FLEET MANAGEMENT
HYSTER FLEET SMART SERVICES. WE GET FLEET DONE.

You know your operation depends upon a reliable and productive lift truck fleet. But do you know how much your fleet costs to operate? Does your current fleet configuration contribute to increased productivity and utilization? Is there room to cut costs and increase productivity?

With over 90 years of materials handling know-how, more than a decade of fleet management experience and a dealer network averaging over 27 years in the industry, Hyster Fleet Smart guarantees we can save you money right away or our services are free*. Our goal is to create efficiencies and cost savings that you’ll see month after month, year after year. Implementing a program with Hyster Fleet Smart can put up to 25% back on your bottom line.

While other companies can offer basic fleet services, we deliver results. Hyster Fleet Smart – we get fleet done.

*Ask about program details.
With over 50,000 assets in our national fleet management programs, Hyster Fleet Smart has a program that can meet the needs of your fleet and your operational goals.

ALL PROGRAMS INCLUDE:

- **SERVICE FOR ALL MAKES / MODELS:** Hyster® Dealer technicians have the experience you’re looking for.
  
  As single-source service providers, Hyster® Dealers hire only the best technicians. They have the training, certification and experience to efficiently repair other makes of equipment to keep your downtime to an absolute minimum.

- **NATIONAL FLEET PREFERRED LABOR PRICING:** Why pay more for best in class service?
  
  As a valued fleet account, you are eligible to receive reduced labor rates. These preferred rates are exclusive to Hyster Fleet Smart customers and combined with our “all-makes” parts support, will get you on your way to maximizing productivity at the lowest possible cost.

- **NATIONAL FLEET PARTS PRICING:** Best available national pricing on Hyster® and all makes of equipment.
  
  As a valued Hyster Fleet Smart customer, you will automatically receive preferred parts pricing. Depending on the size of your fleet, this could represent additional savings in the hundreds of thousands of dollars.
AVAILABLE PLAN OPTIONS:

- **PERIODIC MAINTENANCE PROGRAMS: Improve the reliability of your fleet.**
  With a sound periodic maintenance plan, you can minimize unscheduled downtime and help prolong the effective life of your fleet. Based on each asset’s application, usage, and operating environment, we can customize PM programs to help ensure your fleet is operating at peak performance and the lowest cost possible.

- **FULL MAINTENANCE PROGRAMS: Our most comprehensive maintenance plan.**
  With Full Maintenance, we cover all parts and service costs for both scheduled and unscheduled maintenance.* Arrangements can be made to bill you for Full Maintenance service at a fixed monthly cost or by run time hour. Some coverage exclusions may apply.
  *Does not include damage and abuse caused by customer.

- **USAGE BASED RATE PROGRAMS: Our usage based full maintenance service plan.**
  If your asset utilization varies from month-to-month, you may want to consider our Usage Based Full Maintenance Plan. With this option, you can be assured that each Hyster® lift truck is being maintained in accordance with our recommended scheduled hourly intervals, and should an unscheduled breakdown occur, it can be covered in a Full Maintenance Plan. At the end of each month, we will remotely retrieve the number of hours used from each Hyster® lift truck and bill you based on the actual hours used.

- **TIME & MATERIAL SERVICES: The added flexibility of paying for each service.**
  We recognize the fact that some customers would rather pay for service by labor hour and parts replacement. Our time and materials plan provides you the alternative to pay for specific work performed on each asset. There is no fixed monthly cost for a time and material service plan.

- **MAINTENANCE ASSURANCE: Reduce those unexpected repair bills.**
  Hyster Fleet Smart understands the importance of reducing surprise service bills so you can focus on your core business and less time explaining unscheduled downtime and unbudgeted expenditures. One of the best opportunities for you to reduce downtime and costly repairs on your fleet is to subscribe to a maintenance program that offers sound periodic maintenance service coupled with additional parts and service coverage at a fixed monthly cost.
BATTERY / CHARGER MAINTENANCE: Lower the operating cost of your battery powered vehicles.
One of the most effective methods to maximize productivity on battery powered vehicles is to have your batteries and chargers on a sound maintenance program. Results have shown that an effective maintenance plan can significantly extend the life of your battery and charger.

