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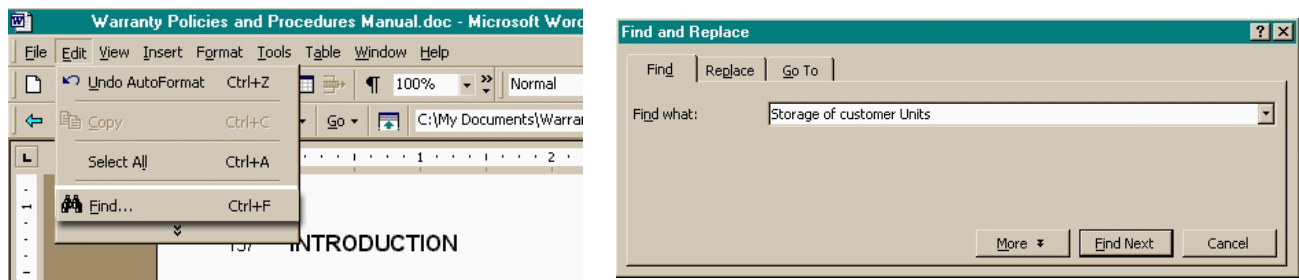
INTRODUCTION

The primary purpose of the Hyster Company Warranty Program is to correct defects in materials and craftsmanship in our products, to assure customer satisfaction and to provide the proper Hyster Company departments information regarding product problems. Further, the Warranty Program is the means by which Hyster Company provides both fair and equitable reimbursement to the Dealers for warranty work performed in accordance with stated policy.

This manual has been prepared to aid the Hyster Company Dealer organization in preparing accurate and descriptive claims, accomplishing the above stated purposes and providing a means for reimbursement. The information and guidance in this manual also instructs the appropriate Dealer's staff regarding appropriate methods of obtaining the required data to properly and factually present claims to Hyster Company Warranty Administration.

The information contained herein must be distributed to all responsible personnel in the Dealer's organization to assure the processing of claims in an efficient manner.

For your convenience, this manual has been divided into sections, for easy reference and access. Hyperlinks can be found throughout this document to provide for easy and rapid maneuvering. The ability to use the "Find Command" available in the Microsoft Word® software provides the Dealer with an easy method to look-up warranty information (see the images below).



146 Data (to include but not limited to truck serial number, dates of repair, hour meter readings, etc...)
147 which are included on the work order form or time tickets and other supporting documentation MUST
148 be identical to that which is submitted electronically. It is necessary that all supporting documentation
149 (for example – work order, outside invoices, etc...) carry the appropriate signature from the
150 Customer, reflecting completion of work performed. Data consistency is crucial. The warrantability of
151 the truck is determined by either the truck hour meter reading or amount of days that have passed
152 since the date of installation. In situations where the submitted data does not match original
153 documentation (as noted above), the warranty claim will be denied.

154 Hyster Company reserves the right to update this document on a periodic basis. Updates are
155 available via e-mail and/or formal distribution.

156 Grams displayed in this document are for informational purposes ONLY and are updated (in print)
157 periodically.

100.00 TRUCK INSTALLATION

100.10 Purpose

It is critical that all policies and procedures pertaining to NACCO Materials Handling Group, Inc., doing business as Hyster Company, (hereinafter referred to as "Hyster Company" or "Hyster"), truck delivery and installation are completed in an appropriate manner. Installation / Delivery Reports are an important part of the installation process. These reports are used:

- to assure proper pre-delivery and delivery procedures are followed.
- to fulfill the legal requirement of documenting acceptance and ownership of a unit delivered.
- to provide Hyster Company with a historical record of delivery and installation.
- to provide statistical information to the Industrial Truck Association representing truck sales and market share information.

100.20 Policy

To expedite the processing of warranty claims, both an [Electronic](#) Installation Record and a **Printed** ([Electric Truck](#) – [ICE Truck](#)) Installation Report form for the unit concerned must be on file with NMHG - Greenville, NC. Installation Report information is necessary for proper processing of claims.

Completion of an **Electronic** Installation Record and a **Printed** Installation Report is required for all domestic and international new powered trucks placed into service regardless of whether the unit is shipped from the Dealer, shipped directly to the Customer from the factory, is a Dealer rental unit or is a Dealer demonstration unit.



Hyster Company Batteries, Chargers and Attachments also require an Installation Report unless the equipment is supplied by other vendors or sources.

An Installation Report validates the warranty, detects any damages that may have occurred during shipment and assures the Customer that the unit is in proper operating condition.

Truck installation is a two-step process which begins with submission of an **Electronic** Installation Record for initial installation data collection. A unit installation is completed with information submitted, through the mail or by fax, of the **Printed** Installation Report form. Both a correct and complete **Electronic** Installation Record and **Printed** Installation Report are required to successfully complete a truck installation.

Completion of installation information and a signed document of Customer acceptance is required for completion of an installation record.

Initial unit use determines the effective date of warranty, unless alternate provisions have been made with Hyster Company. Installation / Delivery Reports are required when a unit is:

- Delivered to a Customer as a sale.
- Delivered to a Customer under lease.
- Delivered to a Dealer rental fleet.
- Delivered as a Dealer demonstrator.

[Installation / Delivery Reports](#) must be submitted prior to performing any repairs to a unit in Dealer stock. This is required to verify the location of the unit at the time that

warranty repairs are performed. In this instance, the warranty period will **NOT** begin when the report is submitted.

When the stock unit is placed into service at an end user's location or is transferred to the Dealer's rental fleet, an Installation Report must be submitted. This validates warranty coverage and provides the location of the unit. This must occur even if an Installation Report had been previously submitted while the unit was in the Dealer's stock.

Installation / Delivery Reports must be submitted on a Demonstration Unit (DEMO) to report the hour meter reading and date. These reports are required whenever the unit is placed in the dealer demonstration fleet. A unit can be placed in the dealer demonstration fleet for up to eighty (80) hours, unless alternate provisions have been made with Hyster Company. An additional installation report is required when a unit is moved from the Dealer demonstration fleet (i.e., sold to a customer or moved to a Dealer rental fleet).

When a Rental unit is sold an additional Installation Report (Electronic and Paper) must be submitted indicating that the unit has been sold. The Dealer is required to note "RESALE" on the installation report when the unit is moved from a rental to a Customer resale. The Dealer must complete all phases of the installation procedure (Electronic and Paper).

100.30 Warranty Period

Warranty coverage will commence when a unit is released for delivery to an end user unless prior arrangements have been made with and approved by Hyster Company. Generally, units prepared for delivery outside of the selling Dealer's territory must be installed by the Selling Dealer prior to shipment and the Receiving Dealer must be

notified so that arrangements can be made with the Customer to verify that no in-transit damage occurred. This will also provide the Servicing Dealer with the opportunity to discuss maintenance procedures with the Customer.

Warranty coverage for units less than 16,500 lbs. or VNA (Very Narrow Aisle) units which have been SHIPPED DIRECTLY to an end user from Hyster Company will commence not later than the fifteenth (15th) day after shipment unless the unit is formally installed by the Dealer on an earlier date or prior arrangements were made with Hyster Company to delay installation.

If an installation delay is requested due to a unit being placed in storage, refer to paragraph [100.60 "Storage of Customer Units"](#).

If a delay is due to required on-site assembly prior to entering a unit into service, follow standard Installation Report procedures immediately after assembly is completed.

If a signed Customer Delivery / Installation Report is not available because a unit is awaiting assembly, Hyster Company will accept an Installation / Delivery Report form signed by a repair technician to allow basic unit information to be entered into the Hyster Company database thereby allowing warranty claim processing. A full installation report is still required once the unit is fully assembled and ready to be placed into service.

In the event of a Direct Shipment, the servicing Dealer will be advised of the installation date that has been entered into the Hyster Company database and must submit a complete **Printed** Installation Report form upon receipt of the unit by the end user. The Dealer has the capability to look up unit installation dates via local access to the Hyster Company installation database.



251 Installation date and warranty coverage for units 16,500 lbs. or greater and the VNA
252 (Very Narrow Aisle) units which have been shipped directly to an end user from
253 Hyster Company is predicated on arrangements agreed upon between Hyster
254 Company, the Dealer and the Customer.

255 Installation inspection and service, in addition to any final inspection service which
256 may be performed, are to be completed at no charge to Hyster Company or to the
257 Customer unless prior arrangements have been made with Hyster Company.

258 100.40 Dealer Responsibility

259 All NMHG / Hyster Company products sold by a Dealer must be properly installed
260 and serviced or arrangements made for same with another authorized Hyster
261 Company Dealer. The installation and service must be done in accordance with
262 established policy and procedures, and in accordance with policy set forth in this
263 manual. Failure to do so may result in invalidation of the warranty. (See [100.90](#)
264 [Electronic Installation Record Process](#))

265 *100.40 (a) Sales Out of Dealer's Normal Territory*

266 Dealers are free to agree among themselves the allocation of commission, expenses
267 for installation and service, and warranty billing deficits for sales out of territory,
268 provided that installation and service are provided before delivery. In the absence of
269 such an agreement, the following principles apply:

270 Installation and service is the responsibility of the **Selling Dealer** to coordinate with
271 the **Receiving Dealer** located in the territory in which the product is to be used.

272 The **Receiving Dealer** will service the unit in the normal manner and receive normal
273 payments from Hyster Company for any approved warranty work performed. The

Receiving Dealer must also install and service the unit if the **Receiving Dealer** received a partial commission on the sale.

When the **Selling Dealer** receives all of the commission on the sale, the **Selling Dealer** must make prior arrangement with the **Receiving Dealer** to assure proper installation and servicing of the product at the customer's location.

When warranty service is required on a unit, the **Receiving Dealer** may submit a warranty claim to Hyster Company for warranty reimbursement, provided proper Installation reporting procedures have been completed.

100.40 (b) Government Sales - (U.S. Military and Federal Government Agencies)

Standard warranty coverage for Government units may vary from contract to contract.

All units sold directly by Hyster Company to the Government will be provided with installation as stated in the terms and conditions of the specific contract. Upon request for service by a Government Agency, contact the appropriate NMHG Warranty Administrator before proceeding. Give the model and serial number of the unit, name and location of the Agency, and the specific details of the service requested. You will be advised how to proceed in accordance with the terms of the contract.

The Dealer will be reimbursed for warranty work performed on Government units at the Customer billing rate for Hyster Company authorized repairs.

100.40 (c) Warranty Extensions (Dealer to Customer)

Hyster Company has no implied or expressed warranty liability beyond the standard or extended published warranty statements as they apply.



If the selling Dealer chooses to offer an extended, non-standard or additional warranty to a customer, it is the **Selling Dealer's** sole responsibility for all associated expenses for the period so covered. Hyster Company assumes no corresponding liability, expressed or implied, when non-standard warranty contracts are provided by the **Selling Dealer**.

If the unit is to be installed out of the **Selling Dealer's** territory, a "Service Agreement" must be reached with the **Receiving Dealer** regarding the amount the **Receiving Dealer** is to be reimbursed for work performed under these special arrangements.

100.50 Owner Responsibility

It is the owner's responsibility to make certain that a unit is used as intended by the manufacturer. The operator should be advised to read and refer to, as required, the operating instructions booklet attached to all units. It is the responsibility of the end user of the unit to comply with the Office of Safety and Health Administration (O.S.H.A.) operator training requirements as specified in all applicable O.S.H.A. regulations and or any corresponding agencies. (The end user should sign-off that all applicable O.S.H.A training regulations are in hand.) Additional driver training may be obtained by requesting a complete package of information from the local Hyster Company dealer.

The owner's maintenance responsibilities during the warranty period are as follows:

1. Daily Operator Check List found in the Operating Manual must be followed.
2. All maintenance to the equipment, unless complete maintenance is contracted with an authorized Hyster Company Dealer. Recommended

schedule of preventative maintenance, specified in the Maintenance /
Service Manual, should be followed at the indicated intervals.

3. Maintenance records must be made available to Hyster Company upon request to maintain warranty coverage. This allows Hyster Company to determine if a failure can be attributed to a lack of proper periodic servicing or maintenance by the owner.

100.60 Storage of Customer Units - Warranty Continuation

A Customer may need to temporarily store a unit prior to placing it into service. The following information details specific guidelines for warranty continuation on Customer units placed into storage during the warranty period. This information applies to units stored and not placed into service by the Customer, or units which were placed into service for a limited period of time prior to storage. It details requirements which must be met by the Servicing Dealer and by the Customer to qualify for warranty continuation. It is recommended that Dealer Principals and Sales Managers make their Customer contact personnel aware of these policies to ensure good Customer relations.

100.60 (a) Policy - Unit Never Placed In Service

Units that have been accepted by the user, have never been placed into service, and have had a truck Installation Report (Gas or Electric) completed by the servicing Dealer will be considered for a continuation of warranty provided the procedures below are followed (See 100.60 (c)).

100.60 (b) Policy - Unit Placed Into Service For Less Than 30 Days

Units that have been accepted by the user, have been placed in service for less than 30 days and have had a Truck Installation Report (Gas or Electric) completed by the



servicing Dealer, will be considered for a continuation of warranty provided that the procedures below are followed (*See 100.60 (c)*).

100.60 (c) *Procedure*

1. The user must advise the Servicing Dealer of the following, in writing, prior to storage, noting when the unit will be placed in storage:

- The user must specify full model identification, serial number and date to be placed in storage.
- The anticipated date the unit will be removed from storage (not to exceed six (6) months).
- The location (street address) of the facility in which the unit is stored.

2. The Servicing Dealer, upon notification that the unit is to be stored, must present a copy of [Hyster Gram MA00009](#) to the user.

It is recommended that the user request the servicing Dealer to prepare the unit for storage to ensure that proper procedures are followed. Should the Customer perform the service, however, the Servicing Dealer must inspect the unit to ensure adequate preparation. The cost of unit preparation by the Dealer and/or the inspection are the responsibility of the user.

The Servicing Dealer must forward the user's written notice to the Hyster Company Warranty Manager in Greenville, NC after ascertaining that the user has complied with [Hyster Gram MA00009](#). Hyster Company will accept a copy of the appropriate Gas or Electric Truck "Recommended Schedule of Maintenance" signed by the user's management as an indication of compliance.

3. Upon receipt of the request to continue the warranty, Hyster Company will advise, in writing, the Customer and the servicing Dealer of its decision. In those

instances where Hyster Company agrees to a continuation of warranty, the Dealer, in turn, will advise the user to:

- Comply with the procedure outlined in [Hyster Gram MA00009](#) i.e., "Monthly Operation of Powered Units and Appropriate charging of Batteries".
- Complete monthly, the Hyster Company "Periodic Maintenance Service Report" (Hyster Electric Truck Forms [852185](#) and [852524](#) / ICE Truck Forms [599483](#) and [852524](#)) and forward it to the servicing Dealer. Failure to comply will void the agreement to continue the warranty.

4. Unless otherwise advised by the user, the Servicing Dealer and Hyster Company will assume that the unit was placed in service on the date reflected on the user's original request and a warranty expiration date is determined. Hyster Company reserves the right to inspect, at the user's facility, any unit prior to its being placed in operation if a continuation of warranty has been granted. Any repairs required to a unit during the storage period is the sole and exclusive responsibility of the user.

5. Regardless of when the user elects to place the unit in service following the storage period, the user is required to advise the Servicing Dealer, and the Dealer, in turn, to advise the Hyster Company Warranty Manager. Hyster Company will advise the Servicing Dealer, through the appropriate Database Coordinator, of the expiration date of the continued warranty.

The servicing Dealer must perform a thorough maintenance check before placing the unit into operation to ensure that proper start-up procedures are followed. Any corresponding expenses related to this start-up procedure are the sole and exclusive responsibility of either the Customer or Dealer, unless otherwise



agreed upon by Hyster Company. In addition, Hyster Company requires a second correct and complete Installation Report (Electronic and Paper) be completed by the Servicing Dealer before the unit is placed into operation if a continuation of warranty has been granted. The cost of these services are the responsibility of the user.

The Servicing Dealer must attach copies of all "Monthly Operational Reports" to the second Printed Installation Report form and forward them to the Hyster Company Database Coordinator in Greenville, NC.

6. Units stored in excess of six (6) months will not be considered for a continuation of warranty.

100.70 Procedures for Installing a Unit

1. [Prepare an Electronic Installation Record](#) and a **Printed** ([Hyster Electric](#) – [Hyster ICE](#)) Installation Report Form (both represent key elements of the installation process) following the instructions in this section.
2. Complete all safety and operational checks on the Installation Report Form and record any damage received in transit in the space provided. Damage, deficiencies or irregularities must be noted on the bill of lading before signing for the unit or releasing the delivering agency. Transit damage must be claimed from the carrier by the party receiving the unit, Dealer or Customer. Such damage is not a warrantable failure reflecting a defect in materials or craftsmanship.
3. The operator must be advised to read and refer to, as required, the Operating Instructions Manual attached to each unit. It is the sole and exclusive responsibility of the end user of the truck to meet all O.S.H.A. operator training requirements as specified in applicable O.S.H.A. regulations and other

appropriate government agencies if applicable. Driver training may be obtained by requesting a complete package of information from the local Hyster Company dealer.

4. Instruct the Customer's maintenance personnel to refer to the appropriate unit Operating Instructions Manual for a list of daily maintenance check items [See *Hyster ICE Truck Periodic Maintenance "A" Service Report* [P/N 599483](#) or *Hyster Electric Truck Periodic Maintenance "A" Service Report* [P/N 852185](#)]. Additional copies of daily checklists can be obtained through the Hyster Company Publications Department. You must always use unit model specific checklists found in the Operating Instructions Manual when accomplishing daily checks.
5. The Dealer Personnel performing the installation should complete the **Printed** Installation Report form following the instructions in [Section 100.100 \(c\) "Printed Installation Report Form Instructions"](#). A **copy** of the **Printed** Installation Report form ([Hyster Electric](#) – [Hyster ICE](#)) is to be left with the customer unless a multi-part form is used. In this case, one copy of the report is to be retained by the customer, one by the Dealer and one returned to Hyster Company.
6. All trucks are delivered with an Operating Instruction Manual. Copies of Parts Manuals, Service Manuals and Special Parts Manuals may be purchased through the:

Hyster Company Literature Distribution Center

750 Dawson Drive

Newark, DE 19713

Phone: (302) 368-9466

Fax: (302) 368-2945



7. After completing the **Electronic** Installation Record processes, the Dealer will mail a properly filled-out **original copy** of the **Printed** Installation Report form to:

NACCO Materials Handling Group, Inc.

1400 Sullivan Drive

Caller #12011

Greenville, NC 27834-2011

Attn: NMHG Warranty Department

Hyster Company Database Coordinator

The Printed and/or Electronic Installation / Delivery Report Form must be filled out completely with special attention to the Safety and Operation Checks. The form should be legibly signed by both the Customer and Dealer representatives. Please print the signatory names under the signatures. This is a **MANDATORY** requirement. Hyster Company reserves the right to request a fax copy or electronic image of the signature sheet as situations dictate or necessitate.

100.80 Installation / Delivery Reports - General Information

Installation / Delivery Reports (both an **Electronic** Installation form and a **Printed** Installation form) are required and must be submitted in a timely manner. An Installation / Delivery Report must be on file with Hyster Company prior to submission of any warranty claims against a particular unit. Installation Reporting determines the effective date of warranty. Reports **MUST** be submitted when a unit is:

1. Delivered to a Customer as a sale
2. Delivered to a Customer under lease
3. Delivered to a Dealer Rental fleet

4. Delivered as a Dealer Demonstrator (DEMO)

100.90 **Electronic** Installation Record Process*100.90 (a) Purpose*

An **Electronic** Installation Record is provided through the Hyster Warranty / Ownership / Unit Sales System. Truck installation processes are only one part of this software system. The software provides an easy way to submit preliminary truck installation information into the NMHG / Hyster Company database.

