



HYSTER COMPANY

Americas Division

November 25, 2009

TO: PARTICIPATING HYSTER DEALERS – Pape Material Handling, Inc. Sparks, NV

SUBJECT: James Hardie Building Products Announcement – Rev 1

Over the last year James Hardie Building Products a DMNA of Barloworld Handling Tampa, FL have worked together to purchase new equipment at their various locations around the country. The new units will be under a centralized full maintenance program with Hyster Fleet Services invoicing the maintenance back to the James Hardie locations. While there is additional equipment at each location James Hardie Corporate has elected to leave the decision to enroll existing units into the centralized program up to the individual plant managers. Many of their locations have internal maintenance departments and may continue maintaining the existing equipment. Any units not serviced full time by Hyster dealers will not be enrolled under the present agreement. By successfully servicing new trucks our collective goal will be to earn all the service business with James Hardie for the Hyster dealers. Any existing units enrolled in the centralized program will be maintained under Time & Material.

Hyster Fleet Services Package of Services is as follows:

- National Fleet Maintenance Agreement
- National Fleet Parts Pricing
- Preferred Labor Rates
- Centralized Invoicing
- Fleet Web Portal Access
- Basic/Enhanced Reporting through Hyster FleetSmart Web Portal
- On-Site Repair Management
- Program Management

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Full Maintenance Term

The terms for each of the trucks will vary by hours and lease terms of 36 months to 60 months as noted below. Full maintenance on the H80-100FT and H280HD will need the maintenance rates to align with the lease term. The remainder models have a minimum/maximum rate that provides the location additional flexibility.

Full Maintenance Rates:

New Units	Monthly Hours	Term	Monthly FM Rate	OT Rate
• H60FT	250	60	\$530.00	\$2.76
• H80-100FT	250	60	\$620.00	\$3.23

Dealers have the option of taking the quoted rates as a pass through or time & material through Hyster Fleet Services at 90% reimbursement of current published labor rate. The pass through rates shown above will be less \$10.00 HFS fee.

Periodic Maintenance:

PM timing should follow the service manual recommendations and the Hyster FleetSmart PM Rate Guide should be followed.

Dealer Labor Rate:

Hyster will reimburse dealers at 90% of their current published labor rate for labor and applicable travel for non full maintenance repairs.

Parts Pricing:

Hyster Fleet will reimburse dealers at Fleet Parts Pricing (consumer list) for Hyster and Unisource parts.

Warranty:

The HD series trucks will have an extended warranty covering the transmission for 5 years or 10,000 hours.

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Repair Quotes:

- All repairs in excess of \$1500.00 require approval from local James Hardie management prior to completing the repair.
- **Quote signoffs by James Hardie local management are required before work is performed.**
- Signed quote copies may be requested by HFS during the claim process. All repairs will follow normal time guidelines so if extenuating circumstances exist please detail claim accordingly.

Claims Processing

Dealers will submit a Type 6 Fleet Claim to Hyster Fleet for reimbursement for repairs. PM claims should always be submitted separately from other time and material repairs. This process is similar to other fleet management programs that are centralized through Hyster Fleet Services. *Dealers should clearly note any instances of customer abuse or avoidable damage* for coding and tracking purposes as these repairs will be invoiced separately to the customer. FM pass through will not require claims filed as Type 6.

Loner Units:

In the event a new Hyster unit included in the full maintenance program is out of service for more than 72 hours due to a repair that is not caused by the customer's neglect or avoidable damage we will make reasonable effort to provide suitable temporary equipment at no charge to James Hardie until service is completed. The temporary equipment shall be as practicable the same capacity and general specifications as the original unit. Temporary unit will not be required to include specialized attachments or accessories, or special alterations. Temporary equipment may be used, refurbished, and/or of a different manufacture. The Technician servicing the location should contact their immediate Supervisor/Manager and inform them when a unit is expected to be out of service for longer than 72 hours in order that the Servicing Dealer can secure a loaner as quickly as possible.

Rental:

- The dealer should follow the Hyster FleetSmart Rental Guide dated June 1, 2009.
- A type 6 fleet claim should be submitted to HFS for all rentals.

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Telemetry Devices:

Barloworld Handling may be contacting you to discuss their Fleet Wizard Telemetry device which will include the following features:

- Wirelessly reports operating hours
- Impact notifications via cell phone or email
- Transmits truck data on a nightly basis to Barloworld secure server

All set-up and installation questions should be directed to:

Dominic Pyzynski - Barloworld Handling Tampa, FL

Phone: 813-623-6700

Email: dpyzynski@handling.barloworld.com

Installation, labor and service contracts fees for telemetry devices will not be covered under full maintenance.

Program Management:

Once you have the new truck serial numbers and the location has determined any additional equipment they would like included in the program please forward that information back to me. Full maintenance on the H80-100FT and H280HD will need the maintenance rates to align with the lease term. The remainder models have a minimum/maximum rate that provides the location additional flexibility. Please note the lease term of the new equipment in your installation information sent to my attention. We will assign a Program Manager responsible for day to day activities and management along posting a James Hardie Program Guideline to the Hyster Americas/Hyster Fleet.

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Thank you in advance for your support on this new fleet account and please circulate this program announcement to other internal personnel at your dealership that may need to have knowledge of the program. As always, contact me if you have any questions or if we may be of any further assistance. If you have any questions or concerns, please contact the Fleet Service Program Manager:

Walter Barrett

Program Manager

252-561-7067- Phone

252-752-0438- Fax

E-mail: aawbarre@nmhg.com

Best Regards,

Stan

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Fleet Processes & Customer Care Manager

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