0	0,15	0,25	1	0,75	X	X	X	0,5	0,2	0,3	0,5	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 750 A2L-/S2L-/S2S-R5		0,25	0,2	1,0	0,15	0,25	0,75	0,75	0,15	0,2	0,5	0,5	0,2	0,3	0,5	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 750 S2N-R4		0,25	0,2	1,0	0,15	0,25	0,75	0,75	0,15	0,2	0,5	0,5	0,2	0,3	0,5	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 750 A2L-R4 / BC 750 S2-R4		0,25	0,2	1,0	0,15	0,25	0,75	0,75	0,15	0,2	0,5	0,5	0,2	0,3	0,5	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1000 S2-M5		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	0,5	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1000 F2-A4 / BC 1000F4-A4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	0,5	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1000 S4-A4 / BC 1500 S4L-A4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	X	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500 S4U-B4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500 S4-B4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500 R21-K4		0,25	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	0,5	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500 F2-B4 / BC 1500 F4-B4		0,25	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500 S2N-K4/ BC 1500S2N-K4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	0,5	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500/2000 R4U-V4		0,2	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500/2000 H42-G4/-D4-H4		0,25	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	0,5	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 1500/2000 R42-G4/-D4		0,25	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	0,5	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000 R2T-B5		X	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000/2500 S4-C4/BC 2000 S4A-D		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000/2500 R41-H4/		0,25	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000/ 2500 S4V-C4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000/2500 S4U-W4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000/2500 R4T-H4		X	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 2000/2500 R4C-H4		X	0,2	X	X	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	0,25	0,5	0,15	0,5	1,5	1,0	0,2
BC 3000 S3-C4		0,25	0,2	0,3	0,15	0,25	0,75	0,75	0,15	0,2	X	0,5	0,2	0,3	0,35	0,25	1,25	1,35	X	X	0,5	0,15	0,5	1,5	1,0	0,2

Troubleshooting is not necessary for cylinders and hydraulic hoses. Original Bär hydraulic hoses must be used. Other hydraulic hose brands are only reimbursed within an emergency service as a material replacement at the list price less the discount rate of Gerd Bär GmbH.

<sup>2</sup> only hoses that are exposed to the weather!