100.90 (b) Form Instructions

Launch the Hyster Warranty / Ownership / Unit Sales software on your PC.

INSTALLATION ENTRY SCREEN:

NWORO334 ENTER	NACCO Materials Handling Group, Inc. Edit Dealer Installations	QPADEV0009 8/31/99 AATWOOD 7 13 05
Marketing Group 011 Dealer Code <u>382000</u>		
Unit Serial Number <u>D187V15915W</u>		
Order Number <u>600260</u>		
Installation Date <u>083199</u>		
Installation Type <u>C</u> (C=Customer D=Demo P=Pre-Owned R=Rental S=Stock)		
Type required data and press <Enter>		
F3=Exit		

- **Dealer Code** (Ordering Dealer) - The default Dealer code specified for the User ID will be displayed.



- 477 • **Unit Serial Number** - Format (A999A99999A) Remember to left zero fill the
478 Manufacturer Sequence Number portion of the Serial Number.
- 479 • **Order Number** - Unit Sales Order Number. Note: The Unit Serial Number must
480 exist on the Unit Sales Order Number entered.
- 481 • **Installation Date** - Format (mmddyy). This date cannot be greater than the
482 current date. Note: Required on a New Delivery Report. If inquiring on an existing
483 delivery report, this field can be left blank.
- 484 • **Installation Type** - C = Customer, S = Stock, D = Demo, R = Rental. Note:
485 Required on a New Delivery Report. If inquiring on an existing delivery report,
486 this field can be left blank.
- 487 Press the **ENTER** key for verification of the entered data and to continue to the next
488 screen.

489

INSTALLATION HEADER SCREEN:

NWORA335 CHANGE	NACCO MATERIAL HANDLING GROUP - DEVL Edit Dealer Installation Header	QPADEV0017 10/17/00 AAJSTEEL 8:55:25
Unit SN A218H005751X Install date 100400_Mktg Grp 011 Company H		
Servicing Dealer Name & Address - 125000 BRUNGART EQUIP – BIRMINGHA VALLEY EAST INDUSTRIAL PARK 3930 PINSON VALLEY PARKWAY		Sig Sheet Rcvd Date: Install Entry Type: E Travel Type . . . : C
BIRMINGHAM, AL 35217		ITA Truck Class .: 3 Date Reported . . : 10/04/00
Customer Name & Address - 00000453163 CIRCUIT CITY STORES DOSWELL 23047 Customer Contact Code 002 Name <u>RAY</u> <u>D DAIL</u> Phone <u>222 222 2222</u> Series Code : <u>A218</u> Model Code : <u>W40XT</u>		Dlr InstlId Opts?: Installation Type . : P Contract Type 2 Title <u>UNIT MANAGER</u> Fax <u>222 222 2222</u> Round Trip Mileage Labor Rate Type . : W
F3=Exit F14=Warranty Option F16=Comment F19=Search Customer F23=Customer Contact Installation updated		

490

Note: Any field not listed below is displayed from the system information or

491

information entered on a previous screen and is not modifiable.

492

- **Dealer Name & Address** - Enter the sales Dealer code of the Servicing Dealer.

493

The name and address will be filled in.

494

- **Install Date** - Format (mmddyy) Entered on previous screen but can be modified

495

here if incorrect.

496

- **Travel Type** - R = Rural, C = City

497

- **Date Reported** - Format (mmddyy)

498

- **Customer Name & Address** - Enter partial Customer Name line, Press **F19**

499

(Shift/F7) to display a Customer List.

500

- **Dlr InstlId Opts** - Blank = No, Y = Yes

- 501 • **Installation Type** - C = Customer, S = Stock, D = Demo, R = Rental
- 502 • **Customer Contact Code** – No Entry Required. This code is system generated.
- 503 If a contact exists for the Customer, any existing information will be displayed in
- 504 the contact fields.
- 505 • **Contract Type** - 1 = Service/Maintenance, 2 = Purchasing, 3 = Lift Truck
- 506 Operator, 4 = Management (Optional)
- 507 • **Name** – Customer Contact Name (First, Middle Initial, Last) – The Person who
- 508 signed the Delivery Report (Optional)
- 509 • **Title** – Customer Contact Title (Optional)
- 510 • **Phone Nbr** – Customer Phone Number (Optional)
- 511 • **Fax Nbr** – Customer Fax Number (Optional)
- 512 • **Model Code** - The original Model Code from the Unit Sales Order is displayed.
- 513 Modify if alterations to the truck have changed this code.
- 514 • **Round Trip Mileage** - Distance from Dealer to Customer.
- 515 • **Labor Rate Type** - C = Customer, W = Warranty (Tip: Most Labor Rates will be
- 516 'W'), ('C' is used for special rates like Government Trucks.)
- 517 For additional information pertaining to Electronic Installation processes, refer to the
- 518 Hyster Warranty / Ownership / Unit Sales System User Instructions published by
- 519 Hyster Company.
- 520 100.100 Printed Unit Installation Report Form Process
- 521 100.100 (a) Purpose

To process warranty claims with a minimum of delay, a copy of the **Printed** Installation / Delivery Report form must be on file at the NMHG - Greenville, NC location. The **Printed** Installation / Delivery Report is a required part of the installation process. It should be filled out and mailed to Hyster Company after an **Electronic** Installation Record has been completed and transmitted. Hyster Company reserves the right to request or accept a faxed copy of the Installation / Delivery Report while awaiting the original form through the mail.

The Printed Installation / Delivery Report contains additional information not collected in the **Electronic** submission process. An improperly filled out report will be returned to the Dealer for correction. Failure to submit a report will delay payment of any warranty claims on that unit.

Initial use determines the effective date of warranty. A **Printed** Installation / Delivery Report is required when the unit is:

- Delivered to a customer as a sale.
- Delivered to a customer under lease.
- Delivered to a Dealer rental fleet.
- Delivered as a Dealer demonstration.

100.100 (b) Form Sections

The top portion of the Installation Report form provides the following information to the factory:

- Date Delivered
- Type of Sale (Lease / Sale / Rental / Demo)
- Unit Hour Meter Reading

545 • Sales Order Number

546 • Unit Model Number

547 • Unit Serial Number

548 The Unit Configuration section of the Installation form is a record of part numbers,
549 serial numbers and descriptions of the major unit components. This record should be
550 used by the Customer and Dealer when ordering parts. All information requested
551 must be supplied. Major components include:

552 • Mast Information

553 • Mast Cylinder Information

554 • Carriage Type

555 • Fork Information

556 • Attachment Information

557 • Dealer Installed Options or Accessories

558 • Fuel System Type

559 • Transmission Type

560 • Transmission Control (Directional Control - Column Control or Monotrol)

561 • Tire Size, Type and Manufacturer (Both Drive and Steer Tires)

562 • Engine

Double-click on this icon for additional information on PDI Reports:



HDL05.ppt

“Component Serial Numbers & PDI’s – New Enhancements”

The technician performing the pre-delivery service inspection uses the “Pre-Delivery Checklist” portion of the Installation Report Form. This inspection is accomplished to assure that all items checked meet specifications. The technician **MUST SIGN** and **DATE** the Form ([Hyster Electric](#) – [Hyster ICE](#)) when the service inspection is completed.

The "Pre-Delivery Check List" section of the Installation Report covers checks in four major categories:

1. Fluid Levels and Lubrication Checks
2. Assembly and Adjustment Checks
3. Equipment Checks
4. Operational and Functional Checks

The "Customer Delivery Service Checklist" portion of the Installation Report form is designed to be used by the Dealer's representative to assure that the Customer receives proper instructions on the use and care of each unit. These instructions are typically contained in the unit Operating Instructions Manual. After the delivery procedure is completed, the Customer's and Dealer's representative **MUST SIGN** and **DATE** this portion of the Installation Report form.

100.100 (c) **Printed** Installation Report Form Instructions

All data and/or information as it resides on these subject form(s) must be completed prior to submission to Hyster Company Warranty Administration, care of the Hyster

585 Company Database Coordinator at 1400 Sullivan Drive, Caller #12011, Greenville,
586 NC 27834-2011. Failure to comply will result in the document being returned for
587 corrective action. Failure to comply will also result in either denial of or delay in the
588 processing of a submitted warranty claim.

589 Double-click on this icon for additional Truck Installation information:



HDL01.ppt

590 "The Significance of Truck Installation"

200.00 STANDARD WARRANTY POLICY

Hyster Company warrants each new powered Hyster Company truck to the original user to be free of defective material and workmanship under proper use and service for the period of the standard warranty as specified by the published document. Hyster Company warranty policy is designed to provide Dealer reimbursement for the cost of repairing defects in materials and craftsmanship from the factory, found within the published warranty period. The policy does not necessarily cover all repairs that are made within the warranty period in accordance with published guidelines. (Hyster Limited Warranty Certificate [[16500 lbs. and Below](#)] [[Above 16500 lbs.](#)])

In order to protect your warranty, all work, maintenance, and lubrication must be performed in accordance with Hyster Company maintenance schedules, using only Hyster Company approved parts.

200.10 Dealers Warranty Responsibility to the Customer

1. **Selling a truck which is not proper for a particular application** may void the unit warranty.
2. **Delivery of a unit** should be in accordance with the instructions in the "Service Operations Manual" and the checklist on the pre-delivery/delivery report form. When the customer signs the pre-delivery/delivery report he acknowledges that the unit has been received in satisfactory condition and he has received proper instructions regarding operation, maintenance and safety. The dealer's signature on the pre-delivery/delivery report affirms that the Operating Instructions Manual and Warranty Policy were explained to the customer. *Note: See [Section 100](#) for Installation information.*

3. **Scheduling warranty work** on routine calls versus an emergency basis and performing the repairs economically is the dealer's responsibility. Determining the nature of the problem is essential. Providing trained technicians, having the probable repair parts and manuals (as well as appropriate Hyster Grams) and minimizing travel time, are factors which reduce warranty expenses which are the dealer's responsibility to control.
4. **Maintaining control over labor hours** to do warranty work, particularly troubleshooting and/or diagnostics, ([See Hyster Gram MA00023R1](#)), is essential to dealer warranty recovery. All warranty work performed is reimbursed in accordance with the appropriate published Flat Rates.
5. **Providing well-trained, qualified and properly equipped technicians** to perform warranty work is the dealer's responsibility.
6. **The Dealer must make realistic decisions** based on technician input to determine repair expense responsibility. A repair within the warranty period is not necessarily covered, either all or in part, by factory warranty. The Dealer must make decisions to answer the following questions:
- a. Is the truck within Hyster Company's warranty policy?
 - b. Is the problem the result of a manufacturing defect in material or workmanship?
 - c. Should the problem have been corrected during routine maintenance?
 - d. Is the expense within the guidelines of Hyster Company's warranty policies and procedures?

e. Is more than a routine explanation required to justify the repair expense?

f. Is there sufficient detail available to justify factory responsibility when the problem is outside the warranty policy?

200.20 Direct Vendor Warranty – Not Warranted by Hyster Company

If an authorized local distributor refuses warranty, contact the appropriate Resident Service Engineer and be prepared to provide the following information:

- Distributor's name
- Distributor's address
- Distributor's reason for refusal

200.20(a) Battery Warranty

- Electric Truck Batteries. Batteries must be handled through the local distributor. Hyster Company will not accept a claim for labor expenses on electric truck battery warranty.
- Internal Combustion Batteries. New truck batteries are warranted for **twelve (12) months or two thousand (2000) hours**, whichever occurs first. Refer to the Standard Warranty statement for additional battery warranty specifics. Check with the battery vendor for additional warranty coverage.

200.20(b) Tire Warranty

Tire warranty is to be handled by the tire manufacturer. Hyster Company will accept a claim for the labor involved and for reasonable cushion tire pressing charges, providing this is done within Hyster Company's new industrial truck product warranty

period. If pressing is done by an outside vendor, a copy of the invoice must be submitted with the claim.

Tire claims for which the Dealer is the "Local" vendor, the Dealer will warrant parts to the Customer through his tire vendor. Should you require assistance for other tire vendors, contact the following:

BERGOUGNAN	773-925-9599	GOODYEAR	800-321-2136
GENERAL	800-847-3349	TRELLEBORG	973-808-2288
MAINE	207-856-6386	TITAN	800-682-8903
SUPERIOR	800-289-1456	WATTS	800-288-8977
VREDESTIN	800-221-3422		

Vendor Phone Numbers are subject to change

200.20(c) Delphi (CAV-Lucas) and Zexel Diesel Injection Pumps and Injectors

Warranty should be handled with the authorized local distributors. Hyster Company will accept a claim for labor to remove and replace these items provided the work was performed within Hyster Company's new industrial truck product warranty period. Contact Delphi at (248) 280-8285 / Fax (248) 280-8284 or Zexel at (972) 602-2364 if you are unable to locate your nearest warranty center.

200.20(d) Tomar Micro IV Strobe Light Warranty

Tomar Micro IV strobe light assemblies are warranted for a period of one year from the date of installation. Any additional warranty inquiries should be directed to:

Hyster Company Warranty Administration

1400 Sullivan Drive

Caller #12011

Greenville, NC 27834-2011



678 Phone: (252) 931-5800 – Warranty Lab

679 *200.20(e) Cascade Attachment Warranty*

680 Attachment claims should be submitted to the appropriate attachment manufacturer
681 i.e., Cascade Corporation.

682 *200.20(f) Detroit Diesel and Cummins Diesel Engine Warranty*

683 Warranty on each of these manufacturers' products is to be handled by their local
684 distributors.

DETROIT DIESEL 313-592-5000 CUMMINS DIESEL 812-377-5000

Vendor Phone Numbers are subject to change

685 *Note: Cummins Diesel Engine Extended Warranty is available through the local*
686 *Cummins representative. [\(See Hyster Gram AA00112R1\)](#)*

687 *200.20(g) Government Contracts Warranty Agreement*

688 The warranty clause may vary between Hyster Company and the federal government
689 with each contract. If in doubt, the Dealer should inquire through the installation
690 database, by truck serial number, to determine the warranty coverage. The Dealer
691 may be requested by Hyster Company to make an investigation and/or perform
692 repairs, exclusive of pre-delivery issues.

693 Determine if the government agency has contacted the Greenville, Danville, or Berea
694 Resident Service Engineer. The Dealer must advise the government agency that any
695 work must be authorized, in advance, by the appropriate Resident Service Engineer if
696 the repair is covered under [Hyster Gram MA00023R1](#), for authorization procedures. If
697 the repair falls outside these parameters, contact the Hyster Company Warranty
698 Administration.

If the unit is within the warranty period, the Dealer will be authorized to investigate and determine if the problem is defective material or workmanship. If the unit is in warranty, the Dealer should make the repair and submit a claim to the Warranty Administration Department in Greenville, NC. Parts must be held for possible return pending disposition of the claim.

Reimbursement for work on Government Units:

- a) Dealers will be reimbursed at their established customer billing rate for travel and flat rate.
- b) Parts used for warranty repairs are reimbursed at Dealer net plus ten (10) percent and must be held for possible return.
- c) For outside contract work, such as machining, supporting invoices **MUST** be faxed with a claim number to Warranty Administration in Greenville, NC (252-931-5965). Faxed Invoices must be received within 3 working days after the submission of a claim to Hyster Warranty Administration, Greenville NC. *Note: Such work must comply with published warranty procedures.* The Dealer claim number must be clearly marked on the invoice but not obstructing the subject detail. All information contained within the invoice document must be legible for consideration of payment in part or in full.

200.20(h) Replacement Parts Warranty

New parts found to be defective upon visual inspection prior to installation, when received from PDC, should be handled through the parts order entry group.

722 The Dealer must determine if the part in question is defective due to material or
723 workmanship as opposed to being defective because of improper installation, abuse,
724 etc... When the defect is determined to be factory responsibility, and the part has
725 been installed, a warranty claim should be submitted in accordance with published
726 policy.

727 The parts warranty period is for six (6) months unless otherwise noted.

728 200.30 Non-NMHG Manufactured Electric Motor Warranty.

729 Refer to [Hyster Gram MA00023R1](#) for appropriate information.

730 200.40 Hyster Company Product Sold by Other Dealers

731 For commission issues reference [Section 100.40\(a\)](#) of this document. Warrantable
732 work performed by the Dealer on Hyster products not sold by the Dealer should be
733 submitted to Hyster Warranty Administration, Greenville NC in accordance with
734 published policies and procedures.

735 200.50 Dealer Warranty Administration Responsibility

736 Prior to submitting **ANY** claims, the Dealer must ensure that all pre-delivery and
737 delivery/installation procedures have been properly completed. For additional
738 information on these requirements, [refer to Section 100](#) of this document.

739 Warranty claims received in the Hyster Warranty Administration Department,
740 Greenville NC, beyond 180 days of end repair date will not be approved in
741 compliance with Hyster Gram [MA00024](#).

742 Any claims for which the Dealer has received an Approval, but has not received a
743 credit or Electronic Debit Issue (EDI) within fifteen (15) days, should be researched
744 using the Dealer warranty claims inquiry system (Hyster Ownership / Unit Sales

System) and be brought to the attention of the appropriate claims processor at Hyster Warranty Administration, Greenville NC.

For outside contract work, such as machining, supporting invoices **MUST** be faxed with a claim number to Warranty Administration in Greenville, NC (252-931-5965).

Faxed Invoices must be received within the timeframes detailed in Hyster Gram [MA00024](#). *Note: Such work must comply with published warranty procedures.* The Dealer claim number must be clearly marked on the invoice but not obstructing the subject detail. All information contained within the invoice document must be legible for consideration of payment in part or in full.

200.60 Disposition of Parts Subject to Warranty Return

200.60(a) Replacement Versus Repair Policy

Hyster Company has determined that certain parts may be replaced instead of repaired while the warranty is in effect. These parts shall be replaced or repaired as designated. Failure to comply with this policy may result in partial or total reduction of warranty credit.

Displaced Parts at a Dealership Location

All parts listed on a New Truck Warranty Claim (NTWC) should be kept in a dry and secure area at the Dealership. Parts must be treated as “NTWC Money” – KEPT CLEAN FROM CONTAMINATION, RUST, ETC... Ports must be plugged, wires intact and assemblies intact as assemblies, available for return shipment as directed. The above examples are not an all-inclusive list of proper preparation of an item for shipment. If there is any doubt pertaining to proper preparation of an item, contact the Warranty Lab Supervisor at 252-931-5800. The re-use of the replacement parts

768 packaging is recommended, along with routine removal of warranty parts from dealer
769 service vans, including materials from Resident Service Technicians.
770 *200.60(b) NMHG Warranty Shipping Label: (Form Number 599852)*



NACCO MATERIALS HANDLING GROUP, INC.
WARRANTY SHIPMENT

FROM: FACTORY CLAIM NO.

