



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.
1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (278)35-7006

CONTECH / ARMORTEC DEALER PROGRAM GUIDELINES

Updated 6/8/11

Dealers should follow these guidelines for Contech / Armortec, along with the General Dealer Guidelines which are also posted on the Hyster Digital Dealer. All dealer guidelines are available on the Hyster Digital Dealer website under Hyster Fleet – Dealer Program Guidelines. Any claim that does not follow these guidelines or the guidelines set forth in the General Dealer Guidelines can be denied or short paid.

PROGRAM DETAILS

- Initial Program Start Date – January 1, 2003
- Locations Included –All U.S. Contech & Armortec locations.

TIME AND MATERIAL REPAIRS

- Dealers should submit claim for any repairs that are performed on Contech or Armortec equipment – these charges will be invoice to the customer by Hyster Fleet.
 - Dealer will be reimbursed for reasonable travel and labor that may vary in percentage of discount of the dealer's published hourly rate. Discounts may be subject to change with prior written notice.
 - Batteries are to be maintenance at all locations to ensure long life.
 - Batteries are to be watered and charged
 - Only **one travel trip** charge per day allowed
 - All claims/work orders will be evaluated for accuracy and reasonableness with regard to the stated repair work.
 - Charges not allowed
 - Miscellaneous items such as fuel surcharges, mileage, zone charges, service call charges, van usage charges, etc.
 - Charges for these items on claim will not be approved.
 - Hyster and Unisource parts will be reimbursed at current fleet parts pricing based on the date the fleet claim is received.
 - Markup on non-Hyster parts should not exceed 30%.
 - Reasonable fees such as Environmental Fees and Shop Supplies may be included, however, Hyster Fleet reserves the right to review and deny payment of any fees we do not consider reasonable or that are excessive. Cannot exceed \$10.00
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- Notification of customer damage

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- Technicians should clearly note on the work order if the repair was a result of customer damage so the warranty administrator can add this information to the claim description when submitting claims. This is an important step in providing accurate reporting for the customer.
- HFS also recommend that you to confirm if unit is still at the Contech or Armortec location. There have been instance where unit has been disposed of and HFS has not been made aware.

PERIODIC MAINTENANCE

- It is the responsibility of the dealer to perform timely PMs – HFS will not dispatch PMs.
- It is the responsibility of the dealer to submit a PM Bulk Rate for each model unit to HFS
- PM rates are set by model/size of the unit. A bundle rate should be set up by the dealer for each capacity range of trucks. The PM bundle rate should include; labor, travel, & parts that would be included in the basic PM kit. This rate should be entered in the miscellaneous section of the claim.
- Any additional parts that are requested or needed to complete the PM should be billed in the normal way on the claim (Hyster parts bill in the parts section and non Hyster in the misc. section). **Comments must be made in the body of the claim that state - additional parts were requested by customer to complete the PM. If this statement is not on the claim the additional parts will not be paid.**
- Misc. units (non Hyster / non forklift) - actual time to perform PM at discount labor rate.
- **Additional service or part found while during a PM** should be performed on a time and materials basis and must **submit a separate fleet claim** to Hyster Fleet Services.
- PM claim submitted with additional service repair will be denied.
- **RICO COIL HANDLERS**
 - Effective 2/17/11 – The Rico equipment is to be PM'd every 250 hours
 - It is the dealer responsibility to setup a PM schedule
 - HFS will not dispatch PMs
 - There are 7 Rico Equipments at 7 different Contech location

MISCELLANEOUS PROGRAM DETAILS

- Dealer will submit a Type 6 Fleet claim to Hyster Fleet for reimbursement of time and materials repairs.
- Dealer should submit a claim to HFS once the repair is completed in a timely manner
- Hyster will access a 10% late fee for any claim that is received more than 30 days from the date of completion of the repair.
- Dealer should clearly note on claims any instances of customer abuse or avoidable damage for coding and tracking purposes. This is an important step in providing accurate coding for the customer.

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- Work orders will be requested and it must be sign by a Contech or Armortec employee.
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date of completion of the repair.
- Dealer is to notify Hyster Fleet Services when change occurs in dealer published rate by submitting a contact management ticket.
- If a claim is disputed and not paid by Contech or Armortec as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer.

RENTAL EQUIPMENT

- **Effective June 21, 2010** for Rental serial numbers, dealer will submit a type 6 claim using the serial number of the actual rental unit being place in service.
- **Submit a contact management ticket with the rental serial number.**
- **Generic serial number is no longer being used for rentals**
- **If a claim is received with a generic rental serial number, claim will be denied.**
- **The dealer should follow the Hyster FleetSmart Rental Guide dated June 1, 2009**
- Rentals should be arranged by the dealer upon request by the customer location.
- Note the start and end repair date of the rental period on the claim.
- If unit is down note on claim the problem, reason for the rental and put the customer s/n in the body of the claim.
- The rental charge should be submitted in the miscellaneous section on the claim.
- In miscellaneous on the claim should be one of the following descriptions: **RENTAL; DAILY; WEEKLY; MONTHLY.**
- If there are any questions on rental please submit a contact management ticket

FORK INSPECTIONS – Contech Safety Concerns

- Effective 2/9/11 – Contech & Armortec have requested that Hyster dealers pay close attention to fork conditions in the light of recent safety concerns. Over the next few months, please ensure that all service to Contech Fork Lift Trucks includes a fork inspection.
- If forks are damaged, please suggest replacement to the appropriate facility contact.

CENTRALIZED DISPATCHING

- Not part of this program at this time.

QUOTES

- Not required with this program at this time.

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HFS CONTACT LISTING

For questions regarding this program, fleet claims submission, claims payment, please submit a Contact Management ticket which be routed to Ruby Severado, the Contech, and Armortec Program Manager.

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