



HYSTER COMPANY

Americas Division

Kohler Dealer Program Guidelines Updated 07/18/2011

Dealers should follow these guidelines for Kohler, 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 adjusted.

TIME AND MATERIAL REPAIRS

- Program includes Hourly FM and TandM units.
- Kohler does not use the Fleet Call Center- They call the Dealers direct.
- Dealers should submit claims for any repairs performed on Kohler equipment – 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
- Charges not allowed
 - Miscellaneous items such as fuel surcharges, service call charges, van usage charges, trip charges
- Hyster and Unisource parts will be reimbursed at current fleet parts pricing.
- 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. As a rule, proper clarification is suggested to support fees exceeding 6% total labor cost.
- Notification of customer damage
 - Technicians should clearly note on the work order if the repair was a result of customer damage. This is an important step in providing accurate reporting for the customer.

PERIODIC MAINTENANCE

- PM Services are coordinated between Kohler location and the Dealer.
- HFS claim processors may adjust claims so PM cost-align with FleetSmart PM Program guidelines issued September 2008.

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Hyster *FleetSmart*





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MISCELLANEOUS PROGRAM DETAILS

- 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 Kohler as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer.

RENTALS

- Rentals are handled and delivered by the Dealer and billed through HFS.

HYSTER FLEET CONTACT LISTING

For questions regarding fleet claim submission, claim payment, invoicing, service repair etc. please submit a Contact Management ticket which will be routed to Service Response Team.

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