



HYSTER COMPANY

Americas Division

JAMES HARDIE BUILDING PRODUCTS DEALER PROGRAM GUIDELINES Updated 8/11/10

PROGRAM DETAILS

- Program Start Date – November 16, 2009
- Locations Included – Pulaski, VA, Plant City, FL., Cleburne, TX, Tacoma, WA, Waxahachie, TX and Sparks, NV
- DMNA of Barloworld Handling Tampa, FL

FULL MAINTENANCE

- All new Hyster units enrolled in program are covered under full maintenance.
- PM's are included in full maintenance rates.
- Full maintenance term will align with lease terms and maintenance overtime billing will be handled on an annual basis.
- Items not covered under FM are as follows; Abuse/Customer Damage, tires, batteries, chargers, bulbs & attachments.
- Communication is critical. Please advise James Hardie location manager as soon as possible of delays in responding to service calls or delays in completing repairs.
- It is imperative the technicians have clear communication with an appropriate location manager before leaving the location. The location should be given status of the service.

TIME AND MATERIAL REPAIRS

- All non full maintenance repairs will be performed on a time and material basis.
- Dealers will be reimbursed for travel and labor at the dealer's published hourly rate as of 1/1/10 less 10% and will remain effective through 1/1/11.
- Charges not allowed
 - Miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, etc.
 - Charges for these items on claims will not be approved.
- Reasonable fees such as environmental fees and shop supplies may be included, however, HFS reserves the right to review and deny payment on any fees we do not consider reasonable or that are excessive.
- 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.
 - Travel will be reimbursed at your discounted labor rate but closely monitored.





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QUOTES

- All repairs in excess of \$1500.00 require approval from local James Hardie management prior to completing the repair.
- **Quote signoffs by James Hardie local management are required before work is performed.**
- Signed quote copies may be requested by HFS during the claim process. All repairs will follow normal time guidelines so if extenuating circumstances exist please detail claim accordingly.

PERIODIC MAINTENANCE

- It is the responsibility of the dealer to perform timely PMs – HFS will not dispatch PMs.
- Dealers will be paid in accordance with the Hyster FleetSmart PM program announced on September 15th, 2008 and PM should follow Hyster service manual requirements.
- Before traveling to the location to perform a PM, dealers should schedule PM's with the location. We recommend that you record the full name of the person that you speak with when scheduling the PM.
- PM reporting is required by James Hardie and servicing dealers shall provide a PM completion report to Hyster Fleet Program Manager.

RENTALS

- All rental units must be approved by local James Hardie manager.
- The dealer should follow the Hyster FleetSmart Rental Guide dated June 1, 2009.
- A type 6 fleet claim should be submitted to HFS for all rentals.
- Claims should note length of rentals according to weekly, daily or monthly.
- All rental claims should be submitted to HFS with the rental unit serial number and in the claim description, the serial number of the unit it is replacing if out of service.

LOANERS

- In the event a new Hyster unit included in the full maintenance program is out of service for more than 72 hours due to a repair that is not caused by the customer's neglect or avoidable damage we will make reasonable effort to provide suitable temporary equipment at no charge to James Hardie until service is completed. The temporary equipment shall be as practicable the same capacity and general specifications as the original unit. Temporary unit will not be required to include specialized attachments or accessories, or special alterations. Temporary equipment may be used, refurbished, and/or of a different manufacture. The Technician servicing the location should contact their immediate Supervisor/Manager and inform them when a unit is expected to be out of service for longer than 72 hours in order that the Servicing Dealer can secure a loaner as quickly as possible. The dealers must contact Walter Barrett at YFS about any loaner units that are needed for any repair on a full maintenance unit that is out service for more than 72 hours.





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MISCELLANEOUS PROGRAM DETAILS

- Claims should be submitted according to the HFS current guidelines for timely claim submission within 30 days of the completed repair. Contact HFS if details are needed.
- Hyster Fleet Services reserves the right to deny payment on any claims received 45 days or more after repair is completed.
- Hyster and Unisource parts will be reimbursed at fleet parts pricing which is defined as the current published consumer list price. Outside parts should be limited to a maximum markup of 30%.
- Dealers should submit a Type 6 Fleet claim via the warranty system to HFS for reimbursement of time and material repairs.
- The HD series trucks will have an extended warranty covering the transmission for 5 years or 10,000 hours.
- All new Hyster units are equipped with Barloworld Handling Fleet Wizard Telemetry device which will include the following features:
 - Wirelessly reports operating hours
 - Impact notifications via cell phone or email
 - Transmits truck data on a nightly basis to Barloworld secure server
 - o All set-up and installation questions should be directed to:
 - o Dominic Pyzynski - Barloworld Handling Tampa, FL
 - o Phone: 813-623-6700
 - o Email: dpyzynski@handling.barloworld.com

Installation, labor and service contracts fees for telemetry devices will not be covered under full maintenance.

HFS CONTACT

For questions regarding fleet claims submission, claims payment, invoicing, service repair quotes, periodic maintenance, etc. please submit a Contact Management ticket.

Walter Barrett
Program Manager
Phone: 252-561-7061
Fax: 252-752-0438
aawbarre@nmhg.com

