



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.

1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (278)35-7006

Nalco Holding Company

7/1/11

PROGRAM DETAILS

- Initial Program Start Date – July 1, 2011
- Equipment Included
 - Dealers are authorized to repair
 - Hyster and other mobile pieces of equipment
 - HFS reserves the right to deny payment on claims submitted by dealers for repairs to units not covered under the program unless authorized by Hyster
 - All service requests are made from the Nalco locations direct to the dealer

TIME AND MATERIAL REPAIRS

- Program includes Hyster units and may include other types of mobile equipment
- Program requires quotes on any repairs over \$1000.00
- Program requires a service call dispatch for any repairs that need to be quoted and need to be called in by the dealer to the Call Center at 866 395-9609
 - If purchase order number is not on claim, claim will be denied.
 - PO # for repairs should be on claim
 - PO # for overtime or after hours should be filed on claim.
 - Hyster Fleet pays parts at Fleet Advantage Parts Pricing
 - Labor and travel is paid at 85% of the dealers published rate
 - Incidents of customer abuse/avoidable damage should be clearly noted in the claim description
- Repairs are performed on a time and material basis
- Hour meter reading must be accurate on claim or claim will be denied
- Charges not allowed
 - Fuel surcharges, **zone charges**, service call charges, van usage, trip charges
- Charges allowed
 - **Overtime (overtime or after hours must be noted in the problem description, with the customer name) if information is not noted on the claim, claim will be denied.**
 - Reasonable fees of shop/service supplies, and environmental fees 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.
 - Travel (one travel trip per day)
- Notification of customer damage
 - Technicians should make a [note on the work order if the repair was a result of customer damage/abuse](#), information needs to be on claim when file. This is an important step in providing accurate coding for the customer.

PM SERVICE

Hyster **Fleet**Smart



www.hyster.com



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- PM's are performed as follows based on truck class
Class I, II and IV up to 8000 lbs at 1 hour labor plus parts
Class I, II and IV over 8000 lbs at 1.25 hours labor plus parts
Class III at .5 hours labor plus parts

FLEET CLAIMS - PARTS

- All parts should be submitted under Parts
- Fleet contract set up to pull in parts price at 100% of amount submitted, based on claim received date.
 - Include part #, quantity, and description
 - Amount entered manually is the requested amount.

FLEET CLAIMS SUBMISSION

- Dealer will submit a Type 6 Fleet claim to Hyster Fleet for reimbursement of time and materials repairs and PM services
- Dealer should submit a claim to HFS once the repair or PM is completed in a timely manner.
- **Dealer claims submitted for work orders 30 days old past the end repair date will be assessed a 10% late fee**
- **Dealer claims submitted for work orders older than 45 days will be denied**
- Hyster reserves the right to deny payment on any claim that is received more than 45 days old past the completion date of the repair.
- Dealer labor rate is 85% off published labor rate
- All dealer parts will be reimbursed at Fleet Advantage Parts Pricing

RENTAL EQUIPMENT

- All rentals are to be handled by the location direct with your dealership.

QUOTES

- See information under time and material section.

HFS CONTACT LISTING

For questions regarding this program, fleet claims submission, or claims payment, please submit a Contact Management ticket which be routed to the appropriate Fleet person to address your issue.

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Hyster **Fleet** Smart



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