



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.
1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (27835-7006)

COSTCO 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 U.S. Costco distribution centers.

FULL MAINTENANCE

- All Hyster units under 10,000 hours are covered under Full Maintenance.
- Dealer credits will be issued at the end of each month to reimburse the dealer the full maintenance amount.
- PM's are a part of the FM coverage.
- Dealers do not submit claims for FM repairs
- Items not covered under FM are as follows: abuse, customer damage, tires, batteries, chargers, bulbs and attachments.
 - Repairs to attachments should be billed direct to the Costco DC.

FULL MAINTENANCE on E45XN UNITS (EFFECTIVE 1/1/2010)

- Effective with the new E45XN series the following rate structure will be implemented.
 - FM rates are set at 1.15 per hour throughout the life of the truck for a total of 10,000 hours.
 - The same terms apply as detailed above in Full Maintenance section.

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TIME AND MATERIAL REPAIRS—excluding Periodic Maintenance

- Dealers should only submit claims for any repairs that were not covered under the full maintenance program – these charges will be invoiced to the customer by Hyster Fleet.
- 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 claims:
 - Miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, etc.
- Reference the Travel Guide and 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 \$10.00.

FORKLIFT PERIODIC MAINTENANCE

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

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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's 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.

- the tire prices will be 25% off fleet parts pricing (consumer list)
- Nation Wide Tire/Wheel Press on Cost Detail
 - Wheel Pull - \$15.00 per tire
 - Press Charge - \$3.50 per inch (21.00 or 24.50)
 - Disposal Fees - \$8.00 per tire
 - EPA Fees - \$2.00 per tire
 - Zone Charges - \$30.00 (Dealer Pressing Only)

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

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document detailing hose inspections 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

CENTRALIZED DISPATCHING

- Not part of this program at this time.

QUOTES

- Repairs over \$1,500 that are not covered under the FM program 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
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