QUALITY PARTS
THE COST AND CONSEQUENCES OF NON-HYSTER APPROVED PARTS COULD BE HIGH.

Sure, a will-fit part might look the same. But has it been tested in real-world conditions on the Hyster® model on which it will be installed?

Hyster has put the competition to the test, and results below show that Hyster approved parts outperform the will-fit alternative - time and time again. Don’t find out the hard way with early part failure and downtime. Insist on Hyster-approved replacement parts for your Hyster truck.

WATER PUMP FLOW RATES ARE NOT EQUAL.
Looking the same doesn’t mean performing the same. Hyster water pumps have been specifically designed and tested for the GM and Mazda engines used in our lift trucks.

BAD BRAKE SHOES CAN SLOW PRODUCTIVITY.
Hyster brake shoes will deliver more consistent braking performance and enhanced operator productivity. The choice, and risk, is yours.

AIR FILTER CONSTRUCTION CAN LEAD TO OVERHEATING AND ENGINE FAILURE.
As depicted in the graph, a Hyster air filter provides measurably higher airflow than a typical will-fit substitute.

LIFT CHAIN ELONGATION CAN BE CATASTROPHIC.
Hyster lift chains show less than half the elongation of a will-fit chain during a pre-determined wear test period. The choice, and risk, is yours.

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Hyster vs. will-fit water pump flow rate

Hyster vs. will -fit Chains

Lift Chain Elongation Can Be Catastrophic.
Hyster lift chain shows less than half the elongation of a will-fit alternative - time and time again. Don’t find out the hard way with early part failure and downtime. Insist on Hyster-approved replacement parts for your Hyster truck.

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COMMITMENT TO THE HIGHEST STANDARDS.
At Hyster, we continually document all procedures and maintain strict quality standards. We are ISO 9001:2008 certified and many of our parts are UL (Underwriters Laboratories) certified. We are constantly looking for opportunities to improve our operation through a process called Corrective and Preventative Action (CAPA). And we regularly subject ourselves to both internal and external verification audits. All of this is a testament to our level of commitment and our unrelenting focus on ensuring delivery of the highest quality parts to keep your Hyster fleet in peak condition.
QUALITY. AVAILABILITY. PRICE. THAT’S HYSTEr-Approved.

Hyster® has built a reputation founded on toughness and durability – providing lift trucks you can depend on to keep your operation running at peak efficiency. Don’t compromise that dependability with a poor quality generic will-fit part. Hyster-approved parts, designed specifically for Hyster trucks, meet stringent standards for performance, fit and durability. While a look-alike part might cost less to buy, it could cost a whole lot more to own through degraded performance, damage to related parts, and a much shorter life span. Hyster-approved means a quality part you can count on, available when you need it, at a fair and reasonable price.

Hyster engineers design each component of our lift trucks for high performance and long service life. We use our deep understanding of lift truck work applications, operational environments and component lifecycle to design and develop parts that work together to keep your Hyster truck Hyster tough, and as reliable as the day it went into service.

Ensuring your Hyster parts meet our high standards is a commitment that doesn’t end with the design phase. At our Aftermarket Development Center, we have extensive test facilities where every part from every supplier undergoes stringent testing – ensuring that it meets our strict quality guidelines, ISO standards and ongoing conformance testing. Because of these high standards, we’re confident that every Hyster-approved part will perform in the field as well as in the lab. When it’s Hyster-approved, you know the part meets Hyster standards for quality, performance and timely delivery.

We work hard to ensure that Hyster-approved parts stay competitively priced - and well-engineered for dependable service and lower cost of ownership. For example, a non-Hyster oil seal for a steering shaft might look and fit fine, but unseen engineering deficiencies could end up damaging the shaft itself, costing a whole lot more than the small margin saved on the initial price. In fact, a recent survey* of full-line lift truck manufacturers gave Hyster the lead in lowest total cost of ownership.

*In a study conducted by Peerless Media Research Group, respondents ranked Hyster Company #1 in Total Cost of Ownership among lift trucks manufacturers in America.

“Before Hyster® trucks are approved and released for production, they go through rigorous testing under the most challenging real world conditions. It is the quality of the design, workmanship and component parts that delivers the reliability our customers expect.”

Gary Paris
Product Applications
Counterbalance Engineering Americas

“Every part from every supplier must maintain a HIGH LEVEL OF QUALITY – so we perform routine inspections and sample testing to ensure that our strict guidelines and ISO standards are met.”

Angela Bailey
Manager Customer Satisfaction

AT THE RIGHT PRICE AND THE LOWEST COST OF OWNERSHIP.

At Hyster, we’re committed to getting you the parts you need when you need them, providing access to over $100M in parts inventory. Our customer portal makes ordering easy, our sophisticated Warehouse Management System ensures order accuracy, and a choice of shipping options, from normal stocking orders to our Lightning Express same day shipment and delivery, will get you the parts you ordered when you need them. 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. And, if you don’t have the part in stock, our Red Alert Service will actually pull a part off of our production line to keep you up and running.

“With a customer order, it is my responsibility to help ensure the right parts ship in perfect condition, every time. Our quality control measures provide a customer level of reassurance that their parts expectations are being met.”

At the Right Part at the Right Time.

"Designed by Hyster.

Tested by Hyster.

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