

Frequently Asked Questions about Products Manufactured and Sold by the Clark Material Handling Company

▶ Where can I get operator's manuals, parts and service literature, and parts for my Clark lift truck or other Clark Material Handling Company product?

● Operator's manuals, parts and service literature, and genuine Clark service parts for your Clark lift truck are available from your Clark dealer. Please be prepared to provide the complete Clark serial number to your Clark dealer when ordering service literature and parts.

▶ How can I locate my nearest Clark dealer?

● For the Clark dealer nearest you, please go to our web site at <http://www.clarkmhc.com> and click on "The Dealers," and then click "Lookup Dealer". Then enter your zip code and hit "Find DLR." The Clark dealer servicing your area will be displayed.

▶ How old is my Clark lift truck or other Clark Material Handling Company product?

● Date of shipment information is available by sending an e-mail request to webmaster@clarkmhc.com . Please provide the complete serial number of the Clark lift truck or other Clark Material Handling Company product.

▶ Where can I find the Clark serial number on my Clark lift truck or other Clark Material Handling Company product?

● The Clark serial number is stamped into the serial number plate, which is usually located in the operator's compartment. If the serial number plate is missing or illegible, you can find the serial number stamped into the frame. On a Clark lift truck, this will usually be beneath the step into the operator's compartment and may be either on the left or right side of the lift truck. Note: Rubbing the flat side of a piece of school chalk over the stamping may make the serial number more legible.

▶ Can I still get an operator's, parts, or service manual for my old Clark lift truck or other Clark Material Handling Company product?

● Photo copies of Clark operator's, parts, and service manuals are available for many old Clark lift trucks and other Clark Material Handling Company products. Please send an e-mail request to webmaster@clarkmhc.com for manual numbers and availability. Please provide the complete Clark serial number. Please know, however, that all Clark operator's, parts, and service manuals must be ordered from your Clark dealer.

▶ **What are the prices of Clark operator's, parts, and service manuals?**

- The prices of Clark operators, parts, and service manuals vary. The price depends on the age of the Clark lift truck and the size of the manual. Your Clark dealer can provide this information to you.

▶ **I'm considering buying a used Clark lift truck. What is its average value?**

- Average values for used Clark lift trucks are available from your Clark dealer. Clark Material Handling Company does not provide used lift truck value information.

▶ **Can I order operator's manuals, parts and service literature, and parts for my Clark lift truck or other Clark Material Handling Company product directly from Clark?**

- Operator's manuals, parts and service literature, and genuine Clark service parts are available only from your Clark dealer.

▶ **Where can I get a replacement serial number plate for my Clark forklift or other Clark Material Handling Company product?**

- A replacement serial number plate can be requested through your Clark dealer. Please be prepared to provide the following information to your Clark dealer:

- 1) The complete Clark truck serial number.
- 2) The type of lift truck upright (mast) if it has been changed.
- 3) Any attachments or devices mounted on the lift truck.
- 4) Any modifications made to the lift truck.

▶ **Where can I get Clark safety and training materials and videos?**

- Information concerning Clark safety and training materials and videos is available from your Clark dealer.

▶ **What is Clark's position concerning the use of lift trucks as personnel elevators?**

- Clark Material Handling Company advises against the use of lift trucks as personnel elevators. Improper maintenance and operation of lift trucks or improperly designed platforms can cause accidents. Clark's recommendation is to use equipment designed for the job.

Clark's general-purpose lift trucks are not designed as personnel elevators. While the OSHA and ANSI safety standards permit such attachments to be used, Clark does not itself sell safety platforms, and does not permit the use of platforms on lift trucks. Clark warns against the use of lift trucks for elevating people in its

operator's manuals, in training courses and manuals, and in labels on the machines.

If you decide to use lift trucks as personnel elevators, be sure to review the OSHA and ANSI safety standards and procedures that must be followed in the course of such an application. In addition, please refer to the sections on personnel elevators contained in the Clark's Employer's Guide to Material Handling Safety, especially the section on training necessary for operators of lift trucks used in this application. Please know that the Clark's Employer's Guide to Material Handling Safety is available from your Clark dealer.

