



HYSTER COMPANY

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

WHIRLPOOL DEALER PROGRAM GUIDELINES Updated 12/30/10

PROGRAM DETAILS

- Initial Program Start Date – March 3, 2008
- Locations Included:
 - Marion Manufacturing - MH Equipment
 - North Warehouse & West Warehouse - Bohl Equipment
- Approximately 250-400 units will be covered under time and materials.

TIME AND MATERIAL REPAIRS

- All repairs are performed on a time and material basis.
- Notification of abuse-Technicians should make note on the work order if the repair was a result of customer damage/abuse so the warranty administrator can make a notation on the claim description. This is an important step in providing accurate coding for the customer.
- Rental rate for forklifts will be \$5.30 per hour or \$1800.00 maximum per month with unlimited hours. If the rental forklift is for a major repair of a Whirlpool forklift the maximum charge will be \$381.60 per month.
- 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. MH Equipment has agreed to cap supplies at 5% of labor cost.

Hyster *Fleet*Smart





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CENTRALIZED DISPATCHING

Not currently using with this program.

QUOTES

- Repairs in excess of \$2500 on a single or combined basis will be quoted to the Hyster Fleet Program Manager and must be approved by the Hyster Fleet Program Manager prior to the work being performed.

MISCELLANEOUS PROGRAM DETAILS

- Dealers will submit a Type 6 Fleet Claim to Hyster Fleet for reimbursement of PM's as well as time and materials repairs.
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date of completion of the repair.
- If any claim is disputed and not paid by Whirlpool as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer.

CONTACT LISTING

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

Tony Clemmons
Direct: (252) 561-7059
E-Mail: tony.clemmons@nmhg.com

For general program questions or assistance please contact:

Stan Garrison
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