



HYSTER COMPANY

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

COSTCO CANADA DEALER PROGRAM GUIDELINES **Updated 12/13/2010**

Dealers should follow these guidelines for Costco, 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 – September 1, 2005
- Locations Included –All Canada Costco distribution centers.

TIME AND MATERIAL

- All Hyster units under Time and Material.
- Repairs to attachments should be billed direct to the Costco DC.

TIME AND MATERIAL REPAIRS—excluding Periodic Maintenance

- Dealers should submit claims for any repairs that are not covered under the manufactures warranty.
- All claims/work orders will be evaluated for accuracy and reasonableness with regard to the stated repair work.
- Notification of customer damage
 - 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.

Rates/Charges:

- Charges not allowed, and will not be approved on the claim:
 - Miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, etc.
- Dealers will be reimbursed for labor at **85%** of the dealer's published hourly rate. Discounts may be subject to change with prior written notice.
- 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 20%.
- 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 6% of labor.

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PERIODIC MAINTENANCE

- It is the responsibility of the dealer to perform timely PM's – Hyster Fleet will not dispatch PM's.
- Miscellaneous units (non Hyster or non forklift) - actual time to perform PM at discounted labor rate.

CLAMP PERIODIC MAINTENANCE (EFFECTIVE 1/1/2010)

- Dealers should follow the Clamp Periodic Maintenance schedule as detailed in the January 15, 2010 communication. (Available at Hyster Americas/Hyster Fleet/Dealer Program Guidelines Costco).
- Clamp PM should be performed on a semi-annual basis (twice per year) and follow the clamp manufactures 1000 hour PM interval.
- A PM guideline for the Cascade clamp is available at the Hyster Americas web site under Hyster Fleet.
- Clamp PM's are to be invoiced direct to the Costco DC--they should not be invoiced to Hyster Fleet.

Rates/Charges:

- Clamp PM's are \$75.
- Any additional repairs not covered in the PM rate, found during the PM service, should not be performed until approved by the depot manager.
- In addition to the clamp PM enhancements Pape Material Handling has implemented a Cascade Clamp Parts Pricing initiative with the dealers. Effective immediately all Cascade Clamp repair parts should be priced at a 15% mark-up to Costco.
 - In addition Costco will be responsible for the freight and all clamp parts billed direct to the Costco DC.

TIRE REPLACEMENT PROGRAM (EFFECTIVE 1/1/2010)

A standardized tire program was developed to provide a consistent brand and replacement pricing for Costco DC trucks. The selected tire brand for all Costco DC replacements is Trelleborg. It is imperative the depots only use the specific Trelleborg brand to take advantage of the special pricing. It is also important for dealers that don't press tires to have exchange sets on hand to expedite the process. A special wheel set (4) price was established for dealers to make up exchange tires/wheels to have on hand please contact Stan Garrison for details.

Langley

Steer Dual Service - PN - 3028107

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone	Total	Total Set	Total
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					Charge Each			Truck
\$134.74	\$15.00	\$21.00	\$8.00	\$2.00	\$7.50	\$188.24	\$376.48	\$924.54

Total
Labor/F
ees \$53.50

Drive Dual Service - PN - 3028115

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each	
						\$	
\$217.03	\$15.00	\$24.50	\$8.00	\$2.00	\$7.50	\$274.03	\$548.06

Total
Labor/F
ees \$57.00

Steer LDNM - PN - 3181043

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each	
						\$	
\$188.63	\$15.00	\$21.00	\$8.00	\$2.00	\$7.50	\$242.13	\$484.26

Total
Labor/F
ees \$53.50

Drive LDNM - PN - 3181053

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each	
						\$	
\$303.84	\$15.00	\$24.50	\$8.00	\$2.00	\$7.50	\$360.84	\$721.68

Total
Labor/F
ees \$57.00

Orca Steer LDNM - PN - 3181043

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone	Total
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Charge Each

\$120.22	\$15.00	\$21.00	\$8.00	\$2.00	\$7.50	\$173.72	\$347.44	\$837.06
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Total
Labor/F
ees \$53.50

Orca Drive LDNM - PN - 3181053

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each
\$187.81	\$15.00	\$24.50	\$8.00	\$2.00	\$7.50	\$244.81

Total
Labor/F
ees \$57.00

Zone
Charge \$30.00 Dealer Pressing Only

Tire Prices are Costco 25% off List

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1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (278)35-7006