DEPT. A ☐ B ☐

SHIP TO:

NACCO MATERIALS HANDLING GROUP, INC.
1400 SULLIVAN DRIVE
GREENVILLE, NC 27834

Part No. 599852

PLEASE FORWARD TO:
WARRANTY LAB
SERVICE DEPARTMENT
GREENVILLE, NC

771
772 The NMHG Warranty Shipping Label for the Greenville, NC Warranty Lab is Part
773 Number 599852. For details on ordering this form contact Foxfire Printing and
774 Packaging at 302-368-9466 / Fax 302-368-9219. All parts authorized to be returned
775 to NMHG Greenville Warranty Lab must be shipped prepaid with an NMHG Warranty
776 Shipping Label Part Number 599852 affixed to the outside of the package. This
777 instructs NMHG Materials Control to forward the parts to the Warranty Lab. Dealer
778 Address, Claim Number and Department Number must be filled out on the shipping
779 label.
780 The subject parts must be received within fifteen (15) days after receiving notification
781 at the address on the NMHG parts return message. Failure to comply will result in
782 partial or complete non-approval of the subject claim at the discretion of Hyster
783 Company Warranty Administration.

It is the responsibility of the Dealer to monitor incoming parts return messages and/or electronic parts return messages received via electronic communications, and act upon them accordingly. In those instances when a NMHG Warranty Shipping Label is not available, the Dealer may produce a shipping label which contains all of the information, (as noted above) which is provided on the parts return message packing list.

Parts for each claim must be packed separately with the NMHG Warranty Shipping Label and packing list attached to the outside, marked appropriately Department A, B, or C. Individual packages may then be placed in a larger shipping carton, however, DO NOT MIX CARTONS MARKED DEPARTMENT A, B OR C, in one shipping carton.

Each shipping carton must have a separate packing list envelope attached, which includes a master packing list detailing the claim numbers of the individual packages. Hyster Warranty Administration is not responsible for parts lost because of improper boxing, packing, or shipping. This includes parts received by Hyster Warranty Administration that, because of improper labeling by the dealer, are lost in the plant. NMHG will refuse any freight at the dock, which has been either improperly packaged or damaged in shipment. All issues relating to shipping damage MUST be communicated to the carrier and are not the liability of NMHG.

200.60(c) Tagging Displaced Parts with Parts ID Tag (PN 944-6379 [8-81])

HYSTER WARRANTY POLICIES AND PROCEDURES
STANDARD WARRANTY POLICY



Date: _____

Customer: _____

 R.O. No. _____ I.D. No.: _____

Reason: _____

Form 944-6379 (8-81) Printed in U.S.A.

Form 944-6379 (8-81)
SIDE 1

Model: _____

 SN: _____

NTWC No.: _____

Part No.: _____

Form 944-6379 (8-81)
SIDE 2

804 All material being claimed must be available for return and inspection. Dealer
805 personnel should be cautioned to retain all parts which are removed that relate to a
806 warranty claim.

807 **Each part** should be properly stored and identified with all fields properly and legibly
808 completed. Attach a parts I.D.Tag (Part Number 944-6379 REV 8-81) to the part. Tag
809 each part separately. For example, if there are six parts to be returned on one
810 NTWC, **each part MUST have an ID tag attached to it.** For details on ordering this
811 form contact Foxfire Printing and Packaging at 302-368-9466 / Fax 302-368-9219.

812 *Note: Parts which are held for more than 45 days after the New Truck Warranty*
813 *Claim date, without disposition, should be brought to the attention of Hyster Warranty*

Administration. Mail a copy of your NTWC to the Hyster Warranty Administration, Greenville, NC, requesting disposition.

Hyster Warranty Administration will process your NTWC's and indicate disposition of your displaced parts. Store and protect the part from further damage until disposition instructions are received from Hyster Warranty Administration, Greenville NC.

Warranty parts should not be returned unless requested. If a warranty claim has been paid and the applicable parts have not been requested by NMHG, they may be scrapped.

It is essential to include the packing list that was sent to the Dealership via the parts return message. Each part returned must be properly tagged with the following:

1. Model
2. Serial Number
3. NTWC (New Truck Warranty Claim) Number
4. Part Number
5. Date
6. Customer
7. RO (Repair Order) Number
8. Reason (Optional)

If the Parts ID Tag is not available, a generic card-stock tag with the above listed information can be substituted.

Some parts are not serviceable (i.e., PMC and SEM Controllers, EV Logic Cards, etc...) and should not be disassembled. Unless otherwise noted by a Service Gram, disassembly of serviceable parts for repair or inspection will not void the warranty if

proper care is taken, provided the components are reassembled to the original condition. Parts missing or cannibalized from any assembly may cause a denial of claim.

Parts returned to the NMHG Warranty Lab or to a directed location, which after inspection are found to be non-defective, will be returned and the claim will not be approved. If a claim has already been approved and paid, the credit/payment will be rescinded.

Once Hyster Warranty Administration has closed a warranty claim, disposition of parts is the Dealer's responsibility. Disposal of parts not requested should be disposed of in accordance with all applicable, Federal, State, and Local regulations.

200.60(d) Displaced Parts Not Available for Return

Parts that cannot be located or are otherwise unavailable for return will be cause for non-payment of the claim.

200.60(e) Parts Not Approved by Hyster Warranty Administration after Inspection

Parts not approved due to customer misuse, misapplication, out of warranty, not defective as claimed, not original equipment manufacturer part or other various reasons will cause denial of the claim or rescission of payment in those instances where payment has been made. In those instances where claims have been approved or paid and reasons for rescission have become apparent, the Dealer will be notified, via invoice, of this action. Parts associated with a claim which has been denied or rescinded after evaluation will be returned to the Dealer freight collect. In the above situation, the Dealer will be given the option of either having a part scrapped by the Warranty Lab or returned freight collect. Parts will be returned freight collect unless the Warranty Lab is contacted within 5 business days of notification.

200.60(f) Parts Returned from Canada

Dealers that are returning parts from Canada to the United States for warranty credit/payment, with authorization from Hyster Company Warranty Administration, must follow specific procedures. Please be advised that parts being returned from outside the United States should be forwarded to the following carrier:

CBL Logistics c/o:

Interactive Warehouse

3350 Airway Drive

Mississauga, Ontario L4V 1T3

Telephone: 905-672-1024

Fax Number: 905-672-9463

Note: Phone and Fax numbers are subject to change. If numbers are in doubt, contact the Warranty Lab Supervisor for clarification at 252-931-5800.

Administrative Offices are located at:

CBL Logistics Ltd.

83 Galaxy Blvd, Unit 30

Toronto, Ontario M9W 5X6

Telephone: 416-213-8224

Fax Number: 416-213-8226

Note: Phone and Fax numbers are subject to change. If numbers are in doubt, contact the Warranty Lab Supervisor for clarification at 252-931-5800.

The parts return message includes the part number(s) for the item(s) authorized for return. In the event that the computer generated parts list does not display dollar values, the Dealer MUST add the “US Dealer-Net Dollar Value” for each part listed on the parts return message to the packing list. This must be done such that the value complies with appropriate United States and Canadian Customs procedures.

The Dealer should make two copies of the parts return message. The parts return message will serve multiple functions:

1. Use as a packing list – to be included in the carton with the part(s) being returned to Hyster Warranty Administration.
2. The Dealer MUST place a copy of the return parts message (with the US dollar values indicated) in an envelope and address it to the location that Hyster Warranty Administration has identified as the “Forwarder” (the location where the returned part(s) are to be shipped). This envelope MUST be attached to the carton, skid or box containing the returned part(s). This will allow the “Forwarder” to ship and clear the parts through customs.

Returned parts, received at the “Forwarder” without packing lists or without returned part(s) dollar values indicated will be returned to the Dealer for proper identification at the Dealer’s expense. Parts CANNOT clear customs without a dollar value and country of origin. Parts are assumed to be of US origin unless otherwise stated on the parts return message by the Dealer.

200.70 Pre-Delivery Failures or Repairs

Note: (Click [here](#) for Installation Instructions Information)

All claims require unit installation. For further detail refer to [Section 100.00](#)

907 In the event that a unit is shipped from the factory with missing or incorrect parts, the
908 applicable [Hyster hotline](#) of the plant that built or cleared the unit should be contacted
909 to determine whether a sales policy adjustment or a warranty claim is applicable.
910 Repairs which are necessary prior to delivery of a new unit should be submitted on a
911 warranty claim indicating that the problem was corrected prior to delivery. No truck
912 access time will be allowed for these repairs, nor for units in their shop.

913 200.80 Component Repair or Replacement

914 Repairs should be made rather than replacing complete assemblies where practical
915 and economical or as directed by NMHG. For example, it would not be practical or
916 economical to replace a complete hydraulic pump if only the shaft seal is leaking.
917 Only the seal should be replaced, but other parts should be inspected to supplement
918 your description of the failure and to effect complete repairs.

919 200.90 Computation of Rates and Amounts Claimed

920 Labor Allowance will be based on 80 percent of the Dealer customer-billing rate. For
921 government warranty repair, Hyster Company will reimburse the Dealer at their
922 customer billing rate for those units purchased through the Hyster Sales Government
923 Sales department.

924 It is the dealer's responsibility to notify the Warranty Administration Manager, in
925 writing fax [(252) 931- 5461], email or postal mail of any changes in the dealer's
926 billing rates. Supporting documentation for competitive labor rates may be
927 periodically requested.

928 Warranty reimbursement will be based on the labor rate in effect on the date of repair
929 on the claim received. Hyster Company will pay claimed labor time in accordance
930 with published Hyster Company flat rates. In the event that a truck series does not

931 have published flat rate, a detailed explanation of labor performed in conjunction with
932 time requested is required.

933 200.100 Effective Date for Warranty Rate Changes

934 Requests for a change in Warranty rate must be received by the Hyster Company
935 Warranty Administration Manager fifteen (15) days or more prior to the effective date.
936 Otherwise, the effective date for the revised warranty rate will be fifteen (15) days
937 after the date the notification is received. Claims will be processed based on the labor
938 rate in effect at the time of the repair.

939 200.110 Field Product Improvements ([FPI](#))

940 On specified FPI programs, notice will be provided to the Dealer Principals and
941 Service Managers if reimbursement for the specific repair will be at 100 percent of
942 their recognized customer labor-billing rate.

943 Data (to include but not limited to truck serial number, dates of repair, hour meter
944 readings, etc...) which are included on the work order form or time tickets and other
945 supporting documentation MUST be identical to that which is submitted electronically.
946 It is necessary that all supporting documentation (for example – work order, outside
947 invoices, etc...) carry the appropriate signature from the Customer, reflecting
948 completion of work performed. Data consistency is crucial. The warrantability of the
949 truck is determined by the either the truck hour meter reading or amount of days that
950 have passed since the date of installation. In situations where the submitted data
951 does not match original documentation (as noted above), the warranty claim will be
952 denied.

953 200.120 Travel Allowance

Travel allowance will be based on the warranty labor allowance rate multiplied by the travel time. Travel time is subject to electronic monitoring and auditing.

For customers in the Dealer's specific territory, one round trip from the Dealers' nearest physical location (or the resident technician's nearest location) may be claimed.

The name and location of the customer and the travel time must be stated on the warranty claim as submitted. No mileage allowance will be paid. Speeds for travel times are based upon local and state speed regulations.

Travel time and access will not be paid for warranty claims if claims are a direct effect of an improper installation.

Data (to include but not limited to truck serial number, dates of repair, hour meter readings, etc...) which are included on the work order form or time tickets and other supporting documentation MUST be identical to that which is submitted electronically.

It is necessary that all supporting documentation (for example – work order, outside invoices, etc...) carry the appropriate signature from the Customer, reflecting completion of work performed. Data consistency is crucial. The warrantability of the truck is determined by the either the truck hour meter reading or amount of days that have passed since the date of installation. In situations where the submitted data does not match original documentation (as noted above), the warranty claim will be denied.

200.130 Labor Rate for Diagnostic / Troubleshooting

Diagnostics and Troubleshooting time will be paid based on appropriate designated flat-rates or specific authorizations per guidelines in the [Hyster Gram MA00023R1](#) (referring to the Troubleshooting section).



978 The appropriate Hyster Company diagnostic / troubleshooting codes must be entered
979 at the end of the problem description field until a unique flat rate field is provided on
980 the electronic warranty claims submission form. The sum of the diagnostic /
981 troubleshooting times listed at the end of the description field must equal the total
982 diagnostic / troubleshooting times entered on the claim.

983 In the event that expended diagnostic / troubleshooting time is not covered by a
984 specified flat rate but is less than four hours, it should be entered on the claim as
985 DST (Diagnostic Straight Time) = (the amount of time expended) with a detailed
986 description in the Correction Field, for consideration of reimbursement.

987 Data (to include but not limited to truck serial number, dates of repair, hour meter
988 readings, etc...) which are included on the work order form or time tickets and other
989 supporting documentation MUST be identical to that which is submitted electronically.
990 It is necessary that all supporting documentation (for example – work order, outside
991 invoices, etc...) carry the appropriate signature from the Customer, reflecting
992 completion of work performed. Data consistency is crucial. The warrantability of the
993 truck is determined by the either the truck hour meter reading or amount of days that
994 have passed since the date of installation. In situations where the submitted data
995 does not match original documentation (as noted above), the warranty claim will be
996 denied.

997 200.140 Flat Rate Labor Categories

998 Each appropriate flat rate must be listed separately on a warranty claim.

999 Hyster Company appropriate flat rate codes must be entered at the end of the
1000 problem description field until a unique flat rate field is provided on the electronic

1001 warranty claims submission form. The sum of the flat rates listed at the end of the
1002 description field must equal the total flat rate labor hours claimed.

1003 In the event that a labor task is not identified within the flat rate structure, use ST
1004 (Straight Time) = (the amount of time expended) with a detailed description in the
1005 Correction Field, for consideration of reimbursement.

1006 Overtime labor will not be paid in any labor allowance.

1007 Questions concerning flat rate times allotted and/or the release of flat rates for new
1008 models should be directed to the Manager of Resident Service Engineering at:

1009 1400 Sullivan Drive
1010 Caller #12011
1011 Greenville, NC 27834-2011
1012 Phone: 252-931-5794
1013 Fax: 252-931-5461

1014 Data (to include but not limited to truck serial number, dates of repair, hour meter
1015 readings, etc...) which are included on the work order form or time tickets and other
1016 supporting documentation MUST be identical to that which is submitted electronically.
1017 It is necessary that all supporting documentation (for example – work order, outside
1018 invoices, etc...) carry the appropriate signature from the Customer, reflecting
1019 completion of work performed. Data consistency is crucial. The warrantability of the
1020 truck is determined by the either the truck hour meter reading or amount of days that
1021 have passed since the date of installation. In situations where the submitted data
1022 does not match original documentation (as noted above), the warranty claim will be
1023 denied.

- 1024 200.150 Parts Warranty Reimbursement for New Truck Warranty Claims
- 1025 Parts warranty reimbursement for new truck warranty claims will be parts at Dealer-
- 1026 net plus ten percent.
- 1027 200.160 Warranty Reimbursement for Drayage
- 1028 *Authorized drayage of trucks to the Dealer's location is limited to major repairs where*
- 1029 *no repair facilities exist at the customer's location or where Insurance or Labor*
- 1030 *regulations prohibit on-site repair. If reasonable doubt of approved drayage exists,*
- 1031 *contact your **Regional Field Service Engineering Manager** or the appropriate*
- 1032 ***Resident Service Engineering Manager**.*
- 1033 The sum of \$1.25 per mile (not to exceed the sum of \$300.00) will be paid per
- 1034 authorization. Supporting documentation (i.e., invoices) will be required for all
- 1035 drayage reimbursement.
- 1036 200.170 Miscellaneous Warranty Reimbursement
- 1037 Invoices may be required for warranty reimbursement for those repairs or parts that
- 1038 do not have a corresponding OEM part number (i.e., welding, radiator repair, etc...)
- 1039 and warranty parts return freight claims (as specified by the Warranty Claims Lab).
- 1040 200.180 Warranty Reimbursement for Tax
- 1041 In those instances where either a Local, State, Provincial or Federal Government
- 1042 levies a tax on warrantable repairs, the dealer is to submit the corresponding taxation
- 1043 in the appropriate field on the submitted claim. Supporting documentation concerning
- 1044 statutes related to the levied taxes must be provided to Hyster Company for
- 1045 reimbursement consideration.
- 1046 200.190 Electronic Warranty Submission - General Information

This information is provided to prevent some of the most common types of errors that occur on electronically submitted claims. Please pay particular attention to these areas while completing any computerized claims processing forms.

Replacement Serial Numbers: If replacing or repairing a component with a serial number or date code, the **Dealer's** service department must report the replacement number. Warranty Administration requires the serial number of the replacement component. Failure to provide the component serial number or date code will delay the processing of your claim.

Data (to include but not limited to truck serial number, dates of repair, hour meter readings, etc...) which are included on the work order form or time tickets and other supporting documentation **MUST** be identical to that which is submitted electronically. It is necessary that all supporting documentation (for example – work order , outside invoices, etc...) carry the appropriate signature from the Customer, reflecting completion of work performed. Data consistency is crucial. The warrantability of the truck is determined by the either the truck hour meter reading or amount of days that have passed since the date of installation. In situations where the submitted data does not match original documentation (as noted above), the warranty claim will be denied.

200.200 Hyster Dealer Warranty Claims Process

The following information pertains to claims submission procedures. This information is not intended to replace or supplement any unique Dealer Business System instructions. For questions concerning the Hyster Dealer Management System (HDMS) contact the Hyster Help Desk at 1-800-723-6796.

Hyster Warranty Claims over Hyster Communications Network (HSN)

File Requirements (Field format and contents)

(*Note: Field Type and Format information is at the bottom of this table)

Req/ Opt	Field	Format		Comments
		Len	Type	
				Following are fixed fields - Needed on each claim
R	Hyster Claim Number	12	A	Left Justify
R	Dealer Code	6	A	Left zero fill
R	Dealer Claim No	15	A	Work Order Number Left Justify, fill with blanks.
O	Authorization Code	8	A	Left Justify. NACCO Claim submission Authorization Code
O	Additional Authorization Code	8	A	To be used if more than one NACCO Authorization code required for reimbursement. Left Justify.
R	Customer Name	25	A	
R	Customer City	25	A	
R	Customer State	2	A	State Abbreviation
R	Customer Zip	10	A	Numeric for U.S. - Alphanumeric for Canada
R	Claim Type	01	N	1, 2 ,3 or 6 (1=Unit 2=Part 3=Unisource 6=Fleet)
R	Truck Model No	16	A	
R	Truck Serial No	20	A	If Hyster unit, Must have 11 digit A999A99999A format
R	INS/DEL date	10	DT E	yyyy-mm-dd Unit Install/Delivery Date
R	Claim Start Date	10	DT E	yyyy-mm-dd
R	Claim End Date	10	DT E	yyyy-mm-dd (Repair Date)
O*	Failed Component Serial No	15	A	Serial number of part that failed
O*	Replaced Component Serial No	15	A	Serial number of replacement part. Failed and Replaced are pairs. Failure entry requires Replacement entry.
R	Hour Meter Read	05	N	Left zero fill
R	Extended Warranty	1	A	Yes or No
O	Gravity of Battery	4	N	Left zero fill
O	Amp Loaded	3	N	Left zero fill
O	Amp No Load	3	N	Left zero fill
O	Ramp Degree	4	N	Left zero fill
R	Problem Part Number	15	A	If Hyster part, Format as 7 digit numeric, Left zero filled FPI's and Return Freight (RTNFRT) can be referenced in this field.

