

**Hyster Service Engineering Assistance  
Contact List  
(Call 1-877-204-1939 or use direct line shown below)**

| CLASS I                                        | SERIES    | PLANT                                                                                                                                                                    | ENGINEER          | PHONE        | FAX                                                                                                                                  | E-MAIL ADDRESS      |
|------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| E25-40XM <sub>2</sub>                          | D114      | G                                                                                                                                                                        | Brian Phelps      | 252-931-5511 | 252-931-5233                                                                                                                         | AGBPHELP@NMHG.COM   |
| E30FR <sub>2</sub>                             | V943      | G                                                                                                                                                                        | Ameche Burns      | 252-931-5928 | 252-931-5233                                                                                                                         | AGABURNS@NMHG.COM   |
| E35-50FR                                       | Z943      | G                                                                                                                                                                        | Ameche Burns      | 252-931-5928 | 252-931-5233                                                                                                                         | AGABURNS@NMHG.COM   |
| E45-65XM <sub>2</sub>                          | F108      | B                                                                                                                                                                        | Dan Tuggle        | 859-986-5176 | 859-986-5144                                                                                                                         | ABDTUGGL@NMHG.COM   |
| E70-120XL <sub>3</sub>                         | C098      | G                                                                                                                                                                        | Brian Phelps      | 252-931-5511 | 252-931-5233                                                                                                                         | AGBPHELP@NMHG.COM   |
| J30-40XMT <sub>2</sub>                         | H160      | G                                                                                                                                                                        | Gregg Gilliam     | 252-931-5966 | 252-931-5233                                                                                                                         | AGGGILLI@NMHG.COM   |
| J40-60XM                                       | A216      | G                                                                                                                                                                        | Brian Phelps      | 252-931-5511 | 252-931-5233                                                                                                                         | AGBPHELP@NMHG.COM   |
| <b>CLASS II</b>                                |           |                                                                                                                                                                          |                   |              |                                                                                                                                      |                     |
| N30XMH                                         | C210      | B                                                                                                                                                                        | Dan Tuggle        | 859-986-5176 | 859-986-5144                                                                                                                         | ABDTUGGL@NMHG.COM   |
| N30-40XMR <sub>3</sub> , N25XMDR <sub>3</sub>  | C470      | G                                                                                                                                                                        | Bruce Fraser      | 252-931-5932 | 252-931-5233                                                                                                                         | AGBFRASE@NMHG.COM   |
| N45XMR <sub>3</sub> , N30XMDR <sub>3</sub>     | G138      | G                                                                                                                                                                        | Bruce Fraser      | 252-931-5932 | 252-931-5233                                                                                                                         | AGBFRASE@NMHG.COM   |
| N45XMR <sub>3</sub> , N30XMXDR <sub>3</sub>    | B264      | G                                                                                                                                                                        | Bruce Fraser      | 252-931-5932 | 252-931-5233                                                                                                                         | AGBFRASE@NMHG.COM   |
| N50XMA <sub>3</sub>                            | C471      | G                                                                                                                                                                        | Bruce Fraser      | 252-931-5932 | 252-931-5233                                                                                                                         | AGBFRASE@NMHG.COM   |
| R30XMS <sub>2</sub>                            | D174      | G                                                                                                                                                                        | Tony Dixon        | 252-931-5931 | 252-931-5233                                                                                                                         | AGTDIXON@NMHG.COM   |
| R30XM/XMA/XMF <sub>2</sub>                     | G118      | G                                                                                                                                                                        | Tony Dixon        | 252-931-5931 | 252-931-5233                                                                                                                         | AGTDIXON@NMHG.COM   |
| V30XMU                                         | A463/A467 | G                                                                                                                                                                        | Bob Rees          | 252-931-5647 | 252-931-5233                                                                                                                         | AGRREES@NMHG.COM    |
| V35XMU                                         | A464/A468 | G                                                                                                                                                                        | Bob Rees          | 252-931-5647 | 252-931-5233                                                                                                                         | AGRREES@NMHG.COM    |
| V40XMU                                         | A465/A469 | G                                                                                                                                                                        | Bob Rees          | 252-931-5647 | 252-931-5233                                                                                                                         | AGRREES@NMHG.COM    |
| <b>CLASS III</b>                               |           |                                                                                                                                                                          |                   |              |                                                                                                                                      |                     |