Again, Clark strongly advises against the use of lift trucks as personnel elevators. There are specific products designed to raise people for overhead work, and Clark believes that these machines are better suited for this work.

▶ **I have a Clark lift truck driver's license. When do I need to renew it?**

- Your Clark lift truck driver's license is good indefinitely and does not require periodic renewal.

▶ **Where can I get application information concerning my Clark lift truck or other Clark Material Handling Company product?**

- Application information concerning your Clark lift truck or other Clark Material Handling Company is available from your Clark dealer.

▶ **Where can I get specifications for my Clark lift truck or other Clark Material Handling Company products?**

- Specifications for a late-model Clark lift truck or other Clark Material Handling Company product are available from your Clark dealer. Please be prepared to provide the complete Clark serial number to your Clark dealer.

- Specifications for older Clark lift trucks or other Clark Material Handling Company products are available by sending an e-mail request to webmaster@clarkmhc.com. Please provide the complete Clark serial number.

▶ **Where can I get parts and information for a Clark lift truck or other Clark Material Handling Company product that is located in Europe, the Middle East, Africa, Asia, or Australia?**

- Parts and information for Clark lift trucks or other Clark Material Handling Company products that are located in Europe, the Middle East, or Africa can be found by contacting Clark Material Handling - Europe at <http://www.clark.de>.

- Parts and information for Clark lift trucks or other Clark Material Handling Company products that are located in Asia or Australia can be found by contacting Clark Material Handling - Asia at <http://www.clarkmhc.co.kr>.

▶ Where can I get an MSDS sheet for a Clark Material Handling Company product?

- MSDS (Material Safety Data Sheets) for Clark Material Handling Company products are available by sending an e-mail request to webmaster@clarkmhc.com. Please provide the Clark part number of the product.

▶ I have a Clark parts book without part numbers. How can I get a Clark parts book that includes part numbers?

- Clark Custom Parts Books do not include part numbers. Parts are ordered from a Clark dealer by providing the key number of the part desired and the truck serial number. However, if you require Clark part numbers, a Clark SPN (Specific Part Number) manual can be ordered from your Clark dealer. Contact your Clark dealer for details. Please be prepared to provide the complete Clark serial number to your Clark dealer.

▶ Where can I get parts and information for an older Clark lift truck that has “ENF” in the serial number? My Clark dealer does not have any information on this lift truck.

- Clark “ENF” lift trucks were manufactured at a Clark facility in England. This facility ceased operations in 1975. Clark dealers can get some information and parts by contacting Clark Material Handling-Europe at <http://www.clark.de>.

▶ Where can I get parts and information for a Clark lift truck that has “RKF” in the serial number? My Clark dealer does not have any information on this lift truck.

- Clark “RKF” lift trucks were manufactured in Korea in the late 1980s and early 1990s. These lift trucks were intended only for the Korean domestic market. However, third-party equipment companies have imported a number of Clark “RKF” lift trucks into the U.S. For assistance with an “RKF” lift truck, please send an e-mail request to webmaster@clarkmhc.com. Please provide the complete Clark serial number.

***Frequently Asked Questions about Other Products Sold by the
Clark Material Handling Company***

▶ **Clark Scissor Lift**

Where can I get parts and information for a Clark scissor lift?

● Parts and information for a Clark scissor lift can be found by contacting the Terex Corporation at <http://www.terexlift.com>.

▶ **Clark ETA, ETD, or ETR**

Where can I get parts and information for a Clark ETA, ETD, or ETR narrow aisle lift truck?

● Parts and information for Clark ETA, ETD, and ETR narrow aisle lift trucks can be found at <http://www.steinbock.com/>

▶ **Clark Autoguide Vehicle**

Where can I get parts and information for a Clark auto-guided vehicle?

● Parts and information for Clark auto-guided vehicles can be found at <http://www.autoguideagv.com>.

▶ **Halla Lift Truck**

Where can I get parts and information for a Halla lift truck?