R	Problem Part Description	25	A	
O*	Part Install Date	10	DT E	yyyy-mm-dd *Required on Type 2 and 3 claims.
O	Date Code	15	A	
O	Analyzer Code	3	A	
R	Claim Labor Type	1	A	C=Customer, W=Warranty
R	Claim Labor Rate	15	N	2 decimal positions-Left zero fill (hourly billing approved shop rate for Labor Type claimed)
R	Claim Labor Hours	5	N	2 decimal positions - Left zero fill
R	Claimed Labor Amount	15	N	2 decimal positions-Left zero fill Total Labor Claimed (hours * rate)
X	Claim Diagnostic Hours	5	N	No longer used default 0
R	Claim Travel Miles	5	N	Left zero fill Single Round Trip Mileage
R	Claim Travel Hours	5	N	2 decimal positions - Left zero fill Single Trip only 0 = no travel
R	Claim Travel Type	1	A	Blank = no travel, C=City, R=Rural
R	Claim Travel Amount	15	N	2 decimal positions – Left Zero Fill Single Trip Only (Hours* Labor Rate) 0 = no travel
R	Nbr Of Trips	2	N	Left Zero Fill – Default 1, Enter actual number of trips to repair site.
O	Claim Other Expense	7	N	Two decimal positions - Left zero fill
R	Dealer Contact Last Name	20	A	
R	Dealer Contact First Name	15	A	
R	Dealer Contact Middle Initial	1	A	
R	Customer Contact Last Name	20	A	
R	Customer Contact First Name	15	A	
R	Customer Contact Middle Initial	1	A	
O	Customer Contact Phone	10	A	Country Code (3) Area code (3) Number (7) Left Justify
O	Customer Contact Fax	10	A	Country Code (3) Area code (3) Number (7) Left Justify
R	Problem Description Type	1	A	C,F,T (Complaint, Findings, Correction)
R	Prob Description	60	A	Grouped by Complaint, Findings and Correction (T) Problem Description types
R	Replacement Part Number	15	A	If Hyster part, Format as 7 digit numeric, Left zero fill

R	Replacement Part Quantity	5	N	Left zero fill - no decimal places default 1
O	Replacement Part Description	21	A	
R	Replacement Part Price	15	N	2 decimal positions – Left Zero Fill Default 0
O	Replacement Part Upcharge	3	N	Left Zero Fill - Extraordinary Handling Charge
O	Replacement Part Order	8	A	
O	Replace Part Invoice	8	A	
R	Drayage	15	N	Towing charges
R	Flat Rate Operation Code	10	A	Format Section Code (1-99)Dash(-) Function Code (XXXX) Do 'not' zero fill Section Code. (9-XXXX)
R	Flat Rate Time	5	N	Left Zero Fill Default 0 On both single and Multi-unit claims use hourly rate for a 'single' unit repair – do not multiply by units.
O	Miscellaneous Expense Item	20	A	
O	Miscellaneous Expense Item Price	15	N	Left Zero Fill - 2 decimal places - Default 0
O	Unit of Measurement	2	A	Default to 'EA'
O	Miscellaneous Expense Item Quantity	5	N	Left Zero Fill No Decimal places Default 1
O	Miscellaneous Expense Item Description	50	A	

***See following note for Type and Format.**

*** Note**

Type	Comments
R	Value required in field
O	Value not required - Enter spaces for alpha field, Zero for numeric fields
X	Use Discontinued
Format	Comments
A	Alpha numeric - Includes alphabetic, numeric or special characters
N	Numeric - Any numeric character must be left zero filled

Data (to include but not limited to truck serial number, dates of repair, hour meter readings, etc...) which are included on the work order form or time tickets and other supporting documentation MUST be identical to that which is submitted electronically. It is necessary that all supporting documentation (for example – work order , outside invoices, etc...) carry the appropriate signature from the Customer, reflecting completion of work performed. Data consistency is crucial. The warrantability of the truck is determined by the either the truck hour meter reading or amount of days that have passed since the date of installation. In situations where the submitted data does not match original documentation (as noted above), the warranty claim will be denied.

Double-click on these icons for additional Claim Submission Information:



HDL02.ppt

“Warranty Claims Process Monitoring”



HDL04.ppt

“New Warranty Claims Submission Policy”

200.210 Properly Describing the Problem Description

It is important that proper information is provided to the Warranty Administration Department concerning the cause, which should include complaints and findings with a description of corrections taken (how the unit was repaired). Include the following types of information:

Complaint: Write a brief statement like “**Tilt cylinder leaking**”, “**Engine would not start**”, “**Starter does not engage**”. Do not use statements like “Received call from customer”, “Drive to customer job site” or “Checked out customer complaint”. This type of statement is not informative and only increases the Dealer claim preparation time and factory processing time.

Findings: Briefly describe the defect, such as “**Pin hole in the back of the tilt cylinder**”. Statements like “Cylinder defective” do not provide enough information and are not acceptable.

Corrections: Include the part number and part or assembly description and describe how the unit was repaired. (Example: P/N XXXXX – Tilt Cylinder – Replaced.)

Is Immediate Problem Solved: Statements like “**Problem Solved**” or “**Unit Checked Out OK**” are sufficient.

If any doubt exists about the cause of failure, or the part to replace or repair, contact the applicable Resident Service Engineer for assistance or authorization.

The dealer will be required to identify the problem part number in the unique field on the electronic warranty claim submission form.

200.220 Hyster Limited Warranty Statements

200.220(a) Hyster Industrial Truck Products up to 16,500 LB. Capacity

LIMITED WARRANTY

HYSTER INDUSTRIAL TRUCKS AND PRODUCTS

UP TO 16,500 LB. CAPACITY

UNITED STATES AND CANADA



Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with the mandatory design and construction specifications in effect at the time of manufacture, of : (a) Part II, ANSI B56, 1-1969, as required by OSHA standard 29 CFR 1910.178(a) (2); (b) Part III, ANSI B56,1, and (c) the fire protection designation (G, GS, D, LP, LPS, E, EE, etc.) specified on the product.

A. For Twelve (12) months or 2000 hours of operation from the date of delivery, whichever comes first, Hyster company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours.

B. Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

Exclusions and Additional Limitations

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:

(a) **Normal wear and tear or required maintenance** including, without limitation; adjustments or replacement of components subject to wear and tear, such as, brake shoes, tires, bulbs, filters, spark plugs, load wheels, caster wheels, batteries, motor brushes, contact tips and lubrication grease and oils.

(b) **Abuse** including, without limitation: neglect, improper operation, misapplication, induced contamination, overloading, accident or alterations not approved by Hyster Company.

(c) **Lack of maintenance** including, without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine heads and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or guides.

(d) **Damage caused in transit.**

2. The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires, caster wheels, load wheels or batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever occurs first, is expressly excluded from this warranty.

3. Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, chargers, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.

4. Hyster Company reserve the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.

5. Hyster company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.

6. Notwithstanding Section B above, replacement parts installed on industrial trucks pursuant to Section A of this warranty are warranted only for the remainder of the initial truck warranty period.

7. This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHTS AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

200.220(b) Hyster Industrial Truck Products 16,500 LB. Capacity and Greater

LIMITED WARRANTY

HYSTER INDUSTRIAL TRUCK PRODUCTS

16,500 LB. CAPACITY AND GREATER

UNITED STATES AND CANADA

Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with

the mandatory design and construction specifications in effect at the time of manufacture, of: a) Part II, ANSI B56.1-1962, as required by OSHA standard 29 CFR 1910.178 (a) (2); b) Part II, ANSI B56.1-revision in effect at the time of manufacture; and c) the fire protection designation (G, D, LP, etc...) specified on the product.

A. For six (6) months or 1000 hours of operation from the date of delivery, whichever comes first, Hyster Company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours

B. Twelve (12) months or 2000 hours of operation from the date of delivery for initial use, whichever occurs first, Hyster Company will, at its sole option, repair or replace major components, defined for purposes of this warranty, as (i) internal combustion engine, excluding fuel and electrical systems and accessories, (ii) transmission, excluding the torque converter; and (iii) differential and planetary axles, if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation for claims made after six (6) months or 1000 hours of operation, from the date of delivery, whichever comes first.

C. For Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

You agree to promptly notify Hyster or the selling dealer or any alleged defects in the product and specifically describe the problem Hyster shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of the defect during the warranty period.

Exclusions and Additional Limitations

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:

(a) **Normal wear and tear or maintenance** including, without limitation: adjustments or replacement of components subject to wear and tear, such as brake shoes, tires, bulbs, filters, spark plugs, batteries, lubrication grease and oils.

(b) **Abuse** including, without limitation: neglect, improper operation, misapplication, induced contamination, overloading, accident or alterations not approved by Hyster Company.

(c) **Lack of maintenance** including, without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine heads and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or guides.

(d) **Damage caused in transit.**

2. The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires and batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever occurs first, is expressly excluded from this warranty.

3. Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.

4. Hyster Company reserves the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.

5. Hyster Company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.

6. Notwithstanding Section C above, replacement parts installed on industrial trucks pursuant to Section A or B of this warranty, are warranted only for the remainder of the applicable new industrial truck warranty period.

7. This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.

Certain products manufactured by others may also be covered by warranties extended by the original manufacturer. Examples include: tires, batteries and chargers, attachments and trade accessories, Cummins and Detroit Diesel engines.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION AND IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHT AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

1269 Double-click on the icon for additional information on Limited Warranties:



HDL06.ppt

1270 "New Limited Warranty Statement"

1271 200.230 Items Which Cannot be Claimed on Warranty

1272 The following services or parts are not to be claimed on warranty. These procedures
1273 in no way modify or change the Hyster Company Standard Warranty Policy as noted
1274 in the Dealers' Agreement.

1275 1. **Normal or accelerated wear and usage.** Specific items such as but not
1276 limited to the following examples:

- 1277 a. Brakes
- 1278 b. Tires

1279 2. **Alterations, not approved by Hyster Company,** including but not limited to
1280 installation of "unapproved" accessories and attachments.

1281 3. **Abuse.** Specific examples might include but may not be limited to:

- 1282 a. Overloading
- 1283 b. Misapplication
- 1284 c. Improper Operation
- 1285 d. Neglect

1286 4. **Lack of Maintenance,** including but not limited to:

- 1287 a. Failure to inspect and maintain in accordance with published
1288 schedules

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- 1310 returned to Parts Distribution Center with appropriate paperwork i.e., Hyster
1311 Part Number 599153-25.
- 1312 9. **Customer Maintenance Items:** Items listed under "Lubrication and Periodic
1313 Service" in the Operating Instructions Manual are considered customer
1314 maintenance and are not covered.
- 1315 10. **Miscellaneous Cost** for items such as but not limited to fuel, grease and
1316 paint.
- 1317 11. **Cost of Loaner Truck.** Not Reimbursed.
- 1318 12. **Parts Emergency and Freight Charges.** Parts emergency charges are not
1319 subject to reimbursement. Outbound freight charges are not subject to
1320 reimbursement.

1364 Attn: General Accounting Department

1365 5. The check stub must show the serial number(s) involved.

1366 6. Extended Warranties sold after the installation of the unit but DURING the
1367 Standard Warranty period will incur a Service Department handling charge of
1368 \$100.00 for each serial number.

1369 400.30 Transfer of Extended Warranty

1370 An Extended Warranty is transferable to another customer provided:

1371 • The unit(s) are on the Hyster Company Installation database as either a DEMO,
1372 STOCK or CUSTOMER unit(s).

1373 • The unit(s) subject to TRANSFER has an Extended Warranty Code based upon
1374 the review of the Hyster Company Installation database.

1375 • The unit(s) must be within both the time and running hour limitations of the
1376 Standard Warranty period. Unit(s) beyond either of these periods are NOT
1377 eligible for Transfer of Extended Warranty.

1378 • NMHG receives payment of the \$100.00 per serial number transfer fee.

1379 In addition to the above conditions Hyster Company requires a letter requesting the
1380 "TRANSFER" of the Extended Warranty. The following MUST be included:

1381 1. The REASON for the transfer with the customer's name and address.

1382 2. The Hyster Sales Order Number and serial number(s) of the unit(s) involved.

1383 3. The TYPE of Extended Warranty to be transferred.

1384 4. A CHECK for the value of the transfer fee with the serial number(s) listed.

1385 Send the LETTER and CHECK to:

1386 NACCO Materials Handling Group
1387 1400 Sullivan Drive
1388 Greenville, NC 27834
1389 Attention: General Accounting Department

1390 400.40 Cancellation of Extended Warranty

1391 An Extended Warranty may be cancelled under the following conditions:

- 1392 • The unit(s) is shown on the Hyster Company Installation database as either a
1393 DEMO, STOCK, or CUSTOMER unit(s).
- 1394 • The unit(s) being canceled has an Extended Warranty Code based upon review
1395 of the Hyster Company Installation database.
- 1396 • The unit(s) must be within both the time and running hour limitation of the
1397 Standard Warranty period. Unit(s) beyond either of these periods are NOT
1398 eligible for Cancellation of Extended Warranty.

1399 Provided the above conditions are met Hyster Company requires a letter requesting
1400 the "CANCELLATION" of the Extended Warranty. The following MUST be included:

- 1401 1. The REASON for the Cancellation and the customer's name and address.
- 1402 2. The Hyster Company Sales Order Number and serial number(s) of the unit(s)
1403 involved.
- 1404 3. The TYPE of Extended Warranty to be canceled.

1405 Send the letter to:

1406 NACCO Materials Handling Group
1407 1400 Sullivan Drive

1408 Greenville, NC 27834

1409 Attention: General Accounting Department

1410 Upon acceptance of the cancellation request Hyster Company will:

- 1411 • Issue a credit memo to the dealership for the NET VALUE of the Extended
- 1412 Warranty or Warranties canceled, less a \$35.00 per truck cancellation fee.
- 1413 • The dealer credit memo is notification of cancellation.

1414 *Note: Customer Service Department Warranty Administration fees for warranties sold*
 1415 *after installation and warranty transfers are NOT refundable.*

1416 400.50 Types of Extended Warranty

1417 Hyster Company offers the following types of Extended Warranty reimbursement:

- 1418 1. [Hyster Extended Limited Parts Only Warranty](#)
- 1419 2. [Hyster Extended Limited Parts & Labor Warranty](#)

1420 Double-click on the icon for additional Extended Warranty Information:



HDL03.ppt

1421 "Extended Warranty"

1422 400.60 Extended Warranty Reimbursement

1423 *400.60(a) Parts*

1424 Warranty parts will be reimbursed at the dealer-net price in effect at the time of the
 1425 failure plus ten percent. Failed parts are subject to recall at the discretion of Hyster
 1426 Company Warranty Administration in accordance with Standard Warranty policy.

1427 *400.60(b) Labor*



1428 Labor will be paid in accordance with the published flat rate schedule per the
1429 appropriate type of extended warranty purchased.

1430 *400.60(c) Diagnostics*

1431 Diagnostics will be paid in accordance with the published flat rate schedule per the
1432 appropriate type of extended warranty purchased.

1433 *400.60(d) Travel Time*

1434 Travel time is not covered under extended warranties purchased effective 12/1/1999.

1435 *400.60(e) Deductible*

1436 Each submitted Extended Warranty claim will be subject to a \$75.00 deductible
1437 charge for units under 16,500 lbs and \$250.00 for Very Narrow Aisle (VNA) and units
1438 16,500 lb capacity or more. This deductible is applicable for extended warranty
1439 purchases effective 12/1/1999.

1440 *400.60(f) Exclusions*

1441 The following are items that are excluded from coverage under Extended Warranties
1442 purchased effective 12/1/1999.

1443 [Hyster Extended Limited Parts Only Warranty](#) – Travel and labor will not
1444 be paid.

1445 [Hyster Extended Limited Parts & Labor Warranty](#) – Travel time will not be
1446 paid.

1447 Exclusions may not be limited to the above listed examples.

1448 **500.00 WARRANTY COMMUNICATIONS**

1449 Hyster Company communicates to the dealer network on a regular basis relative to
1450 warranty claims status. The purpose of these communications are to provide the
1451 dealers with an inclusive view of the activities taken by the Hyster Company Warranty
1452 Department relative to submitted warranty claims.

1453 Weekly communications via electronic format are sent out providing Dealers with a
1454 summary of:

- 1455 • Paid claims.
- 1456 • Claims deemed not approved.
- 1457 • Claims that are open and show a ready status.

1458 In addition to these regular communications:

- 1459 • a weekly listing of claims with parts returns messages are sent.
- 1460 • a daily message, requesting parts to be returned on open claims that show a
1461 ready status, are sent.
- 1462 • external messages requesting additional information, clarification or
1463 additional shipping instructions are sent.

1464 To supplement or augment these communications, Hyster Company provides the
1465 dealers with claims and truck installation inquiry capabilities so that the dealers can
1466 proactively monitor their claims activities. ([See Parts Return Tracking Information](#)
1467 [Entry Instructions](#))

1468 The following is a list of available inquiries from the electronic inquiry menu:

- Claims by Dealer Claim Number
- Claims by Dealer Repair Order

Number

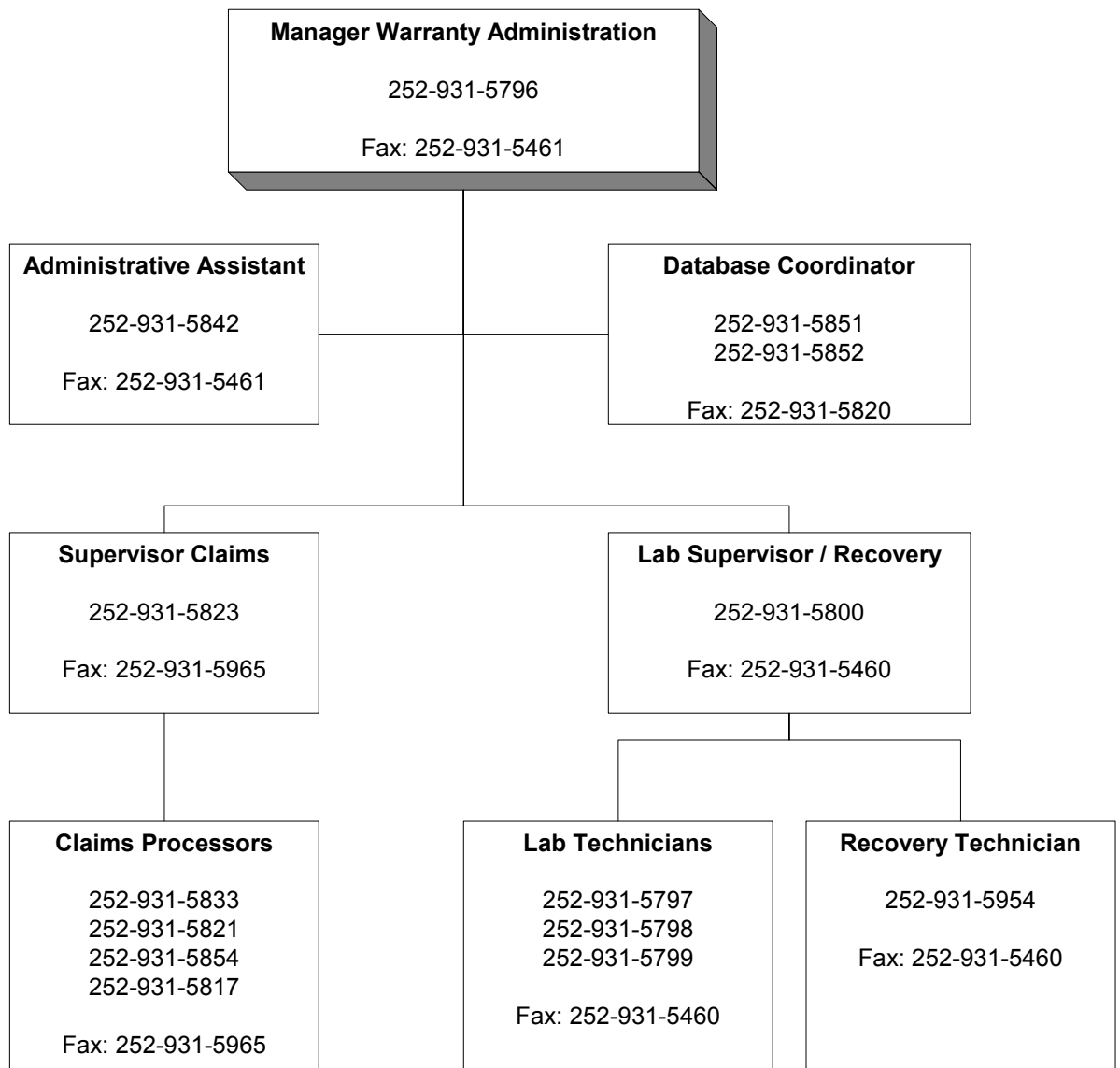
- Claims by Serial Number
- Claims by Receive Date
- Claims Awaiting Message Reply
- Sales Orders by Purchase Order Number
- Sales Orders Cleared
- Truck Installations Without Signature Sheet
- Reply to Warranty Claims Status
- Claims Awaiting Parts Return
- Units Awaiting FPI Work
- Sales Orders by Estimated Clear Date
- Truck History by Serial Number
- Dealer Inventory Status

1469 **600.00 DEPARTMENTAL STRUCTURE**

1470 600.10 Mission Statement

1471 *"To provide Fair and Equitable reimbursement to the Hyster Company Dealers for*
1472 *completed warranty work."*

1473 600.20 Department Organizational Chart



1474
1475

1476 600.30 Functionality List

1477 The purpose of this information is to provide a ready reference guide for use by the
1478 Dealer staff relative to functional areas of responsibility and points of contact with the
1479 NMHG Warranty Department.

