



**HYSTER
COMPANY**

P.O. BOX 7006
GREENVILLE, NC 27835-7006
(252) 931-5100

Jamie McNeil
1400 Sullivan Drive
Greenville, NC 27834

12-08
7-03

April 17, 2003

TO: CERTAIN DEALER PRINCIPALS AND SALES MANAGERS

FROM: DAVE HOEHN, VICE-PRESIDENT, SALES COUNTERBALANCED
AND WAREHOUSE PRODUCTS

SUBJECT: MONIER LIFETILE

This letter is to confirm a formal Dealer Major Account Agreement for Hyster product between Monier Lifetile and Johnson Lift/Hyster – Riverside, CA branch, who is responsible for administering the account.

Please note the attached listing of plants/operations in your area and make contact with your local plant as soon as possible.

Johnson Lift/Hyster – Riverside, CA branch will be responsible for placing orders with Hyster Company and coordinating the delivery and installation of new equipment. All orders for locations on the attached list are to be placed through the Johnson Lift/Hyster office in Riverside, CA., with Larry Guidry being the responsible Major Account Manager. Monier Lifetile will be responsible for informing their locations of this agreement.

If you have any questions concerning this account, please contact Larry Guidry at (909) 276-0228.

Sincerely,

Dave Hoehn

Vice-President, Sales Counterbalanced
and Warehouse Products

DH/wgw

c: Larry Guidry, Johnson Lift/Hyster
Steve Smith, Johnson Lift/Hyster
Skip Chambers, Hyster Company



April 29, 2002

Mr. Joe Papay
MONIER LIFESTYLE
7575 Irvine Center Dr.
Suite 100
Irvine, CA 92618

Dear Mr. Papay:

SUBJECT: MAJOR ACCOUNT LETTER OF AGREEMENT

We are pleased to prepare this Letter of Agreement establishing a formal Major Account Agreement between Monier Lifestyle, Hyster Company, and Johnson Lift/Hyster, whose responsibility it is to administer the Agreement. We feel confident that our quality products and our network of exclusive Hyster dealers are uniquely well suited to supply and support your lift truck equipment needs, and we look forward to a long and mutually successful partnership with Monier Lifestyle.

Through this Agreement, Hyster Company is extending most favorable National Account level pricing, with provisions for the administering dealer (Johnson Lift/Hyster), and for affected Hyster dealers who will be responsible for delivering and maintaining your equipment after the point of sale for the term of the individual contracts. The most favorable pricing status provided is based on an anticipated average annual volume of 35 to 45 units.

Administratively, all orders for Hyster equipment are to be placed centrally through the Monier Lifestyle Irvine, California office to Johnson Lift/Hyster with Mr. Larry Guidry being the responsible Major Account Manager.

Johnson Lift/Hyster responsibilities:

- To advise the appropriate Hyster dealer locations with Monier Lifestyle facilities in their respective service areas of this Agreement.
- To provide these Hyster dealer locations with the local Monier Lifestyle management contacts with whom they are to initiate and maintain close working relationships (if not already done) to provide Monier Lifestyle with the best coordinated support possible.
- To enter orders for new Hyster equipment on a timely basis with Hyster Company, and coordinate the delivery and installation of this equipment at all Monier Lifestyle locations with the appropriate Hyster dealer locations.

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Mr. Joe Papay

MONIER LIFETILE**Monier Lifetile responsibilities:**

- To advise all local Monier Lifetile management teams of this Agreement, with copies to Johnson Lift/Hyster and Hyster Company.
- To provide Johnson Lift/Hyster with timely and accurate information related to equipment needs, delivery locations and delivery timing.
- To provide Johnson Lift/Hyster with timely notifications of local contact changes.

Hyster Company and the Hyster dealer network appreciate the confidence you have placed in us to service this significant amount of business. We will work diligently to earn your continued trust and support. We look forward to expanding the scope of this Agreement in the years ahead and, again, to a mutually successful partnership with Monier Lifetile.

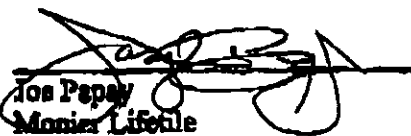
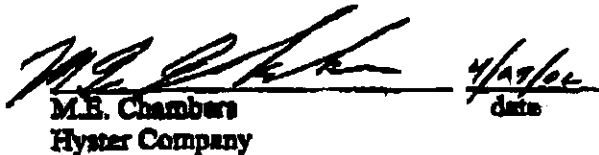
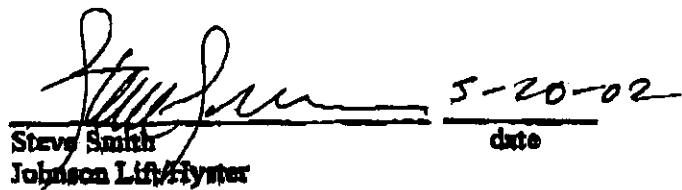
Yours truly,

