



HYSTER COMPANY

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

Dealer Program Overview

United Refrigeration Program Guide

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KEY CONTACTS:

Name/Management	Title	Phone Number	Email address
Clay Harwood/ Program Manager	PROGRAM MANAGER	252-561-7169	Clay.harwood@nmhg.com
Chris Bass/Senior Program Manager	SENIOR PROGRAM MANAGER	252-561-7129	Chris.bass@nmhg.com

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Maintenance of Equipment:

All repairs are performed on a time and material (TandM) basis.

- Charges not allowed
 - Miscellaneous items such as fuel surcharges, 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.
- Travel
 - Travel is paid per the travel matrix. Travel matrix is posted on the digital dealer website.

Periodic Maintenance

PM timing at a minimum should be completed on a quarterly basis or as agree to with the local site following the manufactures service manual recommendations.

- It is the responsibility of the dealer to perform timely PM's – HFS will not dispatch PM's.

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- Dealers will be paid in accordance with the FleetSmart PM program announced on September 15th, 2008.
- 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.
- Additional service or parts found during the PM should be performed on a time and materials (TandM) basis and must be submitted to HFS as a separate fleet claim.

Dealer Labor Rate:

Hyster will reimburse dealers at 82.5% of their current published labor rate for labor and applicable travel. Dealer locations offering discounts greater than the standard discount rate will be reimbursed at their agreed to discount rate with URI.

Parts Pricing:

Hyster Fleet will reimburse dealers at Fleet Parts Pricing (consumer list) for the Hyster and UNISOURCE parts.

Battery Replacement:

- Please follow steps located on attached pdf file.



URI Dealer
Announcement Batterie

Repair Quotes:

- All repairs in excess of \$1300.00 require approval from HFS prior to completing the repair.

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- **Quotes are required before work is performed. All quotes submitted after repairs are made will be denied.**
- Quotes must be submitted to HFS within 24 hours of the completion of the initial service call.
- Quotes should be submitted through the portal system.
 - **All labor and parts need to be broken out**
 - **We will not approve any charges for miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, etc.**
 - **No taxes should be listed on quote**
 - **Use the discounted labor rate.**
- As quotes are received, Hyster will forward to URI for review and will advise dealers of approval or denial upon URI notification.
- If the quote is approved
 - Dealer should receive PO # through the portal system when quote is approved by customer.
 - Dealer should move forward with the repair in a timely manner.
 - Dealer should submit a claim to HFS once the repair is complete.
 - Dealer should include the PO # and service call # (if it applies) on the fleet claim. Claims over \$1300.00 that do not reference a valid PO# will be denied.
- If the quote is denied
 - Dealer should submit a claim to HFS for the labor and material already in the job.
 - Dealer should not perform any other repairs or PM's to the unit.
- Claims received by HFS for repairs in excess of \$1300.00 that do not follow these procedures will be denied.
- Repairs **can not be** split into two claims in order to bypass quote threshold.

Claims Processing:

Dealers will submit a Type 6 Fleet Claim to Hyster Fleet for reimbursement for repairs. PM claims should always be submitted separately from other time and material repairs. This process is similar to other fleet management programs that are centralized through Hyster Fleet Services. *Dealers should clearly note any instances of customer abuse or avoidable damage* for coding and tracking purposes as these repairs will be invoiced separately to the customer. FM pass through will not require claims filed as Type 6.

Rental Equipment:

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- The URI managers have been instructed to coordinate through their corporate management. If you receive a rental request sent a quote to uri@hyster.com outlining the problem, reason for rental, the estimated time the rental is expected to be needed, and your standard rental rates. Hyster fleet will get authorization from the appropriate URI corporate contact and provide approval back to you.
- The serial number and model number should be sent to program manager before deliver is complete.
- A Type 6 fleet claim should be submitted to HFS for all rentals.
- If there are any questions on the rental. Please submit a contact management ticket.

Program Management:

*For questions regarding fleet claims submission, claims payment, invoicing, service repair quotes, periodic maintenance, etc. please submit a Contact Management ticket which will be routed to **Clay Harwood**, the URI Program Manager.*

Any questions or concerns regarding the URI participation and responsibilities in this maintenance program should be directed to Theo Rennenberg at rennenbt@moderngroup.com or at (610) 373-5402.

Thank you in advance for your support on this fleet account. Please circulate this program guide to other internal personnel at your dealership that may need to have knowledge of the program. As always, contact me if you have any questions or if we may be of further assistance.

Best regards,

Hyster Fleet

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