1480 *600.30(a) Truck Installation Group:*

1481 Submission of appropriate truck installation information and resolution of issues
1482 related to such truck records are to be directed to the following:

Functional Responsibility	Phone	Fax
Database Coordinator	252-931-5851 252-931-5852	252-931-5820

1483 **Resolution Procedure:**

1484 Problems arise due to conflicting information and or the lack of appropriate signature
1485 sheets submitted or processed at the time of Warranty Claim Submission. All units
1486 must be properly installed to allow submitted warranty claims to be processed. This
1487 includes Stock, Demo, Customer and Rental units.

1488 When issues arise relative to unit installations the primary point of contact is either of
1489 the individuals listed above. In those instances when the above individuals are
1490 unable to resolve a problem it should be brought to the attention of the Warranty
1491 Manager.

1492 *600.30(b) Claims Submission Group:*

1493 Responsible for the processing of New Truck Warranty Claims and resolution of
1494 issues related to such claims. Direct claims to the following:



Functional Responsibility	Phone	Fax
Supervisor of Claims	252-931-5823	252-931-5965
Claims Processors	252-931-5817 252-931-5833 252-931-5821 252-931-5854	252-931-5965

1495 **Resolution Procedure:**

1496 When issues arise relative to rejection or payment of Warranty Claims the primary
 1497 point of contact is the individual who initially processed the Warranty claim. The
 1498 Claims Processor may be determined by a review of the initials recorded on the
 1499 Claim message. In the majority of instances this individual can quickly review and
 1500 resolve issues. The secondary point of contact for resolution is the Supervisor of
 1501 Claims; failing resolution at that point the third point of contact is the Warranty
 1502 Manager.

1503 *600.30(c) Warranty Lab Group:*

1504 Responsible for the processing of New Truck Warranty Claims that require the return
 1505 of failed Parts and resolution of issues related to such claims are to be directed to the
 1506 following:

Functional Responsibility	Phone	Fax
Supervisor of the Lab	252-931-5800	252-931-5460

Lab Technicians	252-931-5799 252-931-5798 252-931-5797	252-931-5460
Recovery Technician	252-931-5954	252-931-5460

Items Shipped:

For confirmation or inquiry related to items shipped to the Warranty Lab the primary point of contact should be directed to the Recovery Technician by either fax or phone. The following information will be required: the Claim number, carrier name and associated tracking number.

Resolution Procedure:

When issues arise relative to rejection or payment of Warranty Claims that required the return of Failed Parts to the Warranty Lab, the primary point of contact is the individual who initially processed the Warranty Claim. The Claims Processor can be determined by a review of the initials recorded on the Claim message. If the letters BAL or LAB appear on a claim message, the primary point of contact is a Lab Technician. In the majority of instances this individual can quickly review and resolve issues.

600.30(d) Warranty Manager:

Responsible for the Truck Installation, Warranty Claims and Warranty Lab groups.

Functional Responsibility	Phone	Fax
Warranty Manager	252-931-5796	252-931-5461

Administrative Assistant	252-931-5842	252-931-5461
--------------------------	--------------	--------------

1523 **Resolution Procedures:**

1524 When issues arise that cannot be effectively addressed or resolved by either the

1525 individual members or Supervisors of the Departmental Groups contact should be

1526 made with the Warranty Manager. The point of contact can be by phone, fax, or

1527 email as listed above or through the Administrative Assistant. Current e-mail

1528 addresses are available by contacting Hyster Warranty Administration.



1529 **700.00 AUDITS – DEALER WARRANTY COMPLIANCE**

1530 700.10 Objective

1531 The objective of the Warranty Claim Audit procedures is to assure dealer compliance with
1532 Hyster Company's Warranty Reimbursement Program for Standard, Extended, FPI, and
1533 other associated warranty claims. The process will also assist the Dealer in determining its
1534 warranty process efficiency and the level of training required for claims processors. The
1535 NACCO Materials Handling Group, Inc. (NMHG) Credit Department is responsible for the
1536 administration of the Hyster Company Dealer Warranty Compliance Program.

1537 700.20 Scope

1538 Applies to all Hyster Company dealers providing service covered under Standard Warranty,
1539 Extended Warranty, Field Product Improvement or Policy Adjustments.

1540 700.30 Citing/Cited Documents

1541 Warranty Policy-

1542 Credit Dealer Audit Policy-

1543 700.40 Definitions

1544a. a. **Satisfactory Audit**

1545 To be deemed "Satisfactory", at least 70% of audited claims must be free of Technical Errors
1546 and Omissions, as defined below, and 80% of the claims free of Major Discrepancies as
1547 defined in the Table below.

1548

b. Technical Errors or Omissions

A technical error or omission is defined as inaccuracies in data entry, transposition of numbers, incorrect dates and times, missing signatures, calculation or any other administrative errors that may affect the validation of a warranty claim submission.

An example of a technical error or omission would be the absence of a customer signature on the work order. While customer signatures are required on work orders to satisfy the errors and omissions audit component, they are not required on pre-delivery warranty work orders. Dealer Technician can sign pre-delivery work orders on behalf of customer. An audit result may be deemed “Satisfactory” and still require the repayment of rescinded claims.

A technical error or omissions may result in a rescission or adjustment to the amount of claim, but will generally be noted as an observation and communicated to the dealer as a way to improve operations or enhance controls.

c. Major Discrepancies

The following table provides examples of what constitutes a Major Discrepancy, which will result in the rescission of a previously approved claim, and may further result in an “Unsatisfactory” audit finding. However, this list is intended as way of example, final determination is based on the judgment of the Credit Department.

1569

	Major Discrepancy	Technical Clarification
1	Work Order Not Available	Work order or equivalent must be available for review. Scanned originals are acceptable for audit purposes.
2	Time Sheet Not Available	If timesheets are not used, technicians are paid on salary, or approved outside contractors are used, then an alternate form of documentation must be available. The Auditor will determine the acceptability of supporting documentation. Time sheet documentation will not affect flat rate allowances.
3	Repair Date Alteration	Date changes intended to extend the warranty coverage or circumvent the allowable claim submission period.
4	Part Number Inconsistency	Use of parts, which are not appropriate or required to correct reported problem.
5	Serial Number Discrepancy	If listed serial number is not installed at location of completed warranty repair or if the dealer is unable remedy an incorrect serial number submission.
6	Hour Meter Discrepancy	Changes to hour meter reading in order to qualify a warranty claim or meter readings that are inconsistent with recorded hours on previously submitted claims
7	Work Order Discrepancy	Discrepancy between work order # and claim #, which cannot be reconciled by dealer.

1570 Credit Management believes 20% to be an acceptable tolerance for Major Discrepancies

1571 but reserves the right to require a lower rate in order for an audit to be deemed satisfactory.

1572	700.50	Description
1573		A. Warranty Audits will generally, to be conducted with a minimum of ten (10) business
1574		days notice to the dealership to ensure adequate staffing and participation of the
1575		appropriate dealer personnel. In the event Credit Management determines, in its
1576		judgment, to provide a lesser notice period, it will notify the Hyster Director of Dealer
1577		Development.
1578		B. Credit Management will coordinate audit scheduling.
1579		C. Audit Sample – NMHG will audit 5% of paid claims during the sample period, but no
1580		less than (20) claims for each Hyster Dealer. NMHG reserves the right to audit claims
1581		across multiple submitting locations. Within (10) business days prior to a warranty
1582		audit, Credit Management will extract from the warranty database a list of claims paid
1583		by NMHG within the preceding (18) months. A pattern of abuse or material
1584		irregularity may necessitate an extended sample selection period. From this list, a
1585		random sample of claims to be audited will be selected. Warranty Administration and
1586		Credit Management reserve the right to audit specific, non-random claims.
1587		D. Audit Sites – Audits may be conducted at more than one dealer location based on
1588		the concentration of claims. The annual audit site(s) will be determined based on
1589		priorities identified in the prior audit and volume of claims from various submitting
1590		locations.
1591		E. Document Procurement – The auditor will meet with the dealer's audit coordinator or
1592		assigned contact person to discuss the audit plan and obtain a general overview of
1593		the location of the claim documents and all supporting material. In the event that
1594		documentation is at branch locations, the auditor will request that the required
1595		documents be faxed or e-mailed to the audit location. Any missing documents will be
1596		reported as part of the audit report.



- 1597 F. Procedural Verification – Many facets of the Warranty Claim Process – DCN – XXX
- 1598 will be validated for compliance with the warranty claims policy – DCN -xxx. This
- 1599 includes, but is not limited to the following:
- 1600 • Work Order
 - 1601 • Customer Signature
 - 1602 • Serial Number
 - 1603 • Hour Meter Reading
 - 1604 • Repair Date
 - 1605 • Customer Name/Address
 - 1606 • Parts Replacement
 - 1607 • Labor Performed
 - 1608 • Invoices
 - 1609 • Technician Time Sheet
 - 1610 • Miscellaneous Expense Invoices
- 1611 At the auditor's discretion, this step may be conducted at the dealer site or
- 1612 documents may be copied and forwarded to NMHG for additional analysis.
- 1613 G. Verification of Charges – Each claim will be scrutinized for compliance with the
- 1614 warranty claims standard allowances. This includes, but is not limited to the following:
- 1615 • Labor rate is within guidelines of the warranty policy for work performed
 - 1616 • Travel time is not excessive and within the guidelines of the warranty policy for
 - 1617 work performed
 - 1618 • Repair charges are consistent with flat rate schedule or authorization as noted on
 - 1619 the claim
 - 1620 • Same repair has not been charged multiple times
 - 1621 • Parts are properly priced

- Miscellaneous expenses are consistent with supporting invoices

At the auditor's discretion, this step may be conducted at the dealer site or documents may be copied and forwarded to NMHG for additional analysis.

H. Supporting Document Analysis – All charges and documents referenced in the claim or the work order may be verified. This includes, but is not limited to the following:

- Timesheet or alternate documentation consistent with work order for person, date and hours charged
- Invoices for outside services match charges on claim
- Parts submitted on claim were actually delivered to the subject work order
- Parts delivered to this work order are priced properly and are appropriate to the repair

This step may be conducted at the dealer site or documents may be copied and forwarded to NMHG for thorough Analysis.

I. Frequency- Warranty Audits are generally an after the fact review of claims and the supporting documentation. In this static environment, claims can be reviewed at any time after the claims are paid; therefore the frequency can be reduced and claims covering a longer time span can be reviewed during each audit.

Based upon the initial warranty audit findings, a determination will be made as to the frequency of the audits. Regardless of the results of an initial audit, the audit interval shall not exceed twelve (12) months. Dealers found to be submitting claims containing errors, omissions or other irregularities may be audited with increased frequency and scope. Dealers whose audit frequency is increased will return to an audit interval not to exceed twelve (12) months subsequent to a satisfactory audit report; however, Credit Management reserves the right to determine audit frequency for dealers operating outside the terms of the Warranty Policy.



- 1647 Warranty audit frequency may increase in response to factors including, but not
1648 limited to:
- 1649 1. Deteriorating financial condition
 - 1650 2. Claims volume outside normal range for dealer volume
 - 1651 3. Unsatisfactory warranty audit results
 - 1652 4. Change in ownership or control
 - 1653 5. Change in dealer status as determined by Hyster Company
- 1654 J. Audit Performance- Warranty Audits may be performed by:
- 1655 1. Field Service Engineers
 - 1656 2. Warranty Department Staff
 - 1657 3. Independent Auditing Firms or Contractors
 - 1658 4. Other Agency or Individual designated by Hyster Company
- 1659 K. Review And Reporting
- 1660 1. The Audit will address two categories of irregularities, Technical Errors and
1661 Omissions and Major Discrepancies
 - 1662 2. Dealer Audit Review- A closing review of the initial audit results will be
1663 conducted with the designated Dealer Representative to allow for further
1664 investigation, if required, to answer questions raised, or to locate missing
1665 documents. Dealer Representative can request a summarized listing of
1666 discrepancies and observations noted during the audit. The Dealer Principal
1667 or Dealer Representative will be given ten (10) business days from the date
1668 of the closing review to submit all supporting documentation to the Warranty
1669 Claims Supervisor for further analysis. Late submissions will not be
1670 considered.
 - 1671 3. Remedies and Audit Charges- Routine, scheduled dealer Warranty Audits
1672 will be performed at NMHG's expense. If an audit is deemed "Unsatisfactory"

the following course of action will apply:

- a. If an audit is unsatisfactory, NMHG will perform a follow up audit within (180) days
- b. If the subsequent audit result is “Unsatisfactory”, the dealer will absorb a maximum of \$1,000 in costs associated with performing the second audit, and will continue to absorb \$1,000 in cost for all subsequent audits until a “Satisfactory” audit result is achieved.
- c. If the second audit result is satisfactory, NMHG will absorb the audit cost. The costs borne by the dealer in this way impose consequences for continual abuses of the warranty claims process.
- d. Aggregate audit recommended rescissions of less than \$300.00 or 1% of the total audited claim dollars would not be invoiced to dealer.

4. Reporting- Any action to correct identified deficiencies, including remedial training, rescission of claim, or other remedies as specified in the section 700.40 will be the responsibility of the Manager of Warranty Administration. The actions taken in response to the audit results will be reported back to the Warranty Claims Supervisor and maintained in the audit file. The dealer will be notified in writing of the audit results and any resulting change in audit frequency or expenses that may be incurred as a result of the audit findings.

700.60 Records

1695 800.00 Hyster Warranty/Ownership/Unit Sales User Instructions

04/04/02



Warranty/Ownership/Unit Sales
User Instructions



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WARRANTY / OWNERSHIP / UNIT SALES MENUS

HSN MAIN MENU

DLRMENU	NACCO Materials Handling Group, Inc. Interactive Dealer Menu
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SELECTIONS

1. Parts System
2. Message System
3. Change password
4. Warranty / Ownership / Unit Sales

90. Sign off

SEL 4

- Select Warranty / Ownership / Unit Sales From the Main Menu.

UNITUPDT

NACCO MATERIALS HANDLING GROUP, INC.
WARRANTY & OWNERSHIP SYSTEM DEALER MENU

-- EDIT

1. REPORT TRUCK INSTALLATION (DELIVERY RPT.)
2. REPORT INVENTORY TRUCK TRANSFERS
3. REPORT INVENTORY RETAIL BOOKINGS FOR ITA
4. *REPLY TO WARRANTY CLAIM MESSAGE
5. ENTER WARRANTY PART RETURN TRACKING INFO

-- WARRANTY INQUIRY

- ```

6. CLAIMS BY CLAIM#
8. CLAIMS BY SERIAL#
9. CLAIMS BY CLAIM STATUS
10. CLAIMS BY RECEIVED DATE
11. CLAIMS AWAITING PARTS RETURN +
12. *CLAIMS AWAITING MESSAGE REPLY
13. *UNITS AWAITING FPI WORK
90. LOGOFF

```

SELECTION

-- UNIT SALES ORDERS INQUIRY

16. ORDERS BY PURCHASE ORDER#  
17. ORDERS BY EST. CLEAR DATE  
18. ORDERS CLEARED

-- OWNERSHIP INQUIRY

19. TRUCK HISTORY BY SERIAL #  
20. TRUCK INSTALLATIONS

-- ITA STATUS INQUIRY

22. RETAIL BOOKING  
23. RETAIL SHIPMENT (DELIVERY)

-- TRUCK LOCATOR INQUIRY

25. STOCK UNITS ON ORDER  
26. DEALER INVENTORY

\* (NOT CURRENTLY AVAILABLE)

Based on your level of Security Access either The Edit and Inquiry Screen (shown above) or an Inquiry Only Screen will display. The attached pages will contain instructions for each option currently available on the Warranty and Ownership System.

(\*Note: New selections are highlighted. )

**\*System Notes:**

- **Key Use** - On all screens the Enter key sends data to the computer. Press the TAB key to move between fields. Do not Press the ENTER Key until all Required data has been entered on the displayed screen and you are ready to move to the next screen.
- **Selections** located at the bottom of each screen can be accessed by entering the character surrounded by parentheses in the SEL field and pressing the ENTER Key.
- **Function Key Selections** located at the bottom of each screen are used to access additional areas of Installation Reporting. Depending on the type of terminal used, if the Function Key Number is above 12 and your keyboard only has 12 Function Keys, these higher keys are accessed by subtracting 12 from the Key Number and pressing the Shift key and the resulting Number (ie.  $16 - 12 = 4$  so and F16 key = Shift/F4)
- **As Entry is completed** on each screen and the ENTER key pressed an informational message may be returned in the lower left portion of the screen including error messages about missing required information or acknowledgement that all information entered has been accepted.
- A "+" sign or the word "More" located in the lower right corner of a screen indicate additional displayed data is available by pressing the Page Up or Page Down Key.
- **Limited Help** is available. TAB to the field in question and enter a '?' and press ENTER. Allowed parameters for the field will display. **TIP:** ?'s must be placed in the first position of the field.
- **F3 vs. F13 Exits** - Some screens in this system will display an Exit (F3) and a Fast Exit (F13) selection. An F3 exit returns to the previous screen. An F13 (shift/F1) exits the application and returns the user to the Main Menu.
- **Audit Stamps** display the ID of any user who has created or changed entries along with the associated date of entry.
- **Security Rules** - Most Dealer Code fields will be validated against User ID security tables. User ID access is limited to the dealer codes supplied on a user's Server Access Request Form.
- **Modifiable Fields** are underlined on the screen display.
- **Messages** - 1. Informational or Error Messages always display in the lower Left corner of the Screen. Some messages will lock the keyboard. When this happens you must use the Reset Key to unlock the keyboard. Based on the type of terminal or emulation package you are using this can be various combinations of keys. Contact your local MIS person to determine which is a reset for your terminal.  
2. As a Function Key reference (F17 Messages) displays any HSN messages sent to the dealer from Hyster. (ie. A parts return request on a Warranty Claim, a Request for additional information, etc.)
- **Quotes** - Prior to the present Extended Warranty System, extended warranty options were presented as quotes to a customer.
- **Comments** - Internal Messages (not sent over the HSN) displaying agreements to changes to a claim, etc. On truck Installations, comments would contain information on dealer installed options, etc.