ATTACHMENT MAINTENANCE: Expand your coverage to include special attachments.
To help reduce unscheduled downtime, it is recommended that special attachments are set up on a regularly scheduled maintenance plan. Our dealer network has years of experience to help prolong the life of various types of front-end attachments.

RENTAL & LOANER PROGRAMS:
Help safeguard productivity.
To help ensure you are able to quickly respond to spikes in your material handling requirements, our dealer network can provide you what you need from their rental fleet inventory. Have a truck out for service and need a loaner? Your Hyster® Dealer has a wide inventory of lift trucks available for rent.
When it comes to lift trucks, Hyster® Dealers do it all. Throughout our Dealer Network, you’ll find fleet managers, part suppliers, capital procurement specialists and trainers. All of these services are available from your local Hyster® lift truck dealer and their trained materials handling professionals who average more than 27 years in the business. Over 370 Hyster® Dealerships span North America, ready to serve you and earn your business every day. Your Hyster® Dealer will help you manage your fleet at precision levels of efficiency and productivity. That’s the Hyster difference.

NATIONWIDE SERVICE EVENT MANAGEMENT AND ADMINISTRATION

No matter where or what the issue, the Hyster Fleet Smart team stands ready to manage the repair in the most cost-effective and efficient manner possible to keep your facility productive and your costs down. With Hyster Fleet Smart, you have a fleet management team on your side, overseeing all services performed on your fleet before, during and after. Your fleet management team will track, analyze and report on your service trends to ensure we are always working to reduce your costs while keeping your fleet operating at the highest levels. Our service management includes:

24/7 DISPATCH AND CALL CENTER SUPPORT

Access to a dedicated toll-free 24/7 service hotline or our web-based call center. If you’re looking for a single point of contact for service requests, then you’ll want to take advantage of our centralized dispatching service. Hyster Fleet Smart can triage service calls from all your locations and personally handle the dispatching of a technician at the touch of a button. Many repairs can be facilitated over the phone to avoid an unnecessary call altogether. Feel free to use our toll-free dedicated service line, or our web-based service call center. Hyster Fleet Smart is there for you 24 hours a day, 365 days a year.
SERVICE REPAIR TRACKING

Have you ever wondered about the frequency of repairs on a particular unit, but did not have easy access to the data? Hyster Fleet Smart management will keep track for you, and let you know if an asset is experiencing frequent repairs of a specific part which could indicate operational issues or be a sign of more extensive problems requiring further investigation offline.

REPAIR QUOTE MANAGEMENT WITH LIFE COST EQUIPMENT DISPOSITION

Repair Quote Management provides the assurance that you need in completing major repairs. Each repair is reviewed to ensure that it is cost-effective and the life to date cost of the asset is also considered in recommending the completion of such repairs. You are in control and armed with the ability to make an informed decision to repair or replace your asset with this important cost management tool.

RECOMMENDED REPAIR OPTIONS TO LOWER COST

Because we manage such a large number of assets and track cost of repairs, Hyster Fleet Smart has the institutional knowledge to recommend the most cost-effective repair options without jeopardizing uptime.

3 LEVELS OF WORK ORDER OVERSIGHT

Through nationwide electronic integration with our dealer network, we are able to ensure consistent adherence to preferred labor and parts pricing for all of your locations. Further, we review each service event to repair labor standards ensuring that you do not pay more than what is reasonable for the time taken to repair your asset. Finally, as a last check, prior to generating your consolidated invoice we work to carefully review your “pre” invoice in an effort to identify trouble spots such as unusual or repetitive repairs.