Airdrie

Steer Dual Service - PN - 3028107

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each	Total Set	Total Truck
\$134.74	\$15.00	\$21.00	\$8.00	\$2.00	\$37.50	\$218.24	\$436.48	\$1,044.54
Total Labor/Fees						\$83.50		

Drive Dual Service - PN - 3028115

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each		
\$217.03	\$15.00	\$24.50	\$8.00	\$2.00	\$37.50	\$304.03	\$608.06	
Total Labor/Fees						\$87.00		

Steer LDNM - PN - 3181043

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each		
\$188.63	\$15.00	\$21.00	\$8.00	\$2.00	\$37.50	\$272.13	\$544.26	\$1,325.94
Total Labor/Fees						\$83.50		

Drive LDNM - PN - 3181053

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each		
\$303.84	\$15.00	\$24.50	\$8.00	\$2.00	\$37.50	\$390.84	\$781.68	
Total Labor/Fees						\$87.00		

Orca Steer LDNM - PN - 3181043

Tire	Pull	Press	Disposal	EPA	Zone	Total
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1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (278)35-7006

	Charge	Charge	Fee	Fee	Charge	Each		
						\$		
\$120.22	\$15.00	\$21.00	\$8.00	\$2.00	\$37.50	203.72	\$407.44	\$957.06
Total Labor/Fees						\$83.50		

Orca Drive LDNM - PN - 3181053

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	Total Each		
						\$		
\$187.81	\$15.00	\$24.50	\$8.00	\$2.00	\$37.50	274.81	\$549.62	
Total Labor/Fees						\$87.00		

Per Wheel

Wheel Pull	\$15.00							
Press Charge	\$3.50	Per inch	Steer Wheel 6" - Drive Wheel 7"					
Disposal Fee	\$8.00							
EPA Fee	\$2.00							
Zone Charge	\$150.00	Dealer Pressing Only						

Tire Prices are Costco
25% off List

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1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (278)35-7006

Brampton

Steer Dual Service - PN - 3028107

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	OTR Fee	Total Each	Total Set	Total Truck
\$134.74	\$15.00	\$21.00	\$8.00	\$2.00	\$7.50	\$5.84	\$194.08	\$388.16	\$947.90
Total Labor/Fees							\$59.34		

Drive Dual Service - PN - 3028115

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	OTR Fee	Total Each	
\$217.03	\$15.00	\$24.50	\$8.00	\$2.00	\$7.50	\$5.84	\$279.87	\$559.74
Total Labor/Fees							\$62.84	

Steer LDNM - PN - 3181043

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	OTR Fee	Total Each		
\$188.63	\$15.00	\$21.00	\$8.00	\$2.00	\$7.50	\$5.84	\$247.97	\$495.94	\$1,229.30
Total Labor/Fees							\$59.34		

Drive LDNM - PN - 3181053

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	OTR Fee	Total Each	
\$303.84	\$15.00	\$24.50	\$8.00	\$2.00	\$7.50	\$5.84	\$366.68	\$733.36
Total Labor/Fees							\$62.84	

Orca Steer LDNM - PN - 3181043

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	OTR Fee	Total Each		
\$120.22	\$15.00	\$21.00	\$8.00	\$2.00	\$7.50	\$5.84	\$179.56	\$359.12	\$860.42
Total Labor/Fees							\$59.34		

Orca Drive LDNM - PN - 3181053

Tire	Pull Charge	Press Charge	Disposal Fee	EPA Fee	Zone Charge	OTR Fee	Total Each	
\$187.81	\$15.00	\$24.50	\$8.00	\$2.00	\$7.50	\$5.84	\$250.65	\$501.30
Total Labor/Fees							\$62.84	

Per Wheel

Wheel Pull	\$15.00
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Press Charge	\$3.50	Per inch	Steer Wheel 6" - Drive Wheel 7"
Disposal Fee	\$8.00		
EPA Fee	\$2.00		
OTR Fee	\$5.84		
Zone Charge	\$30.00	Dealer Pressing Only	

Tire Prices are Costco 25% off List

HEADER HOSE REPLACEMENTS

Through extensive engineering studies along with field testing Hyster Company determined the header hose configuration for future replacements should be the following hose specification. A document detailing hose inspection guidelines can be found at the Hyster Fleet Program Guidelines web site.

The following are hose specifications for the replacement hose and both are 3000 psi:

- Parker 53DM Hose
- Synflex 30CT-06 Hose

QUOTES

- Repairs over \$1500 must be quoted through the Hyster Fleet portal.

CONTACT LISTING

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

Branden Council

Direct: 252-561-7033

E-Mail: branden.council@nmhg.com

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