HYSTER COMPANY

Regional Sales Manager

M. E. "Skip" Chambers

- c: R. Castaneda - Johnson Lift/Hyster
C. Edison - Hyster Company, President
L. Guildry - Johnson Lift/Hyster
D. Hoehn - Hyster Company, Vice President Counterbalanced Sales
G. Marshall - Hyster Company, Vice President Warehouse Products
S. Smith - Johnson Lift/Hyster

AGREED TO BY:
Joe Papay
Monier Lifetile5-16-02
date
Larry Guildry
Johnson Lift/Hyster4/29/02
date
M.E. Chambers
Hyster Company4/29/02
date
Steve Smith
Johnson Lift/Hyster5-20-02
date

SEP-27-02 15:14 FROM-

CORPORATE

7575 Irvine Cir. Dr., Suite 100

Irvine, CA 92616-2930

Mailing Address

P.O. Box 19792

Irvine, CA 92623

TEL 949-756-1605

VMX 800-224-2024

FAX 949-756-2401

949-585-8465 (Human Resources)

A/R 949-585-8267

FAX 949-585-8490

BOCA RATON◆ **Steve Caballero**135 N.W. 20th Street

Boca Raton, FL 33431

TEL 561-338-8200

800-585-8453

FAX 561-338-5391 (1st floor)

561-338-8203 (plant)

COLORADO

10571 Colorado Blvd. #A-204

Thornton, CO 80233

Jay Small FAX: 303-644-5667

Toni McGuire FAX: 303-255-3644

DENVER-NEW◆ **Kirt Williams**

10121 Dallas Street

Henderson, CO 80640

TEL 303-286-3856

FAX 303-286-3859

DENVER-OLD

◆ 6996 West Titan Road

Littleton, CO 80125

TEL 303-791-9104

FAX 303-791-9162

GILROY◆ **Jose Castro**

6500 Brem Lane

Gilroy, CA 95020

TEL 408-847-2721

800-841-5044

FAX 408-847-1913

HENDERSON◆ **Tony Lopez**

430 Eastgate

Henderson, NV 89015

TEL 702-564-8453

800-224-3560

FAX 702-564-8329

KATY◆ **Chester Beams**

(Acting Plant Manager)

30595 FM 529

Brookshire, TX 77423

TEL 281-371-2634

800-392-4365

FAX 281-371-0235

LAKE WALES◆ **Steve Saldute**

200 Story Road

Lake Wales, FL 33853

Mailing Address

P.O. Box 632

Lake Wales, FL 33853-0632

TEL 863-676-9405

800-282-3633

FAX 863-678-1432 administration

863-676-5771 Customer Service

866-200-6872 Customer S Toll Free

863-679-1735 Supply Chain

LATHROP◆ **Jeff Smith**

342 Redd Road

Lathrop, CA 95330

Mailing Address

P.O. Box 30960

Stockton, CA 95213-0960

TEL 209-983-1600

800-669-8453

FAX 209-983-1152 Customer Service

209-983-0512 Shipping

KANSAS CITY, MO.◆ **Dave Sumpf**12600 E. 96th Street

Kansas City, MO 64138

TEL 816-765-3267

FAX 816-767-8108

TEL 816-767-8453 Customer Service

FAX 816-767-0440 Customer Service

PHOENIX◆ **Cliff Osterm**1832 S. 51st Avenue

Phoenix, AZ 85043

TEL 602-269-2288

800-845-9921

800-224-3507

FAX 602-484-7855

POMPANO BEACH◆ **Kevin Elare**

1369 Hammondville Road

Pompano Beach, FL 33069

TEL 954-786-5380

800-818-0974

954-783-5383

954-941-4713

FAX 954-786-5388

954-786-9511 (Human Resources)

RIALTO◆ **Kevin O'Neal**

3511 North Riverside Avenue

Rialto, CA 92377

TEL 909-822-4407

800-769-8453

FAX 909-822-8938

909-822-6126 (Cust Svc.)

909-829-3547 (AP)

STOCKTON◆ **Jeff Smith**

9508 South Harlan

French Camp, CA 95231

Mailing address

P.O. Box 6037

Stockton, CA 95206

TEL 209-982-1473

800-692-3733 (No. Cal only)

FAX 209-982-5327 (Cust. Svc.)

209-982-4127 (Human Resources)

TACOMA◆ **Burch Aue**

10920 S. Steele

Lakewood, WA 98499

TEL 253-581-3666

800-451-0500

FAX 253-584-2394

253-584-9589 (Cust.Svc)

◆ **Plant Manager/Yard Supervisor**