FLEXIBLE INVOICE CONSOLIDATION AT THE CORPORATE OR LOCAL LEVEL: MINIMIZE INVOICES AND ADMINISTRATIVE COSTS

Recent surveys indicate that internal processing charges can range anywhere from $25 to $90 per invoice. Our centralized billing process is a streamlined approach utilizing the latest technology to effectively manage your account. By minimizing the number of invoices you process on a monthly basis, we can save you thousands of dollars each and every year. You can also opt for progress invoicing over the billing period should that option suit your accounting practices.
MANAGEMENT AND CONTINUOUS IMPROVEMENT

As a true partner, Hyster Fleet Smart management is involved in all aspects of your fleet’s operations—providing you with a complete picture of operational costs and areas for improvement. Management services include:

- **WEB PORTAL: REPORTS AND SAVINGS AT YOUR FINGERTIPS!**
  
  We rely on innovative software to help us effectively manage customer fleet accounts. Through our secured web site, customers can view data such as hour meter readings, equipment inventory, and maintenance history, to name a few. Our user-friendly customer web portal provides you 24/7 access to important up-to-date information on your fleet in a secure format. As an added security measure, your Fleet information is password-protected.

  - Full access to service data
  - Management reports
  - Initiate service calls
  - Review invoice details
  - Raise invoice challenges

- **DEDICATED FLEET ACCOUNT MANAGER AND CONSULTANT: On-demand access to someone who is there to help.**

  To provide you the personalized service you deserve, we have dedicated consultants on staff. These Program Managers are knowledgeable about your account and are there to help support your every need.

- **REGULAR PERFORMANCE REPORTING**

  With our Fleet Maintenance software, you can access a number of popular pre-designed performance reports or easily export basic data such as equipment inventory, maintenance history and work order summary by serial number. These basic reports can make it easy for you to track and report maintenance costs for each asset.

- **SPEND ANALYSIS AND TRACKING: Identify costs per hour and utilization history.**

  In addition to our Basic Reports, you can export detailed reports such as cost-per-hour and utilization. With enhanced fleet reporting, you can make intelligent decisions about your fleet including the most effective and economical placement of assets. Unlike software alone, our experts can help you analyze the data to provide sound recommendations for your fleet.
AVOIDABLE DAMAGE ANALYSIS: Find these hidden costs that may be driving high expense levels.

Hyster Fleet Smart’s business system provides reports that show avoidable damage summary totals by equipment number, types of avoidable damage repairs categorized for analysis, detail of avoidable damage repairs for a specific unit—all organized by the department, building, location, etc. based on your specifications. This data can be for the life of the equipment to date, or just for certain time periods. It is important for both the customer and fleet manager to track such information so that costs can be driven down by process changes, specification changes, offering training to operators, and other activities.

ADVANCED PERIODIC REVIEWS WITH RECOMMENDATIONS

Hyster Fleet Smart can perform in-depth site surveys that allow us to help you determine:

1. What a productive and cost-effective fleet looks like in your application
2. What is the optimal fleet size and mix
3. What is the most cost efficient maintenance schedule

On an ongoing basis, we will analyze all the data to identify opportunities for continuous cost improvements. Hyster Fleet Smart also will help you determine what management reports are needed to provide on-going decision making, track variable costs, and avoidable damage costs. Once avoidable damage costs are recognized and tracked, changes in processes, procedures, or training will allow us to work together on reducing those avoidable costs.

EQUIPMENT REDUCTION, ROTATION AND REPLACEMENT RECOMMENDATIONS

Fleet management is about the total cost of ownership on a unit and fleet basis, and how to ensure the highest productivity at the lowest life cycle cost. Hyster Fleet Smart will work with your operation to gain the necessary business intelligence for recommendations regarding overall fleet size and composition as well as equipment utilization and replacement options.

WIRELESS ASSET MANAGEMENT AND DATA DASHBOARD

HYSTER TRACKER: Wireless asset management takes your fleet to the next level.

