



HYSTER COMPANY

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

International Paper 7/20/11

PROGRAM DETAILS

- Program Start Date – May 1, 2011

Section 1 Rates (excluding STR's)

Labor: Labor is per location and is to remain at that fixed rate through April 30, 2012.

The monthly maintenance fee covers labor for routine, remedial and periodic maintenance service as well as remedial parts.

Labor (premium service rate): There is a premium service rate as follows for emergency service on evenings, weekend, and holidays. The minimum hour billing for such service is 4 hours.

- Evenings & Saturdays Contracted Billing Rate @ 125%
- Sundays Contracted Billing Rate @ 150%
- Holidays Contracted Billing Rate @ 200%
- Minimum Billing Four (4) Hours
- Travel is paid at the normal rate per the dealer approved travel guide.

Parts, Components and Accessories: National Accounts Fleet Pricing.

EXCLUSIONS AND LIMITATIONS:

A. This Maintenance Schedule does not include the performance of any repairs or service work other than those required as a result of the usual and ordinary operation of the equipment. This Maintenance Schedule does not provide for:

- Allowing unauthorized use of equipment (i.e. non-lessee use of rentals such as contractors and neighbor companies). Failure to release trucks for planned maintenance service (PM's).
- Disconnection or removal of any safety device, governor, hour meter or other instrumentation.
- Damage as a result of improper use of fluids or lubricants such as motor oil, hydraulic oil, transmission fluids, anti-freeze.
- Failure to maintain proper fluid levels on a daily basis or allowing internal combustion engines to run with insufficient oil or coolant.
- Operating equipment with a known service problem.
- Using attachments improperly (ex. Pushing, side loading, etc.)
- Operating at excessive speeds for load and traffic conditions.
- Cut or flat tires. Tires are not included in this Maintenance Schedule.

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- Cut or damaged seats or cushions.
- Any and all missing parts/components.
- Pulled out wiring.
- Damaged or missing hitches.
- Damaged or bent cowlings covers, doors, hoods, sheet metal or any structural damage.
- Cut or pulled hoses from any hydraulic attachments.
- Bending of steer wheels, mounts or axles resulting from overloading or other structural damage.
- Damaged paint or appearance.
- Spilling of liquids or other contaminants into electric components.
- Strapping, banding or string wrapped around wheels or bent wheels.
- Damaged unit connectors.
- Damaged gauges on battery discharge indicators (BDI's) or hour meters.
- Fork replacement due to overloading; or accelerated wear due to dragging forks on floor.
- Damage incurred due to improper battery charging or daily watering procedure.

B. Repair and/or replacement of forks, seats, tires, batteries, chargers and attachments, or other expendable items such as quick-disconnect fittings, back-up alarms, lights and rubber facing on clamps are excluded from full maintenance services unless specifically included in this Maintenance Schedule or addendum to this Maintenance Schedule. All repairs are performed on a time and material basis.

- Current labor rates are effective through April 30, 2012.
- Charges not allowed
 - Miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, environmental fees, shop supplies, etc.
 - Charges for these items on claims will not be approved.
- Notification of abuse
 - Technicians should make a 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.
- Manual Pallet Jacks
 - Dealers are **not** authorized to service manual pallet jacks.
 - PM's are not to be performed on any manual pallet jack.

CENTRALIZED DISPATCHING

- Communication is critical. Please advise Hyster Fleet as soon as possible of any delays in responding to any service calls dispatched to your dealership or delays in completing repairs.

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- It is imperative for the technicians to have clear communication with an appropriate member of management or requestor of the service before leaving. The store should be given status of the service.

QUOTES

- Required for all repairs that will exceed \$1000.
- **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 via the Portal
 - All labor and parts need to be broken out – no lump sum totals.
 - We will not approve any charges for miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, environmental fees, shop supplies, etc.
 - No taxes should be listed on quote
 - Use discounted labor rate which is 90% of current dealer rate.
- Dealers should submit quotes as applicable to HFS via the Portal.
- As quotes are received, Hyster will submit to International Paper Corporate for review and will advise dealers of approval or denial upon notification from Corporate.
 - If the quote is approved
 - HFS will forward a PO# to the dealer via the Portal
 - 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# on the fleet claim
 - If the quote is denied
 - Dealer should submit a claim to HFS for the labor and travel already in the job.
 - Dealer should not perform any other repairs or PMs to the unit
- **Claims received by HFS for repairs in excess of \$1,000 that do not follow these procedures will be denied.**
- Repairs **can not** be split into two claims in order to bypass the quote threshold.

TRAVEL (T&M REPAIRS)

- Travel will be reimbursed based on actual travel time, but no more than Mapquest on a portal to portal basis.
- The rate for travel will be the dealer's discounted labor rate.

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Temporary Equipment. In the event a Unit included in this Maintenance Schedule is out of service for more than 72 hours due to a repair that is not caused by International Paper's neglect in performing Operational Responsibilities. Dealer will exercise reasonable efforts to find and furnish suitable temporary equipment at no cost to International Paper until service is completed on the Unit. The temporary equipment shall be as practicable the same capacity and general specifications as the original unit; provided, however, dealer shall not be required to provide specialized attachments or accessories, or to make special alterations to the temporary equipment. Temporary equipment may be used, refurbished, and/or of different manufacturer. Such temporary equipment shall, while in the service of International Paper, be subject to the terms and conditions provided for in this Maintenance Schedule.

MISCELLANEOUS PROGRAM DETAILS

- If any claim is disputed and not paid by International Paper as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer until the situation can be resolved. Upon resolution the fleet claim may be resubmitted by the dealer.
- Dealers are to submit charges for repairs to Hyster as a type 6 claim via the NMHG warranty system.
- 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.

CONTACT LISTING

For questions regarding service call dispatches, etc. please contact:

Hyster Fleet Call Center

Direct: 877-874-9570

For questions regarding fleet claims submission, claims payment or work orders, please contact:

Drew Bayliss

Direct: 252-931-5525

E-Mail: drew.bayliss@nmhg.com

For questions regarding invoicing, or service repair quotes please contact:

Clay Harwood

Direct: 252-561-7020

E-Mail: clay.harwood@nmhg.com

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