

SERVICE

INCREASED UPTIME & DECREASED SURPRISES



SALES | RENTALS | PARTS | SERVICE | TRAINING

STACK IT | REACH IT | LIFT IT[®]

01

SERVICE PROGRAMS THAT

SAVE YOU MONEY.

The cost of machine ownership doesn't stop at the initial purchase. Luckily, a well planned Service Program can help you minimize your costs, avoid unexpected repairs, and increase the lifespan of your machine. Without implementing the appropriate Service Plan, you run the risk of premature wear and tear, unexpected breakdowns, and voided warranties.

Maintaining your equipment fleet can be challenging, so why not leave it to the experts?

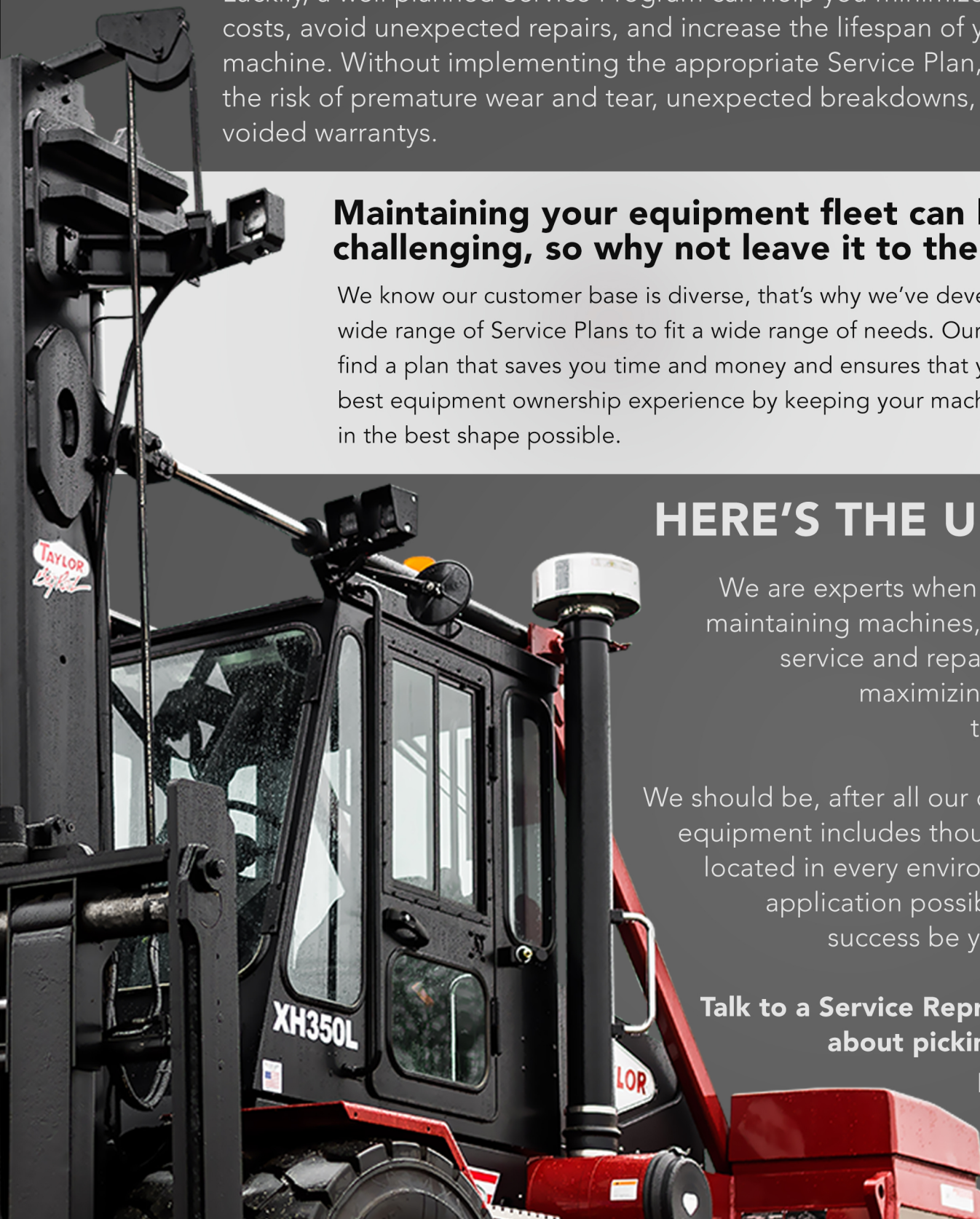
We know our customer base is diverse, that's why we've developed a wide range of Service Plans to fit a wide range of needs. Our goal is to find a plan that saves you time and money and ensures that you have the best equipment ownership experience by keeping your machine in the best shape possible.

HERE'S THE UPSIDE

We are experts when it comes to maintaining machines, minimizing service and repair costs and maximizing the life of the machine.

We should be, after all our own fleet of equipment includes thousands units located in every environment, and application possible. Let our success be your success.

Talk to a Service Representative about picking the right plan today!



FIND THE RIGHT PLAN

Total Maintenance & Repair (TMR)

Combine all maintenance services and repairs into a single monthly cost.

Total Planned Maintenance (TPM)

Combine all maintenance services single monthly cost. Repairs estimated on a case-by-case basis.

Planned Maintenance (PM)

Add your machine to our Service Database, and let us manage service intervals on your behalf.

Time & Materials (TM)

Call us when you need us.