| W40XT                                          | A218      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W45XT                                          | B215      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W60Z                                           | A230      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W65Z                                           | A229      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W80Z                                           | A234      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| B60Z                                           | A230      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| B80Z                                           | A233      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| C60-80XT <sub>2</sub>                          | A499      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| T5XT                                           | E142      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W20-40XTA                                      | A455      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W20-40XTC                                      | A453      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| W20-30XTR                                      | A454      | G                                                                                                                                                                        | Dave Merritt, Jr. | 252-931-5927 | 252-931-5233                                                                                                                         | AGDMERRI@NMHG.COM   |
| <b>CLASS IV</b>                                |           |                                                                                                                                                                          |                   |              |                                                                                                                                      |                     |
| S25-40XMS                                      | D010      | G                                                                                                                                                                        | Gregg Gilliam     | 252-931-5966 | 252-931-5233                                                                                                                         | AGGGILLI@NMHG.COM   |
| S40-65XM                                       | D187      | B                                                                                                                                                                        | Bill Williams     | 859-986-5174 | 859-986-5144                                                                                                                         | ABBWILLI@NMHG.COM   |
| S70-120XL <sub>2</sub>                         | D004      | B                                                                                                                                                                        | Michael Cox       | 859-986-5194 | 859-986-5144                                                                                                                         | ABMCOX@NMHG.COM     |
| S135-155XL <sub>2</sub>                        | B024      | B                                                                                                                                                                        | Mike Foor         | 859-986-5733 | 859-986-5144                                                                                                                         | AAMFOOR@NMHG.COM    |
| S70-120XM                                      | E004      | B                                                                                                                                                                        | Bob Luka          | 859-986-5199 | 859-986-5144                                                                                                                         | ABBLUKA@NMHG.COM    |
| <b>CLASS V</b>                                 |           |                                                                                                                                                                          |                   |              |                                                                                                                                      |                     |
| H25-40XMS                                      | E001      | G                                                                                                                                                                        | Gregg Gilliam     | 252-931-5966 | 252-931-5233                                                                                                                         | AGGGILLI@NMHG.COM   |
| H45-65XM                                       | H177      | G                                                                                                                                                                        | Joe Geyssens      | 252-931-5929 | 252-931-5233                                                                                                                         | AGJGEYSS@NMHG.COM   |
| H70-120XM                                      | K005      | B                                                                                                                                                                        | Earl Miller       | 859-986-5198 | 859-986-5144                                                                                                                         | ABEMILLE@NMHG.COM   |
| H135-155XL <sub>2</sub>                        | F006      | D                                                                                                                                                                        | Mike Foor         | 859-986-5733 | 859-986-5144                                                                                                                         | AAMFOOR@NMHG.COM    |
| H170-280HD                                     | F007      | B                                                                                                                                                                        | Jim Meurer        | 859-986-5732 | 859-986-5144                                                                                                                         | ABJMUERE@NMHG.COM   |
| H300-360HD                                     | E019      | B                                                                                                                                                                        | Jim Meurer        | 859-986-5732 | 859-986-5144                                                                                                                         |                     |
| H360-450H-EC                                   | A214      | <b>By Geographic Location</b><br>(West Coast) Stan Power Phone: 704-756-5706<br>(Central) Dan Smalley Phone: 217-443-7144<br>(East Coast) Pete Casey Phone: 217-443-7526 |                   |              | <b>By Geographic Location</b><br>(West Coast) AHSPower@HYSTER.COM<br>(Central) AHDSMALL@HYSTER.COM<br>(East Coast) AAPCASEY@NMHG.COM |                     |
| H440-700F                                      | E008      |                                                                                                                                                                          |                   |              |                                                                                                                                      |                     |
| H800-1050E                                     | D117      |                                                                                                                                                                          |                   |              |                                                                                                                                      |                     |
| REACHSTACKER<br>RS45/RS46                      | A222      | D                                                                                                                                                                        | Harold Puzey      | 217-443-7150 | 217-443-7547                                                                                                                         | AHHPUZEY@HYSTER.COM |
| YARDMASTER<br>HR45-25/31/40S/H<br>H45-36L/40LS | A227/A228 | D                                                                                                                                                                        | Bill Alger        | 770-307-3444 | 770-586-0077                                                                                                                         | AAWALGER@NMHG.COM   |
| <b>Class I, IV, V Mast</b>                     |           | G                                                                                                                                                                        | Brad Boyd         | 252-931-5332 | 252-931-5233                                                                                                                         | AGBBOYD@NMHG.COM    |