Ownership/Unit Sales System

## TRUCK INSTALLATION REPORTING (INTERACTIVE DELIVERY REPORTS)

This Dealer Truck Installation System can be used for Adding New Delivery Reports, \*\*Editing an existing Delivery Report (\*Prior to sending in the Signature Sheet), or an Inquiry display of an existing Delivery Report. Installations should be entered by the Delivering Dealer after the signature sheet has been signed by the customer. After entering the data on the system the original signature (delivery report) sheet must be sent to Hyster before Warranty Claims against the truck will be processed for payment.

Enter all header information, customer and contact selections as well as Comments concerning dealer installed options or modifications to the original unit.

**\*\* Note** Once the signature sheet has been received by Hyster, this installation report will be locked from further edits.

However, a Second Installation/Delivery can be reported on the unit (i.e. a Demo unit previously reported as installed at the dealership is later delivered and installed at a customer site.) Warning – There should never be more than one customer installation on a truck.

Further Note: Only Customer or Rental Installations remove a truck from your Unit Inventory for Hyster. (MUSR)

### Installation Entry Screen:

|                                                  |                                      |                    |
|--------------------------------------------------|--------------------------------------|--------------------|
| NWOR0334                                         | NACCO Materials Handling Group, Inc. | QPADEV0009 8/31/99 |
| ENTER                                            | Edit Dealer Installations            | AATWOOD 7 13 05    |
| Marketing Group . . . . 011                      |                                      |                    |
| Dealer Code . . . . . 382000                     |                                      |                    |
| Unit Serial Number . . D187V15915W               |                                      |                    |
| Order Number . . . . . 600260                    |                                      |                    |
| Installation Date . . . 08/31/99                 |                                      |                    |
| Installation Type . . . C                        |                                      |                    |
| (C=Customer D=Demo P=Pre-Owned R=Rental S=Stock) |                                      |                    |
| Type required data and press <Enter>.            |                                      |                    |
| F3=Exit                                          |                                      |                    |

**Hint:** To inquire on existing installations, enter the Serial Number and the Order number and press the enter key.

**Dealer Code (Ordering Dealer)** - The Default Dealer Code specified for the User ID will be displayed. (Modifiable – Security Rules Apply) (Required)

**Unit Serial Number** - Format (A999A99999A) \*Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr.

**Order Number** - Unit Sales Order Number (Required)

\* Note - The Unit Serial Number must exist on the Unit Sales Order Number entered.

**Installation Date** - Format (mmddyy) This Date cannot be greater than the current date. (\*Required on New Delivery Reports)

\* If inquiring on an existing delivery report, this field can be left blank

**Installation Type** - Customer, Stock, Demo, Rental (\*Required on New Delivery Reports)

\* If inquiring on an existing delivery report, this field can be left blank

\*Note - An Installation Type of 'T' for Transfer will be displayed, but **cannot** be used on the Installation Reporting. See the following documentation on Reporting Inventory Truck Transfers.

Press the **ENTER** key for Verification of the entered data and to continue to the next screen.



## Warranty/Ownership/Unit Sales User Information

## Installation Header Screen:

NWORA335 NACCO MATERIAL HANDLING GROUP - DEVL P QPADEV0017 10/17/00  
CHANGE Edit: Dealer Installation Header AHJSTEEL 8:55:25

Unit SN : A218H05751X Install date 100400 Mktg Grp: 011 Company H

Servicing Dealer Name & Address - 125000 Sig Sheet Rcvd Date:  
BRUNGART EQUIP.-BIRMINGHA Install Entry Type : E  
VALLEY EAST INDUSTRIAL PARK Travel Type . . . : C  
3930 PINSON VALLEY PARKWAY

BIRMINGHAM, AL 35217 ITA Truck Class . : 3  
Date Reported . . : 10/04/00

Customer Name & Address - 00000453163  
CIRCUIT CITY STORES Dlr Instltd Opts ? :  
DOSWELL 23047 Installation Type . : P  
Customer Contact Code 002 Contact Type 2  
Name RAY D DAIL Title UNIT MANAGER  
Phone 222 222 2222 Fax 222 222 2222  
Series Code . . . : A218 Round Trip Mileage :  
Model Code . . . . : W40XT Labor Rate Type . : W

F3=Exit F14=Warranty Option F16=Comment F19=Search Customer  
F23=Customer Contact  
Installation updated +

**Hint: Customer Search** - If the displayed customer is not correct, Re-enter the customer name on the line under the word Customer. Press Shift/F7 to search and select a customer existing on the Hyster System. If you know the HYSTER customer number(00000\*\*\*\*) simply enter it after the word Address and a customer search is not necessary. The customer name and address will be added when the enter key is pressed at the end of the installation.

**The Customer Contact Name, Type and Title information is 'not' required but have been added to this screen for ease of input. Tip: A displayed existing contact can be modified from this screen simply by typing the desired changes in these fields. However to add a "new" or select a "different" contact, use the F23 key.**

(Any field not listed below is displayed from system information or information entered on a previous screen and is not modifiable.  
Display Notes FYI: Install Entry type 'E' = Electronic. Sig Sheet Rcvd Date will contain data if the Paper copy has been received)

**Dealer Name & Address** - Enter the sales dealer code of the Servicing Dealer. The name and address will be filled in for you.

**Install Date** - (Format mnddy) Entered on previous screen but can be Modified here if incorrect. (Required)

**Travel Type** - Rural, City (Required)

**Date Reported** - (Format mnddy)

**Customer Name & Address** - Enter all or part of a Customer Name on the Customer Name Line, Press F19(Shift/F7) to display a Customer List. (Required)

**Dlr Instltd Opts** - Blank = No, Y = Yes (Required)

**Installation type** - C = Customer, S = Stock, D = Demo, R = Rental (Required)

**Customer Contact Code** - No Entry Required. This code is system generated. If a contact exists for the Customer, any existing information will be displayed in the contact fields.

**Contact Type** - 1 = Service/Maintenance, 2 = Purchasing, 3 = Lift Truck Operator, 4 = Management (Optional)

**Name** - Customer Contact Name (First, Middle Initial, Last) - The Person who signed the Delivery Report (Optional)

**Title** - Customer Contact Title (Optional)

**Phone Nbr** - Customer Phone Number (Optional)

**Fax Nbr** - Customer Fax Number (Optional)

**Model Code** - The original Model Code from the Unit Sales Order is displayed. Modify if alterations to the truck have changed this Code. (Required)

**Round Trip Mileage** - Distance from Dealer to Customer (Optional)

**Labor Rate Type** - Customer, Warranty (Required) **TIP:** Most Labor Rates will be 'W'. ('C' is used for special rates like Government Trucks.)

## Function Key Selections:

F3 - Returns to the Previous Screen

F14 - Add/Display Warranty Options on original sales order. (Shift/F2)

F16 - Add/Display Comments (Attachment information, etc.) (Shift/F4)

F19 - Search for/ Add Customer Information - Enter Partial Customer Name on the Customer Name Line, Press F19(Shift/F7)

F23 - Add/Select Contact Information (Shift/F11)

**INSTALLATION WARRANTY OPTIONS:****Display Warranty Options:**

```

NWORL098 NACCO Materials Handling Group, Inc. QPADEV0009 8/31/99
DISPLAY Display Installation Warranty Option AATWOOD 7 43 28

Unit SN A218H03893W Install Date 8-31-1999 MG 011 H Dealer 545000

Type options, press Enter.
A=Audit Stamp

Warranty
? Opt Code
60002 Unit Warranty Months 0 Exp Date 8/31/1999 Hours 0
Major Comp Wty Months 36 Exp Date 8/31/2001 Hours 2000
Labor ? Y Diagnostic ? N Travel ? Y Local Purch ? Y
Mileage ? N Freight ? N Drayage ? Y Warranty Type E Comments Exist

F3=Exit F13=Fast Exit F15=Quote F16=Comment F17=Message

```

The above screen displays the existing Warranty option listed on the original Sales Order. A Comments Exist message displays if comments have been added to the installation.

**Option Selection = Audit Stamp** (See Screen Display Below)

**Function Key Selections:**

- F3 Exit** – Returns to the previous screen
- F13 Fast Exit** – Exits the Application (*Shift/F1*)
- F15 Quote** – Displays Extended Warranty Quote information. (*Shift/F3*)
- F16 Comment** – Add/Display Comments (*Shift/F4*)
- F17 Message** – Add/Display HSN Installation Messages (*Shift/F5*)

**Audit Stamp Display:**

```

NWORL098 NACCO Materials Handling Group, Inc. QPADEV0009 8/31/99
DISPLAY Display Installation Warranty Option AATWOOD 7 43 28

Unit SN A218H03893W Install Date 8-31-1999 MG 011 H Dealer 545000

Type options, press Enter.
A=Audit Stamp

Warranty
? Opt Code
A 60002 Unit Warranty Month
Major Comp Wty Mont
Labor ? Y Diag
Mileage ? N Frei

Display Audit Stamp

Create Change

*USER .. AATWOOD AATWOOD
*JOB .. QPADEV0009 QPADEV0009
*PROGRAM NWORA335 NWORA335
*Job date 31-AUG-1999 31-AUG-1999
*Job time 7 33 26 7 33 26

F3=Exit F7=Audit Stamp Names

F3=Exit F13=Fast Exit F15=Quote F16=Comment F17=Message

```

**Audit Stamp Window Function Key Selections:**

- F3 Exit** – Returns to previous screen
- F7 Audit Stamp Names** – Displays User ID Names

## INSTALLATION COMMENTS

### Add/Display Comments:

|                                                                                                   |                                      |            |         |
|---------------------------------------------------------------------------------------------------|--------------------------------------|------------|---------|
| NWOPEFR                                                                                           | NACCO Materials Handling Group, Inc. | QPADEV0009 | 8/31/99 |
| ADD                                                                                               | Edit Installation Comment            | AATWOOD    | 7 44 22 |
| Unit SN <u>A218H03893W</u> Install Date <u>8/31/99</u> Mktg Grp <u>011</u> H Dealer <u>545000</u> |                                      |            |         |
| Type options, press Enter.                                                                        |                                      |            |         |
| 4=Delete A=Audit Stamp                                                                            |                                      |            |         |
| ? Comment                                                                                         |                                      |            |         |
| DIR SHIP/COMM PD                                                                                  |                                      |            |         |
| F3=Exit F13=Fast Exit F14=Warranty Option F15=Quote F17=Message                                   |                                      |            |         |

This screen is used to add /display information concerning attachments, dealer installed items, etc.

#### Options:

To **delete** a comment line enter a **4** in the Option Field to the left of each line to be deleted and press ENTER.  
To display an **Audit Stamp** enter an **A** in the Option Field (?) and press ENTER.

#### Function Key Selections:

**F3 Exit** – Returns to the previous screen  
**F13 Fast Exit** – Exits the Application (Shift/F1)  
**F14 Warranty Options** - Display Warranty Options from original Sales Order(Shift/F2)  
**F15 Quote** – Displays Extended Warranty Quote information. (Shift/F3)  
**F17 Message** – Add/Display HSN Messages related to the installation (Shift/F5)

## INSTALLATION CUSTOMERS

### F19 Search Customer/ Customer List Display:

|                             |                                      |                   |          |
|-----------------------------|--------------------------------------|-------------------|----------|
| NWOR1410                    | NACCO MATERIAL HANDLING GROUP - DEVL | QPADEV0015        | 2/29/00  |
| DISPLAY                     | INQ:DSF Cust Sel Name/Cty            | AH/STEEL          | 16:38:56 |
| Co Desig H Name <u>JUDY</u> | City <u>MINNEAPOLIS</u>              |                   |          |
| Type options, press Enter.  |                                      |                   |          |
| 1=Select 5=Details          |                                      |                   |          |
| Opt Code                    | Name                                 | Location          |          |
| 00000238617                 | JUDY CO                              | 200 3RD AVE S     |          |
|                             |                                      | MINNEAPOLIS       |          |
|                             |                                      | MN 053 554012525  |          |
| 00000253395                 | JUDY COMPANY                         | 4325 HIAWATHA AVE |          |
|                             |                                      | MINNEAPOLIS       |          |
|                             |                                      | MN 053 554063924  |          |
| F3=Exit F9=Add customer     |                                      |                   |          |

This screen displays existing customer information starting with the customer name matching all or part of the search string entered.

**Search String** – Enter any portion of a Customer name and a City and press ENTER. The screen will search and locate the First instance of a customer name in the city indicated that most closely matches the search string entry.

**Options** – Enter a **1** in the OPT field to select the installation customer.  
Enter a **5** in the OPT field to display customer details.

**Note:** If the desired customer does not exist, Press the **F9** key to add the customer.

**F9 Add Customer / Customer Detail Display:**

|                                                             |                                      |         |            |         |
|-------------------------------------------------------------|--------------------------------------|---------|------------|---------|
| NWORA104                                                    | NACCO Materials Handling Group, Inc. |         | QPADEV0009 | 8/31/99 |
| ADD                                                         | Edit Customer Details                | AATWOOD | 7 34 33    |         |
| Company Designator <u>H</u>                                 |                                      |         |            |         |
| Customer Code <u>0201824</u>                                |                                      |         |            |         |
| Customer Name .. _____                                      |                                      |         |            |         |
| Address ..... _____                                         |                                      |         |            |         |
| City _____                                                  |                                      |         |            |         |
| State _____ County _____ Zip _____                          |                                      |         |            |         |
| Country Code .. _____ Country Name _____                    |                                      |         |            |         |
| Phone ..... Country Code _____ Area Code _____ Number _____ |                                      |         |            |         |
| Fax ..... Country Code _____ Area Code _____ Number _____   |                                      |         |            |         |
| Marketing Group _____ SIC Code _____ NAICS Code _____       |                                      |         |            |         |
| Parent Company Code _____ Common Customer Code _____        |                                      |         |            |         |
| F3=Exit                                                     |                                      |         |            |         |

**Hint:** To add a customer you will need the County name or code and the SIC Code.

**Company Designator - H****Customer Name - (Required)****Customer Address - (1 line Required)****City, State, Zip Code - (Required)**

**County Code, - (Required)** TIP: To get a list of states and county codes, place a ? in the first position of the state field. When the county is selected, both state and county fields will be filled in.

**Country Code - US, CA, etc. (Required)****Country Name - USA, CANADA, etc. (Optional)****Phone Numbers - (Optional)** US Telephone Country code is 001**Marketing Group - 011****SIC Code - Standard Industry Code (Required)****NAICS Code - (North American Industrial Code) (Optional)****Parent Company Code - (Optional)****Common Customer Code - Dealer's Customer Number (Optional)**

Press the enter key to add the new record. Then press the F3 key to select the new customer and return to the Installation Header Screen.

Note: **Help** is available on several fields (County Code, Country Code, SIC Code, NAICS Code, Parent Company) by tabbing to the field and entering a '?' then pressing ENTER.

**F23 Add / Select Contact Information:**

NWV2DFR      NACCO MATERIAL HANDLING GROUP - DEVLP      QPADEV0009 10/23/00  
 DISPLAY      Select: Customer Contact      AHISTEEL      7:46:31

Customer : 00000453163 Company : H

Type options, press Enter.

1=Select 2=Edit 4=Delete

| Opt | Code    | Last Name | First Name | MI | Job Title    |
|-----|---------|-----------|------------|----|--------------|
| 002 | DAIL    | JAMES     | D          |    | UNIT MANAGER |
| 003 | VANRACK | TRIP      |            |    |              |
| 004 | FINDLEY | ED        |            |    | PROGRAMMER   |

F3=Exit F9=Add New Contact

This screen displays any existing Contacts for the designated Installation Customer.

To SELECT an installation Contact, Enter a **1** in the OPT field and press ENTER.

To DISPLAY Contact Details, Enter a **5** in the OPT field and press ENTER.

To DELETE an existing Contact, Enter a **4** in the OPT field and press ENTER.

If the desired Customer Contact is not displayed press the **F9** key to ADD new Contact Information.

**F9 Add Contact / Contact Detail Display:**

\*PROGRAM      AATWOODA3 DD/MM/YY  
 \*PGMMOD      Edit: Customer Contact Details      AATWOOD      HH:MM:SS

Company Designator .: H  
 Customer Code . . . . : 0201824  
 Customer Contact Code : 001

First Name . . . . .

Middle Initial . . . . .

Last Name . . . . .

Job Title . . . . .

Contact Type . . . . .

Phone : . . . . .

Fax : . . . . .

F3=Exit

Note: The Contact Code is a sequential number assigned by the system.

**Last Name - (Required)**

**First Name - (Required)**

**Middle Initial - (Optional)**

**Job Title - (Required)**

**Contact Type - 1=Service/Maint, 2=Purchasing, 3=Operator, 4=Management (Required)**

**Phone Number - (Optional)**

**Fax Number - (Optional)**

**INSTALLATION MESSAGES:****F17 Display Messages**

|                                                                 |                                      |            |         |
|-----------------------------------------------------------------|--------------------------------------|------------|---------|
| NWP2EFR                                                         | NACCO Materials Handling Group, Inc. | QPADEV0009 | 8/31/99 |
| ADD                                                             | Edit Install Message                 | AATWOOD    | 7 45 25 |
| MG                                                              | 011 H Dealer                         | 545000     |         |
| Type options, press Enter.                                      |                                      |            |         |
| A=Audit Stamp                                                   |                                      |            |         |
| Msg                                                             |                                      |            |         |
| ? Cde Message                                                   |                                      |            |         |
| _____                                                           |                                      |            |         |
| _____                                                           |                                      |            |         |
| _____                                                           |                                      |            |         |
| F3=Exit F13=Fast Exit F14=Warranty Option F15=Quote F16=Comment |                                      |            |         |

This screen displays any HSN messages that were returned to the dealer concerning this installation.

**Options:**

**Audit Stamp Display** – Enter an **A** in the Option Field.

**Function Key Selections:**

**F3 Exit** – Returns to the previous screen

**F13 Fast Exit** – Exits the Application (*Shift/F1*)

**F14 Warranty Options** - Display Warranty Options (*Shift/F2*)

**F15 Quote** – Displays extended warranty quote information. (*Shift/F3*)

**F17 Message** – Display HSN Messages (*Shift/F5*)

**INSTALLATION QUOTE INFORMATION****F15 INSTALLATION QUOTE :**

|                                          |                                      |            |         |
|------------------------------------------|--------------------------------------|------------|---------|
| NWR2PVR                                  | NACCO Materials Handling Group, Inc. | QPADEV0009 | 8/31/99 |
| ENTER                                    | Display Installation Quote           | AATWOOD    | 7 46 11 |
| Unit SN A218H03893W Install Date 8/31/99 |                                      |            |         |
| No quotes found for installation.        |                                      |            |         |
| F3=Exit F13=Fast Exit                    |                                      |            |         |

This screen displays any extended warranty information quoted to a customer on the original sales order.



Inventory Truck Transfer

## REPORTING INVENTORY TRUCK TRANSFERS

This selection allows reporting of stock trucks transferred to another dealer's inventory. Transfers should be done *prior* to reporting a truck installation.

