



HYSTER COMPANY

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

Corrugated Supplies Company Dealer Program Guidelines Revised 12/14/2010

PROGRAM DETAILS

- Program Start Date 2/2/2010
- Locations included – all Corrugated Supplies Company locations that are located in Indiana, Alabama and Illinois
- Dealers are authorized to repair Hyster and non-Hyster equipment according to the Hyster Fleet contract

FULL MAINTENANCE – AVOIDABLE DAMAGE

Units that are covered under the full maintenance program that are pass thru to the dealer will be paid at the monthly schedule rate according to the contract agreement. All other repairs that are out of scope must be repaired according to the contract agreement.

- PM's services that are pass thru to dealer will be covered by the pass thru maintenance payment dealer receives
- For damage and out of scope work, labor is paid at 80% of dealer published customer labor rate and all dealer parts will be reimbursed at fleet advantage part pricing
- Any repairs estimated to be over \$5,000 or more must be quoted by the dealer and submitted to Hyster Fleet for approval. No dealer invoice/claim for \$5,000 can be paid without a PO.
- Incidents of customer abuse/avoidable damages should be clearly noted in the claim description
- Out of scope items include but are not limited to: abuse/damages, tires, attachments, batteries, light bulbs, safety equipment and forks

TIME & MATERIAL MAINTENANCE

Units that are covered under the time and material maintenance program for regular scheduled PM service will be paid according to the contract agreement. All damage repairs or out of scope repairs will be paid according to the contract agreement.

- PM's services will be paid according to the contract agreement
- Labor is paid at 80% of dealer published customer labor rate and all dealer parts will be reimbursed at fleet advantage part pricing
- Damage repairs are paid at 80% of dealer published customer labor rate and all dealer parts will be reimbursed at fleet advantage part pricing
- Any repairs estimated to be over \$5,000 or more must be quoted by the dealer and submitted to Hyster Fleet for approval. No dealer invoice/claim for \$5,000 can be paid without a PO.
- Incidents of customer abuse/avoidable damage should be clearly noted on the claim in the description

Hyster *Fleet*Smart





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SERVICE CALLS

All service calls must be handled between Mondays – Friday from 8:00 am to 4:00 PM., exclusive of holidays.

- Service calls made outside of regular business hours will be charged at dealer current premium contract labor rate
- There will be a minimum four (4) hours charge for service calls made outside of the dealer business hours
- During regular business hours, all response time will generally within 24 hours after receiving notice from the customer or Hyster Fleet that the equipment is inoperative

FLEET CLAIMS SUBMISSION

Dealer will submit a Type 6 fleet claim to Hyster Fleet for reimbursement on time and materials repairs and out of scope maintenance repairs.

- PM's claims on Time and Material units must be submitted to Hyster Fleet for reimbursement
- Dealers will submit all claims that are over \$5,000 or more with an approved quote to Hyster Fleet for reimbursement
- Claims on out of scope repairs on Full Maintenance units and avoidable damages will be submitted to Hyster Fleet for reimbursement
- Dealers must submit all claims to Hyster Fleet within 30 days after the end repair date of completion of repairs
- Hyster reserves the right to deny payment on any claims that is received more than 45 days after the end date of completion of a repair
- All dealers claims will be paid at 80% of dealer published customer labor rate and all dealer parts will be reimbursed at fleet advantage part pricing

CONTACT LISTING

For questions regarding fleet claims submission, claims payment, invoicing, service repair quotes, periodic maintenance, etc. please contact:

Walter Barrett
Program Manager
Direct: 252-561-7067
E-Mail: aawbarre@nmhg.com

For general program questions please contact:
Vonda Wiseman
Fleet Supervisor
Direct: 252-561-7034
E-Mail: aavwisem@nmhg.com

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