● Halla lift trucks was acquired by Hyundai Heavy Industries. Parts and information for Halla lift trucks can be found at <http://www.hyundai-ce.com/>

***Frequently Asked Questions about Products Manufactured by
the Former Clark Equipment Company***

Note: The Clark Material Handling Company was formerly the Industrial Truck Division of the now-defunct Clark Equipment Company. The products referenced below were manufactured by other divisions of the Clark Equipment Company and have no connection to the Clark Material Handling Company. This information is provided only to assist you with your parts and service questions.

▶ **Clark Transmissions**

Where can I get parts and information for a Clark transmission that is not installed in a Clark lift truck or other Clark Material Handling Company product?

- The former Clark Transmission Division of the Clark Equipment Company is now a unit of the Dana Corporation. Parts and information for Clark transmissions that are not installed in Clark lift trucks or other Clark Material Handling Company products can be found by contacting the Spicer Off-Highway division of Dana Corporation at <http://www.dana.com/offhighway//contact/>

- Some parts and information for obsolete Clark transmissions that are not installed in Clark lift trucks or other Clark Material Handling Company products can be found by contacting the Minnpar company at <http://www.minnpar.com/>

▶ **Clark/Michigan Construction Equipment**

Where can I get parts and information for Clark/Michigan construction equipment?

- The former Clark Machinery Division of the Clark Equipment Company is now a unit of Volvo BM. Parts and information for Clark/Michigan construction equipment can be found by contacting your nearest Volvo BM heavy equipment dealer.

▶ **Clark Axle**

Where can I get parts and information for a Clark axle assembly that is not installed in a Clark lift truck or other Clark Material Handling Company product?

- The former Clark Automotive and Axle Division of the Clark Equipment Company is now a unit of the Dana Corporation. Parts and information for Clark axle assemblies that are not installed in Clark lift trucks or other Clark Material Handling Company products can be found by contacting the Spicer Off-Highway division of Dana Corporation at <http://www.dana.com/offhighway//contact/>

▶ **Melroe Bobcat**

Where can I get parts and information for a Melroe Bobcat vehicle manufactured by the Clark Equipment Company?

- The former Melroe Bobcat Division of the Clark Equipment Company is now a unit of the Ingersoll-Rand Corporation. Parts and information for Melroe Bobcat vehicles can be found by contacting Melroe Bobcat at <http://www.bobcat.com/>.

▶ **Clark/Brown Trailer**

Where can I get parts and information for a Brown trailer built by the Clark Equipment Company?

● The Brown trailer division of the Clark Equipment Company ceased business operations in the 1970s. A search of the Internet may provide you with some information.

▶ **Clark Ranger Forestry Vehicle**

Where can I get parts and information for a Clark Ranger forestry vehicle manufactured by the Clark Equipment Company?

● Parts and information for Clark Ranger forestry vehicles can be found by contacting the Allied Systems Company at <http://www.alliedsystems.com/>

▶ **Clark/Lima Cranes**

Where can I get parts and information for a Clark/Lima crane manufactured by the Clark Equipment Company?

● The Clark/Lima division of the Clark Equipment Company ceased business operations in the 1970s. Some parts and information for Clark/Lima cranes can be found by contacting the Minnpar Company at <http://www.minnpar.com/>

▶ **Clark/Austin-Western Cranes**

Where can I get parts and information for a Clark/Austin-Western crane manufactured by the Clark Equipment Company?

● The Clark/Austin-Western division of the Clark Equipment Company ceased business operations in the 1970s. Some parts and information for Clark/Austin-Western cranes can be found by contacting the Minnpar company at <http://www.minnpar.com/>

▶ **Cortez Motor Homes**

Where can I get parts and information for a Cortez motor home manufactured by the Clark Equipment Company?

● The former Cortez division of the Clark Equipment Company ceased business operations in 1978. A search of the Internet may provide you with some information.

▶ **Where can I find parts and information for a Clarke floor sweeper?**

● Clarke has no connection to Clark Material Handling Company. Parts and information for Clarke floor maintenance equipment can be found by contacting the Alto International at <http://www.alto-online.com/>