### Unit Transfer Screen:

|                                                               |                                                               |                                         |
|---------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------|
| NWORD352<br>ENTER                                             | NACCO Materials Handling Group, Inc.<br>Unit History Transfer | QPADEV0022 9/08/99<br>AAPKOPPA 14:19:07 |
| Marketing Group . . . . 011                                   |                                                               |                                         |
| Dealer Code . . . . . 545000                                  |                                                               |                                         |
| Unit Serial Number . . . A218H03893W                          |                                                               |                                         |
| Order Number . . . . . 600260                                 |                                                               |                                         |
| Model . . . . . W40XT                                         |                                                               |                                         |
| Hour Meter Value . . : 75                                     |                                                               |                                         |
| Transfer To Dealer . : 745040                                 |                                                               |                                         |
| Transfer Date . . . . : 90899                                 |                                                               |                                         |
| Dlr Installed Opts? . : Y                                     |                                                               |                                         |
| <b>CONFIRM: Y (Y/N)</b>                                       |                                                               |                                         |
| F3=Exit F11=Delete                                            |                                                               |                                         |
| Unit History Transfer Record Deleted:A218H03893W/600260/90899 |                                                               |                                         |

**Dealer Code** - The Default Sales Dealer Code specified for the User ID will be displayed. *(Modifiable – Security Rules Apply) (Required)* This field will be validated against previous transfer records or the sales order to validate ownership.

**Unit Serial Number** - Format (A999A99999A) \*Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr. *(Required)*

**Order Number** - Unit Sales Order Number *(Required)*

The Unit Serial Number must exist on the Unit Sales Order Number entered.

**Transfer To Dealer** - Sales dealer code of receiving dealer. *(Required) (Security Rules Apply)*

**Transfer Date** - Format (mmddyy) This date cannot be greater than the current date.

**Dlr Installed Opts** - Y/N If this field contains a Y, after confirming entry the Transfer Comments screen will display.

**Confirm** - After the ENTER key is pressed a confirmation field will display in the lower right corner of the screen. If all entries are ok, enter a 'Y' in this field and press the ENTER key.

**F11 Delete** - This option is available to delete records that have been confirmed. *The delete must occur on the same day of entry.*

### Transfer Comments Screen:

|                                                                           |                                                                          |                                         |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------|
| NWORD353<br>ADD                                                           | NACCO Materials Handling Group, Inc.<br>Edit: Unit History Xfer Comments | QPADEV0022 9/08/99<br>AAPKOPPA 14:19:47 |
| Unit Serial#: A218H03893W Transfer To Dealer: 745040 Transfer Dt: 9/08/99 |                                                                          |                                         |
| Type options, press Enter.                                                |                                                                          |                                         |
| 4=Delete                                                                  |                                                                          |                                         |
| Opt Transfer Comments                                                     |                                                                          |                                         |
| <hr/> <hr/> <hr/>                                                         |                                                                          |                                         |
| <b>CONFIRM: N (Y/N)</b>                                                   |                                                                          |                                         |
| F3=Exit F9=Change                                                         |                                                                          |                                         |

**Comment lines** are Freeform Text. Press the ENTER key when entry has been completed.

**Confirm** - A confirmation field will display in the lower right corner of the screen. If all entries are ok, enter a 'Y' in this field and press the ENTER key.



INVENTORY RETAIL BOOKINGS FOR IT

---

**REPORTING INVENTORY RETAIL BOOKINGS FOR ITA:**


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**ITA RETAIL BOOKINGS HEADER SCREEN:** *(Should be completed for any 'in-house' inventory units sold to an end customer.)*

|                                       |                                  |                  |
|---------------------------------------|----------------------------------|------------------|
| *PROGRAM                              | QPADEV0015 DD/MM/YY              |                  |
| *PGMMOD                               | Edit: Report ITA Retail Bookings | AATWOOD HH:MM:SS |
| Marketing Group . 011                 |                                  |                  |
| Dealer Code . . . <u>545000</u>       |                                  |                  |
| Unit Serial Number <u>A218H03893W</u> |                                  |                  |
| Order Number . . . . <u>600260</u>    |                                  |                  |
| Cancellation? _____                   |                                  |                  |
| F3=Exit                               |                                  |                  |

**Dealer Code** - The Default Sales Dealer Code specified for the User ID will be displayed. *(Modifiable – Security Rules Apply) (Required)*

**Unit Serial Number** - Format *(A999A99999A)* \*Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr. *(Required)*

**Order Number** - Unit Sales Order Number *(Required)*

*The Unit Serial Number must exist on the Unit Sales Order Number entered.*

**Cancellation** - Y/N If a 'Y' is entered, no further information will be required.

---

**ITA Retail Booking Customer Information Screen:**

|                                                          |                                         |                  |
|----------------------------------------------------------|-----------------------------------------|------------------|
| *PROGRAM                                                 | AATWOODA3 DD/MM/YY                      |                  |
| *PGMMOD                                                  | Edit: Dealer Report ITA Retail Bookings | AATWOOD HH:MM:SS |
| Unit Serial Number .: A218H03893W    Order Number 600260 |                                         |                  |
| Customer Name _____                                      |                                         |                  |
| City _____                                               |                                         |                  |
| State _____ Zip Code _____                               |                                         |                  |
| County Code _____                                        |                                         |                  |
| Dealer Code . . . . 545000                               |                                         |                  |
| ITA Truck Class . . 2                                    |                                         |                  |
| SIC Code . . . . . _____                                 |                                         |                  |
| Market Sector Code . _____                               |                                         |                  |
| Rental Status . . . N                                    |                                         |                  |
| F3=Exit                                                  |                                         |                  |

Note: The State field now accepts the alpha code . (ie. IN, IL, etc.)

**Customer Name - (Required)**

**Customer Address - (1 line Required)**

**City,**

**State Code (Required)** Enter the two character state ID. (ie. CA, OH)

**County Code (Required)** Enter the three digit county code. (A printed list is available on request)

**TIIP:** Place a ? in this field to display a list of county codes. In the upper left corner of the code screen display, put the two character state name (ie. IL, CO) in the State field. The display will jump to the State. Select the desired county.

**Zip Code - (Required)**

**Dealer Code -** The Dealer code entered on the previous screen is displayed. (Modifiable - Security Rules Apply) (Required)

**SIC Code - (Required)** (A printed list is available on request.)

**Market Sector -** A = USA, C = Canada, E = Export, M = Mexico, G = Government (Required)

**Rental Status -** Y/N Enter a 'Y' if selling trucks from Stock Inventory to Rental Fleet.

Note: **Help** is available on several fields (County Code, State, SIC Code, Market Sector.) by tabbing to the field and entering a '?' then pressing ENTER



WARRANTY CLAIM INQUIRY



## Warranty Claim Inquiry System:

### \*SYSTEM NOTES:

*All Inquiry Screens will be prefaced with a Dealer Code Request. A User's Default Dealer Code will display. The dealer code can be modified, but inquiry access is validated against the list of valid dealer codes submitted on the Server Access Request Form for each User ID.*

*Inquiry Screen Options – On all Inquiry Screens, To display Claim Detail, enter a 5 in the Option (?) Field to the left of the desired claim number.*

*A "+" sign or the word "More" located in the lower right corner of a screen indicate additional displayed data is available by pressing the Page Up or Page Down Key.*

### Common Display Fields:

- **Claim Type** – 1=Unit, 2 = Parts, 3 = Unisource, 4 = Fleet
- **Claim Status** – R = Ready to Process, S = Awaiting Signature Sheet (Delivery Report), N = Not Approved, A = Approved, P = Paid  
*(Note: Nightly processes load the claims daily. Weekly Pay Processes Look for approved claims and add the amount and a pay date to the records. These same processes generate the weekly claim summaries.)*
- **Sub Status – (Parts status)** - N = Not Applicable, A = Paid as Adjusted, R = Paid as Requested, D = Waiting for Dealer Response (ie. Parts Return or Additional Information), P = Dealer has responded, Ready for Processor
- **Problem Description Type** – C = Complaint, F = Findings, R or T = Correction

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### Common System Functionality:

- **Search Lines** - All Inquiry Display Screens have a 'Jump to' or Search Field. Depending on the sort selected Enter a portion of the desired number to quickly move to the first 'like' selection. (ie. On the Claims by Dealer Claim Number display enter any portion of a Dealer claim number on the designated Search Line located towards the top/middle of the screen and press the ENTER key. (No "\*" wild cards are necessary.) The display will move to the first record that closely matches the search field entry.
- **Key Use** - On all screens the Enter key sends data to the computer. Press the TAB key to move between fields. Do not Press the ENTER Key until all Required data has been entered on the displayed screen and you are ready to move to the next screen.
- **Selections** located at the bottom of each screen can be accessed by entering the character surrounded by parentheses in the SEL field and pressing the ENTER Key.
- **Function Key Selections** located at the bottom of each screen are used to access additional areas of Installation Reporting. Depending on the type of terminal used, if the Function Key Number is above 12 and your keyboard only has 12 Function Keys, these higher keys are accessed by subtracting 12 from the Key Number and pressing the Shift key and the resulting Number (ie. (16 – 12 = 4 so and F16 key = Shift/F4)
- **As Entry is completed** on each screen and the ENTER key pressed an informational message may be returned in the lower left portion of the screen including error messages about missing required information or acknowledgement that all information entered has been accepted.
- A "+" sign or the word "More" located in the lower right corner of a screen indicate additional displayed data is available by pressing the Page Up or Page Down Key.
- **Limited Help** is available. TAB to the field in question and enter a '?' and press ENTER. Allowed parameters for the field will display.
- **F3 vs. F13 Exits** – Some screens in this system will display an Exit (F3) and a Fast Exit (F13) selection. An F3 exit returns to the previous screen. An F13 (shift/F1) exits the application and returns the user to the Main Menu.

- **Audit Stamps** display the ID of any user who has created or changed entries along with the associated date of entry.
- **Security Rules** – Most **Dealer Code** fields will be validated against User ID security tables. User ID access is limited to the dealer codes supplied on a user's Server Access Request Form.
- **Modifiable Fields** are underlined on the screen display.
- **Messages** –
  1. Informational or Error Messages always display in the lower **Left** corner of the Screen. If the keyboard locks on a message, you must press the Reset Key to continue. Based on the type of terminal or emulation package you are using this can be various combinations of keys. Contact your local MIS person to determine which is a reset for your terminal.
  2. As a Function Key reference (F17 External Messages) displays any HSN messages sent to the dealer from Hyster. (ie. A parts return request on a Warranty Claim, a Request for additional information, etc.)

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**INQUIRY SCREENS****Claim Inquiry Entry Screen:**

|                                                  |                                                                        |                                        |
|--------------------------------------------------|------------------------------------------------------------------------|----------------------------------------|
| NWOR0273<br>ENTER                                | NACCO Materials Handling Group, Inc.<br>Inquiry By Dealer Claim Number | QPADEV0015 8/31/99<br>AATWOOD 15 35 58 |
| Marketing Grp: 011<br>Dealer Code: <u>545000</u> |                                                                        |                                        |
| Type required data and press <Enter>.            |                                                                        |                                        |
| F3=Exit                                          |                                                                        |                                        |

Inquiry displays will be based on the Sales Dealer Code entered on this screen. (Security Rules Apply)

**Claim Inquiry By Number -**  **THREE** for the price of **ONE!**  
(Three inquiries have been consolidated into One for your convenience.)

To display claims by **Dealer Claim Number** – enter a 'starting' number in the Dealer Claim number field.

**OR**

To display claims by **Dealer Work Order** – enter a 'starting' number in the Dealer Work Order Field.

**OR**

**(\*\*New\*\*)** To display claims by the **NMHG Claim Number** – enter a Year and a 'starting' number in the NMHG Claim field.  
(Sample: 1998 17171)

**Press Enter** – and Claims will be displayed in the order requested and positioned to the number entered in the number field.

|                                                  |                                                                        |                                        |
|--------------------------------------------------|------------------------------------------------------------------------|----------------------------------------|
| NWOR0273<br>ENTER                                | NACCO MATERIAL HANDLING GROUP - DEVL<br>Inquiry: Claim Inquiry Options | QPADEV0017 2/26/02<br>AHJSTEEL 9:13:54 |
| Marketing Grp: 011<br>Dealer Code: <u>643000</u> |                                                                        |                                        |
| Enter One of the Following:                      |                                                                        |                                        |
| <b>Claims by Dealer Claim Number:</b> <u>1</u>   |                                                                        |                                        |
| <b>Claims by Dealer Work Order:</b> _____        |                                                                        |                                        |
| <b>Claims by NMHG Claim Year/Number:</b> _____   |                                                                        |                                        |
| Type required data and press <Enter>.            |                                                                        |                                        |
| F3=Exit                                          |                                                                        |                                        |

**Claim Inquiry Displayed by Dealer Claim Number:**

NWORLD278      NACCO MATERIAL HANDLING GROUP - DEVL P      QPADEV0017 2/26/02  
 DISPLAY      Display: By **Dealer Claim Number**      AHJSTEEL 9:19:12

Marketing Grp: 011 Dealer Code: 643000 Dealer Claim Number: 1 (+)

Type options, press Enter.  
 5=Display Claim

| ? | Claim Number | Clm Year | Dealer Claim # | Clm Type | Clm Sts | Sub Sts | Received Date | Processed Date |
|---|--------------|----------|----------------|----------|---------|---------|---------------|----------------|
| — | 1145         | 1994     | 198542         | 1        | P       | N       | 4/15/1994     | 5/20/1994      |
| — | 1155         | 1994     | 198553         | 2        | P       | N       | 4/29/1994     | 6/20/1994      |
| — | 1165         | 1994     | 198663         | 1        | N       | N       | 5/16/1994     | 6/01/1994      |
| — | 1175         | 1994     | 198575         | 1        | P       | N       | 6/10/1994     | 6/23/1994      |
| — | 1185         | 1994     | 198685         | 1        | N       | N       | 6/24/1994     | 7/05/1994      |
| — | 1195         | 1994     | 198696         | 1        | P       | N       | 7/25/1994     | 8/30/1994      |
| — | 17102        | 1994     | 276606         | 1        | P       | N       | 8/18/1994     | 10/12/1994     |
| — | 17111        | 1994     | 276618         | 1        | P       | N       | 8/08/1994     | 9/27/1994      |
| — | 17121        | 1994     | 276628         | 1        | P       | N       | 8/18/1994     | 10/12/1994     |
| — | 17151        | 1994     | 276658         | 2        | P       | N       | 11/23/1994    | 1/06/1995      |

F3=Exit

To display Claim Detail – Enter a '5' in the option field(?) to the left of the desired claim.

**Claim Inquiry Displayed by Dealer Work Order (Repair Order) Number:**

NWORLD279      NACCO MATERIAL HANDLING GROUP - DEVL P      QPADEV0017 2/26/02  
 DISPLAY      Display: By **Repair Order Number**      AHJSTEEL 9:31:29

Marketing Grp: 011 Dealer Code: 643000 Work Order#: 1 (+)

Type options, press Enter.  
 5=Display Claim

| ? | Work Order Number | Clm Year | Dealer Claim# | Clm Type | Clm Sts | Sub Sts | Received Date | Processed Date |
|---|-------------------|----------|---------------|----------|---------|---------|---------------|----------------|
| — | 14697F            | 1994     | 198642        | 1        | P       | N       | 4/15/1994     | 5/20/1994      |
| — | 15742F            | 1994     | 198653        | 2        | P       | N       | 4/29/1994     | 6/20/1994      |
| — | 16802F            | 1994     | 198675        | 1        | P       | N       | 6/10/1994     | 6/23/1994      |
| — | 16893F            | 1996     | 396417        | 1        | P       | N       | 12/26/1996    | 2/10/1997      |
| — | 16921F            | 1994     | 276606        | 1        | P       | N       | 8/18/1994     | 10/12/1994     |
| — | 16927F            | 1994     | 276618        | 1        | P       | N       | 8/08/1994     | 9/27/1994      |
| — | 17108F            | 1994     | 198696        | 1        | P       | N       | 7/25/1994     | 8/30/1994      |
| — | 17434S            | 1994     | 276628        | 1        | P       | N       | 8/18/1994     | 10/12/1994     |
| — | 17681F            | 1994     | 276638        | 1        | P       | N       | 9/09/1994     | 9/12/1994      |
| — | 17930F            | 1994     | 276648        | 1        | P       | N       | 10/17/1994    | 1/16/1995      |
| — | 17958F            | 1994     | 276669        | 1        | N       | N       | 11/01/1994    | 1/05/1995      |
| — | 18151S            | 1994     | 276658        | 2        | P       | N       | 11/23/1994    | 1/06/1995      |

F3=Exit

To display Claim Detail – Enter a '5' in the option field(?) to the left of the desired claim.

**Claim Inquiry displayed by NMHG Claim Number:**

NWORL695      NACCO MATERIAL HANDLING GROUP - DEVL P      QPADEV0017 2/26/02  
 DISPLAY      Display: By NMHG Claim Number      AHUSTEEL 9:37:14

Marketing Grp: 011 Dealer Code: 643000 NMHG Claim #: 1994      (Year/Nbr)

Type options, press Enter.  
 5=Display Claim

| ? | Clm  | Claim  | Work Order | Dealer | Clm  | Clm Sub | Received | Processed          |
|---|------|--------|------------|--------|------|---------|----------|--------------------|
|   | Year | Number | Number     | Claim# | Type | Sts     | Sts      | Date               |
| — | 1994 | 1145   | 14697F     | 198642 | 1    | P       | N        | 4/15/94 5/20/94    |
| — | 1994 | 1155   | 15742F     | 198653 | 2    | P       | N        | 4/29/94 6/20/94    |
| — | 1994 | 1165   | 643000     | 198653 | 1    | N       | N        | 5/16/94 6/01/94    |
| — | 1994 | 1175   | 16802F     | 198675 | 1    | P       | N        | 6/10/94 6/23/94    |
| — | 1994 | 1185   | 198685     | 198685 | 1    | N       | N        | 6/24/94 7/05/94    |
| — | 1994 | 1195   | 17108F     | 198696 | 1    | P       | N        | 7/25/94 8/30/94    |
| — | 1994 | 17102  | 16921F     | 276606 | 1    | P       | N        | 8/18/94 10/12/94   |
| — | 1994 | 17111  | 16927F     | 276618 | 1    | P       | N        | 8/08/94 9/27/94    |
| — | 1994 | 17121  | 17434S     | 276628 | 1    | P       | N        | 8/18/94 10/12/94   |
| — | 1994 | 17131  | 17681F     | 276638 | 1    | P       | N        | 9/09/94 9/12/94    |
| — | 1994 | 17141  | 17930F     | 276648 | 1    | P       | N        | 10/17/94 1/16/95   |
| — | 1994 | 17151  | 18151S     | 276658 | 2    | P       | N        | 11/23/94 1/06/95 + |

F3=Exit

To display Claim Detail – Enter a '5' in the option field(?) to the left of the desired claim.

**Claims By Unit Serial Number Inquiry Display:**

NWORL294      NACCO Materials Handling Group, Inc.      QPADEV0015 8/31/99  
 DISPLAY      Display: By Unit Serial Number      AATWOOD 15 54 12

Marketing Grp 011

Type options, press Enter.  
 5=Display Claim

| ? | Serial      | Clm  | Claim   | Series | Model |
|---|-------------|------|---------|--------|-------|
|   | Number      | Year | Number  | Code   | Code  |
|   | A218H06918U | 1999 | 8801668 | A218   | W40XT |
|   | A218H06930U | 2008 | 8801837 | A218   | W40XT |
|   | A218H07024U | 1999 | 8801069 | A218   | W40XT |
|   | A218H07076V | 1999 | 8801682 | A218   | W40XT |
|   | A218H07118V | 2008 | 8801860 | A218   | W40XT |
|   | A218H07139V | 1999 | 8801155 | A218   | W40XT |
|   | A218H07142V | 1999 | 880 936 | A218   | W40XT |

F3=Exit

To display claim detail enter a '5' in the ? column to the left of the desired claim selection.