Online access to your lift truck fleet is a vital part of today’s fleet management approach. Hyster Tracker provides true wireless fleet management, helps drive maximum fleet efficiency, can aid in improving safety by tracking operator incidents, reduces your carbon footprint and lowers your overall material handling costs. Like Hyster Fleet Smart, Hyster Tracker offers options to meet your needs; whether you simply need to electronically monitor all the trucks in your fleet, limit operator usage or make sure all equipment is used only after operator specific checks, we have a solution.
CERTIFIED REMANUFACTURED TRUCKS

In certain applications or budgets, purchasing or renting a new lift truck may not be a viable option. In this situation, ask your dealer about the Hyster® Certified Remanufactured program. With a Hyster® Certified Remanufactured Truck, you can rest assured of the same Hyster quality you have come to suspect from a new Hyster lift truck.

The outstanding durability of Hyster® lift trucks means you can count on reliable service;

- If your local dealer doesn’t have the exact specification of used truck you require, they can normally source it from elsewhere within the network.
- You have peace of mind, knowing that the vast majority of Hyster® Certified Remanufactured forklift trucks have been maintained by authorized Hyster® Dealers to a high standard.

If you are currently looking for used lift trucks for your business, your local Hyster® Dealer will be able to discuss and source the best Certified Remanufactured Truck to suit you.

AFTERMARKET SERVICE PARTS

FLEET PARTS PRICING: PREFERRED NATIONAL PRICING ON HYSTER® AND ALL MAKES OF EQUIPMENT

As a valued Hyster Fleet Smart customer, you will automatically receive preferred parts pricing. Depending on the size of your fleet, this could represent additional savings in the hundreds of thousands of dollars.

PARTS FOR ALL MAKES & MODELS

With over $100M in parts inventory and an easy-to-use customer portal, you can find the right parts for your fleet requirements regardless of manufacturer – and a choice of shipping options for delivery when you need them.

OEM TESTED & APPROVED

Don’t compromise dependable operation with a poor quality generic “will-fit” part. Hyster®-approved parts, designed specifically for Hyster® lift trucks, meet stringent standards for performance, fit and durability.

G.A.P. (GUARANTEED AVAILABILITY PROGRAM)

Our Guaranteed Availability Program (G.A.P.) ensures that parts that are normally required in the first two years of operation will be available from your Hyster® Dealer within 24 hours, or they are free*.

*Within the terms, rules and guidelines of the program, which can be provided by your local dealer. See claim form for all rules and requirements. Program may be discontinued, at the sole discretion of Hyster Company, at any time.
OPERATOR AND TECHNICIAN TRAINING

- OPERATOR TRAINING: Reduce the risk of injuries and accidents.
  OSHA requires that all lift truck operators receive the proper training and certification to help ensure they can safely operate a lift truck. Our training is not only truck specific, but site specific as well. Hyster, in conjunction with its supporting dealer network, can provide the proper training for your operators to minimize the risk of injury or accidents.

- TECHNICIAN TRAINING: Do your technicians have the proper skill set?
  If your facility utilizes in-house maintenance technicians, your authorized Hyster® Dealer can offer technical training classes to help ensure your in-house technicians have the skill set to efficiently service Hyster® lift trucks.

FINANCING AND LEASE PROGRAMS

- FLEET FINANCING/LEASING PROGRAMS: Economical alternatives to purchasing.
  Whether you are acquiring a single truck or an entire fleet of Hyster® lift trucks, Hyster Capital can offer a leasing program to meet your needs. As the financial partner to Hyster Company and your local Hyster® Dealer, Hyster Capital provides you a convenient, flexible and economical alternative to an outright cash purchase. From ownership type lease arrangements to true lease options that address tax and financial reporting concerns, Hyster Capital has a full complement of programs and products to allow you to acquire your new Hyster® lift trucks.