Included Features	TMR	TPM	PM	TM
1. Includes manufacture recommended service items	✓	✓	✓	✓
2. Warranty compliance	✓	✓	✓	✓
3. 8-point operational and safety inspection	✓	✓	✓	✓
4. Electronic maintenance reporting	✓	✓	✓	✓
5. Maintenance intervals tracked by our specialists	✓	✓	✓	
6. Fixed labour costs	✓	✓	✓	
7. Dedicated Account Representatives	✓	✓	✓	
8. Fixed monthly invoicing	✓	✓		
9. Fixed parts cost	✓	✓		
10. Maintenance compliance for higher re-sales	✓	✓		
11. Includes repairs (in addition to maintenance)	✓			
12. Loaner machiners (for extended breakdown)	✓			
13. Priority repair response times	✓			
14. Repairs backed by 6-month / 1000 hr warranty	✓			



Add Ons.. Battery, Specialty Invoicing, and more.

Additional programs are available upon request including battery servicing for electric machines, Custom Invoicing, High Usage Greasing Programs, and more. We can customize any program to fit your needs.

Program Includes:

Factory recommended parts
Factory authorized service
Warranty compliance
Tracked maintenance intervals
8-Point operational and safety inspection
Machine greasing
Repair on major components
Digital Service Reports
Customize invoicing
Flat monthly rates
Adjustable term lengths
Priority response times
Loaner machines (for extended repair)
6 month / 1000 hr Service Warranty

Customer Benefits

- One flat monthly payment for all forklift service and repair.
- Simplified equipment management.
- Reduced downtime, increased safety efficiency and trade-in value.

Plan Details

- Most inclusive service and maintenance plan offered.
- Beneficial for companies who are interested in fleet management support.
- Ensures minimal downtime and improved coverage during extended repairs.

Exclusions

- Repairs or damage due to misuse or abuse is not covered.
- *Wearable components not covered.
- Talk to us about Operator Training to help reduce repairs due to misuse and abuse.



Customer Benefits

- One flat monthly payment for all forklift maintenance service.
- Maintenance intervals tracked by dedicated Service Representative.
- Reduced downtime, increased safe, efficiency and trade-in value.

Plan Details

- Never worry about missing a service interval again.
- An ideal plan for any company with a lower tolerance for downtime.
- Ensures warranty compliance, and provides advanced notice about wearing parts and future repairs.

Exclusions

- Repairs are not covered as part of this plan.
- In the case of an upcoming repair, an estimate will be provided following the service visit.

Program Includes:

- Factory recommended parts
- Factory authorized service
- Warranty compliance
- Tracked maintenance intervals
- 8-Point operational and safety inspection
- Machine greasing
- Digital Service Reports
- Flat monthly rates
- Adjustable term lengths
- *Onsite repair and adjustments (Optional)

*Note: For information regarding onsite adjustments and repair of smaller items such as lights, fuses, and switches, consult your Service Representative.



Program Includes:

Factory recommended parts
Factory authorized service
Warranty compliance
Tracked maintenance intervals
8-Point operational and safety inspection
Machine greasing
Fixed Labour Rate
*Onsite repair and adjustments (Optional)

*Note: For information regarding onsite adjustments and repair of smaller items such as lights, fuses, and switches, consult your Service Representative.

Customer Benefits

- Receive a notification when your estimated service interval is due.
- Piece of mind for warranty compliance, improved safety and decreased downtime.

Plan Details

- Pay as you go. Have your maintenance tracked and completed at your discretion.
- Beneficial for companies who would like to be contacted when their estimated equipment maintenance intervals are due.

Exclusions

- Repairs are not covered under this Service Plan.
- Machine servicing is not amortized into a flat monthly cost.



Customer Benefits

- Ensure warranty compliance by using a manufacturer recommended parts and service provider.
- Receive an electronic service report to explain completed work and any potential concerns.

Plan Details

- Least inclusive service and maintenance plan offered.
- Geared for companies who have the knowledge and capacity to take an active role in their maintenance.
- Call us only when you need us.

Exclusions

- This Service Plan excludes repairs.
- Customer maintenance intervals are not managed by an Service Representative.

Program Includes:

Factory recommended parts
Factory authorized service
Warranty compliance
8-Point operational and safety inspection
Machine greasing
*Onsite repair and adjustments (Optional)

*Note: For information regarding onsite adjustments and repair of smaller items such as lights, fuses, and switches, consult your Service Representative.





BRITISH COLUMBIA

Coquitlam	604-527-7901
Fort St. John	250-261-5521
Kamloops	250-828-6177
Kelowna	250-762-8480
Kitimat	250-632-7833
Langley	604-607-4450
Nanaimo	250-740-2585
Penticton	250-493-4222
Prince George	250-562-3342
Prince Rupert	250-628-3678
Surrey (Main)	604-607-8000
Sparwood	250-425-0648
Vernon	250-545-5740
Victoria	250-385-5841

ALBERTA

Calgary	403-723-7555
Edmonton	780-451-7200
Fort McMurray	780-790-9387
Grande Prairie	780-513-6205
Red Deer	403-347-7978

SASKATCHEWAN

Regina	306-546-6100
Saskatoon	306-978-3900

ONTARIO

Cambridge	519-653-4713
London	519-452-7770
Stratford	519-273-7664
Windsor	519-988-0006

WASHINGTON

Lakewood	253-582-5771
Spokane	509-533-5600
Tukwila	425-251-0600
Yakima	509-759-7340

OREGON

Portland	503-691-1430
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CALIFORNIA

Lodi	209-647-2075
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TEXAS

Austin	512-990-2494
Dallas	972-494-5438
Fort Worth	817-378-9797
Houston	713-694-3675
Longview	903-475-0977
Midland	432-253-9515
San Antonio	210-656-5438