## Claims by Claim Status – New – 11/6/00

NWORL486      NACCO MATERIAL HANDLING GROUP - DEVL P      QPADEV0017 10/26/00  
 DISPLAY      Display: By Claim Status      AHJSTEEL      9:54:19

Marketing Grp: 011      Dealer Code: 643000  
 Claim Status :      Received Date

Type options, press Enter.  
 5=Display Claim

| ? Dealer | Claim  | Clm  | Clm  | Clm | Sub | Received   | Processed  |
|----------|--------|------|------|-----|-----|------------|------------|
| Claim #  | Number | Year | Type | Sts | Sts | Date       | Date       |
| 00958048 | 49071  | 2000 | 1    | A   | R   | 5/04/2000  | 5/09/2000  |
| 00958053 | 51453  | 2000 | 1    | A   | R   | 5/10/2000  | 5/12/2000  |
| 198663   | 1165   | 1994 | 1    | N   | N   | 5/16/1994  | 6/01/1994  |
| 198685   | 1185   | 1994 | 1    | N   | N   | 6/24/1994  | 7/05/1994  |
| 276669   | 17161  | 1994 | 1    | N   | N   | 11/01/1994 | 1/05/1995  |
| 331925   | 26080  | 1995 | 1    | N   | N   | 2/07/1995  | 3/22/1995  |
| 331945   | 26100  | 1995 | 1    | N   | N   | 3/15/1995  | 6/26/1995  |
| 331965   | 26120  | 1995 | 3    | N   | N   | 3/15/1995  | 3/27/1995  |
| 332713   | 26739  | 1995 | 1    | N   | N   | 6/23/1995  | 12/14/1995 |
| 332743   | 26769  | 1995 | 2    | N   | N   | 6/29/1995  | 9/09/1995  |

F3=Exit

Search Line: Hunt: Date  
 Format (mmddyyyy)



## Warranty/Ownership/Unit Sales User Information

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**Claims By Received Date:**

NWORLD292      NACCO Materials Handling Group, Inc.      QPADEV0015 8/31/99  
 DISPLAY      Display By Received Date      AATWOOD 15 55 10

Marketing Grp 011 Dealer Code 545000 **Received Date**

Type options, press Enter.  
 5=Display Claim

| ? Received Date | Claim Number | Clin Year | Dealer Claim # | Clin Type | Clin Sts | Sub Sts | Processed Date |
|-----------------|--------------|-----------|----------------|-----------|----------|---------|----------------|
| 8/20/1999       | 881351       | 1999      | 031300491      | 1         | N        | N       | 8/20/1999      |
| 8/20/1999       | 881352       | 1999      | 031300492      | 1         | N        | N       | 8/20/1999      |
| 8/20/1999       | 881536       | 1999      | 031300566      | 1         | R        | N       |                |
| 8/20/1999       | 881537       | 1999      | 031300567      | 1         | R        | N       |                |
| 8/19/1999       | 888583       | 1999      | 031300551      | 1         | R        | N       |                |
| 8/19/1999       | 888592       | 1999      | 031300552      | 1         | R        | N       |                |
| 8/19/1999       | 886081       | 1999      | 031300553      | 1         | R        | N       |                |

F3=Exit      +

Search Line  
**TIP:** Date Format  
 (mmddyyyy)

To display claim detail enter a '5' in the ? column to the left of the desired claim selection.

**Claims Awaiting Parts Return:**

NWORLD280      NACCO Materials Handling Group, Inc.      AHJSTEELS1 2/01/02  
 DISPLAY      Display: By Parts Status      AHJSTEEL 7:08:00

Marketing Grp: 011 Dealer Code: 955009

Type options, press Enter.  
 5=Display Claim    **T=Display Tracking Info for Claims in Transit**  
**R=Return Address for Part**

| ? Received Date | Dealer Claim# | Work Order Number | Clin Year | Claim Number | Clin Type | Clin Sts | Sub Sts | Parts |
|-----------------|---------------|-------------------|-----------|--------------|-----------|----------|---------|-------|
| 10/01/2001      | 00929815      | X05135            | 2001      | 1232317      | 1         | R        | N       | H     |
| 10/24/2001      | 00929929      | X07073            | 2001      | 1331311      | 1         | R        | N       | H     |
| 11/14/2001      | 00929977      | X07771            | 2001      | 1430325      | 1         | R        | N       | X     |
| 11/14/2001      | 00929978      | X07771-2          | 2001      | 1430326      | 1         | R        | N       | X     |
| 11/15/2001      | 00929983      | X08658            | 2001      | 1430819      | 1         | R        | N       | H     |
| 1/09/2002       | 01020058      | X11029            | 2002      | 23323        | 1         | R        | N       | X     |
| 1/14/2002       | 01020080      | X09677            | 2002      | 33940        | 1         | R        | N       | H     |
| 1/14/2002       | 01020081      | X09677-2          | 2002      | 33941        | 1         | R        | N       | H     |
| 1/17/2002       | 01020082      | X11034            | 2002      | 53599        | 1         | R        | N       | H     |
| 1/17/2002       | 01020089      | X10276            | 2002      | 53613        | 1         | R        | N       | H     |

F3=Exit      +

Enhancements to this inquiry include displaying the New Part return **Status of X( transmitted)**, as well option additions for Displaying part return Tracking info (**T**) and Return Address information (**R**).

To Display claim detail, enter a '5' in the ? column to the left of the desired claim selection

To Display the Requested Part Return Address Location, enter an 'R' in the ? column to the left of the desired claim selection.

To Display reported Part Return Tracking Information, enter a 'T' in the ? column to the left of any desired claim selection having a parts status of 'X'.

**Parts Status – H** – On Hold awaiting parts return.

**X** – Return Tracking information reported - Parts in transit to requested return location.

**Part Return Address Location Display:**

|                                           |                                                  |           |                              |  |          |
|-------------------------------------------|--------------------------------------------------|-----------|------------------------------|--|----------|
| NWORLD280<br>DISPLAY                      | S1 2/25/02                                       |           | Display: Part Return Address |  | 14:32:06 |
| Marketing G                               | Return Location A WARRANTY LAB - GREENVILLE      |           |                              |  |          |
| Type option<br>5=Display C<br>R=Return Ad | Address NMHG WARRANTY LAB<br>1400 SULLIVAN DRIVE |           |                              |  |          |
| 2 Receive<br>Date                         | City GREENVILLE                                  |           |                              |  |          |
| 2/05/20                                   | State NC                                         |           |                              |  |          |
| R 2/05/20                                 | Zip 27834-2011                                   |           |                              |  |          |
| 2/08/20                                   | F3=Exit                                          |           |                              |  |          |
|                                           | m                                                | Sub Parts |                              |  |          |
|                                           | s                                                | Sts Sts   |                              |  |          |
|                                           |                                                  | N H       |                              |  |          |
|                                           |                                                  | N H       |                              |  |          |
|                                           |                                                  | N H       |                              |  |          |
| F3=Exit                                   |                                                  |           |                              |  |          |

**UNITS AWAITING FPI WORK CLAIM INQUIRY – NOT YET AVAILABLE****WARRANTY CLAIM DETAIL:****\*System Notes**

**Common Function Keys:** (Note: Depending on the Screen functionality the Key displays may differ.)

**F1 Help** – Limited Help is available on the displays. Tab to the field in question and press the F1 key to display field information.

**F6 Financial Transactions** – Displays credit memos or EDI transactions.

**F7 Error** – Displays any errors which caused this claim to reject.

**F8 Problem Desc** – Displays all problem description lines. Description lines are unlimited.

**F14 Problem Part** - Displays miscellaneous system information about the Problem Part. (Shift/F2)

**F15 Values** – Displays Claim Dollar Amounts. (Shift/F3)

**F15 Flat Rate** – Displays submitted flat rate information.. (Shift/F3)

**F16 Unit** - Displays Unit History Information. (Shift/F4)

**F17 External Messages** – Displays any HSN messages returned to the dealership regarding this claim. (Shift/F5)

**F18 Print** – Not Available

**F19 Header** – Displays Claim Header. (Shift/F7)

**F19 Dealer Part Return** – Displays Part Return Dealer Response and Tracking information.

**F19 Miscellaneous Expense** – Displays Submitted Miscellaneous Expenses and Detail.

**F20 Authorization** – Displays any issued repair Authorization numbers and detail for the selected claim.

**F21 Addendum** – Displays information added to the original claim. (ie. Added payments or adjustments or conditions) (Shift/F9)

**F23 MSO** – Displays MSO Document Codes. (Shift/F11)

**F23 Lab Analysis** – Displays Lab Analysis Detail. (Shift/F11)

**F24 Audit Stamp** - Displays the ID of any user who has created or changed entries along with the associated date of entry. (Shift/F12)



## Warranty/Ownership/Unit Sales User Information

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**Warranty Claim Detail Screen:**

Displays claim header information.

|                                                                          |                                                          |               |                                   |
|--------------------------------------------------------------------------|----------------------------------------------------------|---------------|-----------------------------------|
| NWOR1076                                                                 | NACCO Materials Handling Group, Inc.                     | QPADEV0015    | 8/31/99                           |
| DISPLAY                                                                  | Display Claim Header                                     | AATWOOD       | 15 37 14                          |
| <br>                                                                     |                                                          |               |                                   |
| Year                                                                     | 1999                                                     | Claim Number  | 00000190 E MG 011 H Dealer 545000 |
| Status                                                                   | - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N |               |                                   |
| <br>                                                                     |                                                          |               |                                   |
| Dealer Name & Address - 545000 N                                         | Claim Type . 1 ( 1 )                                     |               |                                   |
| BRIDGES EQUIPMENT                                                        | Unit Quantity 1                                          |               |                                   |
| 4780 MORRIS COURT, S.W.                                                  | Class/Series 2 / A218                                    |               |                                   |
| ATLANTA, GA                                                              | Rsp/Comp Grp /                                           |               |                                   |
| Customer Name & Address - 00000210503 N                                  |                                                          |               |                                   |
| L & M SECOFIELD                                                          | Start Repair 02-JUL-1999                                 |               |                                   |
| 2055 SECOFIELD ROAD                                                      | End Repair . 02-JUL-1999                                 |               |                                   |
| DANVILLE, GA                                                             | Received . . 30-JUL-1999                                 |               |                                   |
| <br>                                                                     |                                                          |               |                                   |
| Total Amount Requested                                                   | Assignment .                                             |               |                                   |
|                                                                          | 510.53                                                   | Processed . . |                                   |
| Total Amount Approved                                                    | .00                                                      | Paid . . . .  |                                   |
| <br>                                                                     |                                                          |               |                                   |
| Dlr Claim Nbr                                                            | 88300467                                                 | 001           |                                   |
| Dlr Work Ord                                                             | 06W7577680                                               |               |                                   |
| <br>                                                                     |                                                          |               |                                   |
| F3=Exit F7=Error F8=Problem Desc F14=Problem Part F15=Values F16=Unit    |                                                          |               |                                   |
| F17=External Message F18=Print F19=Header 2 F21=Addendum F24=Audit Stamp |                                                          |               |                                   |

**F7 Warranty Claim Error Display :**

Displays messages pertaining to claim rejection.

|                                                                          |                                                          |              |                                   |
|--------------------------------------------------------------------------|----------------------------------------------------------|--------------|-----------------------------------|
| NWOR1304                                                                 | NACCO Materials Handling Group, Inc.                     | QPADEV0015   | 8/31/99                           |
| DISPLAY                                                                  | Display Claim Error                                      | AATWOOD      | 15 38 07                          |
| <br>                                                                     |                                                          |              |                                   |
| Year                                                                     | 1999                                                     | Claim Number | 00000190 E MG 011 H Dealer 545000 |
| Status                                                                   | - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N |              |                                   |
| Non-Reviewed Errors 4                                                    |                                                          |              |                                   |
| Type options, press Enter.                                               |                                                          |              |                                   |
| +=Additional Detail A=Audit Stamp                                        |                                                          |              |                                   |
| <br>                                                                     |                                                          |              |                                   |
| ? Error Message                                                          |                                                          | Rvwd ?       |                                   |
| PROBLEM OR REPLACEMENT PART(S) PRICE NOT ON PARTS DEPOT FILE.            |                                                          | N            |                                   |
| PROBLEM PART NUMBER 300249                                               |                                                          |              |                                   |
| ONE OR MORE REQUESTED FLAT RATE OPERATIONS NOT ON FILE.                  |                                                          | N            |                                   |
| 1ST FLAT RATE ST ACCESS                                                  |                                                          |              |                                   |
| <br>                                                                     |                                                          |              |                                   |
| F3=Exit F8=Problem Description F13=Fast Exit F14=Problem Part F15=Values |                                                          |              |                                   |
| F16=Unit F17=External Message F19=Address                                |                                                          |              |                                   |

To Display additional information enter a '+' in the Option Field . Enter an 'A' in the Option field to display the Audit Stamp.

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**F8 Warranty Claim Problem Description Display:**

|          |                                      |                    |
|----------|--------------------------------------|--------------------|
| NWORL086 | NACCO Materials Handling Group, Inc. | QPADEV0015 8/31/99 |
| DISPLAY  | Display Claim Problem Description    | AATWOOD 15 39 03   |

Year 1999 Claim Number 00000190 E MG 011 H Dealer 545000  
 Status - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N  
 FPI Number .

Type options, press Enter.  
 A=Audit Stamp

? Typ Problem Description  
 C HOSE REEL NOT RETRACTING  
 F ACCESS LIFT (ST 0.3). T/SYD / HOSE REEL (ST 0.6).  
 F FOUND RETURN (RECOIL) SPRING TO BE SLIPPING INSID  
 F E REEL ASSY. CALLED WALLY CLINGHAN. SAID TO DO WHA  
 F T WAS NECESSARY TO FIX IT. DISASSEMBLED REEL DECID  
 F ED COULD NOT REPAIR EASILY (ST 0.5). ORDERED REEL  
 F ASSY  
 T REMOVE HOSE REEL ASSY (301224) AND REPLACE WITH NE  
 T W. FILL FLUIDS & OPERATE LIFT. CHECK FOR LEAKS (ST +

F3=Exit F7=Error F13=Fast Exit F14=Problem Part F15=Values F16=Unit  
 F17=External Message F19=Flat Rate F20=Authorization

Enter an 'A' in the Option field to display the Audit Stamp.

**F14 Warranty Claim Problem Part Display:**

|          |                                      |                    |
|----------|--------------------------------------|--------------------|
| NWORL305 | NACCO Materials Handling Group, Inc. | QPADEV0015 8/31/99 |
| DISPLAY  | Display Claim Problem Part           | AATWOOD 15 39 27   |

Year 1999 Claim Number 00000190 E MG 011 H Dealer 545000  
 Status - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N

Rqstd Problem Part 3001324 HYD OIL (GAL) Qty  
 Appvd Problem Part 1  
 Production Part . . Date Code

Problem Part Price .00 ( .00 )  
 Adjustment Amount . .00 Claim Type . . 1 ( 1 )  
 Debit Amount . . .00 Disposition .

Analyzer . . . 999  
 Vendor Code . . Responsibility  
 Vendor Part Nbr Component Grp  
 Vendor Plant . . Malfunction .  
 Make or Buy ?

F3=Exit F7=Error F8=Problem Description F13=Fast Exit F15=Values F16=Unit  
 F17=External Message F19=Miscellaneous Expense F20=Replacement Parts  
 F23=Lab Analysis F24=Audit Stamp

**F15 Warranty Claim Values Display:**

|          |                                      |                    |
|----------|--------------------------------------|--------------------|
| NWOR1077 | NACCO Materials Handling Group, Inc. | QPADEV0015 8/31/99 |
| DISPLAY  | Display Claim Values                 | AATWOOD 15 39 52   |

**Year** 1999 **Claim Number** 00000190 **E MG** 011 **H Dealer** 545000  
**Status** - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N  
**Labor Rate Type** W ( W )  
**Labor Rate** 52.00 ( 52.00 )  
**Nbr Of Trips** 0 ( 1 )

|              | REQUESTED<br>HOURS | APPROVED<br>HOURS | REQUESTED AMOUNT | APPROVED AMOUNT |
|--------------|--------------------|-------------------|------------------|-----------------|
| Drayage ..   | ---                | ---               | .00              | .00             |
| Parts ...    | ---                | ---               | 3.33             | .00 100- %      |
| Misc Expense | ---                | ---               | .00              | .00             |
| Tax ....     | ---                | ---               | .00              | .00             |
| Labor ...    | 2.90               | .00               | 150.80           | .00 *           |
| Diagnostic   | .00                | .00               | .00              | .00             |
| Travel - C.  | .70                | .00               | 36.40            | .00 *           |
| Total ...    | 3.60               | .00               | 510.53           | .00 *           |

F3=Exit F6=Financial Trans F7=Error F8=Problem Description F13=Fast Exit  
 F14=Problem Part F15=Flat Rate F16=Unit F17=External Message F18=Print  
 F19=Misc Expn F20=Replacement Parts F24=Audit Stamp

**F16 Warranty Claim Unit Display:**

|          |                                      |                    |
|----------|--------------------------------------|--------------------|
| NWOR1089 | NACCO Materials Handling Group, Inc. | QPADEV0015 8/31/99 |
| DISPLAY  | Display Claim Unit                   | AATWOOD 15 40 18   |

**Year** 1999 **Claim Number** 00000190 **E MG** 011 **H Dealer** 545000  
**Status** - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N  
**Unit Quantity** 1

Type options, press Enter.  
 C=Claim History I=Installation U=Unit History A=Audit Stamp

| Serial Number | Date        | Model | Nomenclature | Hour<br>Meter |
|---------------|-------------|-------|--------------|---------------|
| A218N03678W   | 12-JUL-1999 |       |              | 214           |

**Comp SN**      **Rplcmnt Comp SN**      **Account** W10

| Unit            | Major Comp  | Order Nbr.  |
|-----------------|-------------|-------------|
| Option          | Exp Date    | Exp Date    |
| Standard U10000 | 12-JUL-2000 | 12-JUL-2000 |
| Extended        | Amp Load    | 0           |
|                 | Amp No Load | 0           |

F3=Exit F7=Error F8=Problem Description F13=Fast Exit F14=Problem Part  
 F15=Values F17=External Message

Enter the indicated value in the '?' field to display additional information.

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**Warranty Claim History Display:**

```

NWORL142 NACCO Materials Handling Group, Inc. QPADEV0015 8/31/99
DISPLAY Display Claim History AATWOOD 15 40 41

Serial Number A218N03678W

Type options, press Enter.
5=Display

? Year Claim Received MG Dealer Class Series Problem Part Typ Sls
1999 00000190 E 30-JUL-1999 011 H 545000 2 A218 3002409 1 R
Qty 1 Requested Amount 510.53

F3=Exit

```

To Display additional information enter a '5' in the Option Field .

**F19 Claim Miscellaneous Expense Display:**

```

NWORL084 NACCO Materials Handling Group, Inc. QPADEV0015 8/31/99
DISPLAY Display Claim Miscellaneous Expense AATWOOD 15 48 58

Year 1999 Claim Number 00000002 E MG 011 H Dealer 545000
Status - Own O Clm R Sub Parts H Wait N Err? N Auth? N V/R? Y

Type options, press Enter.
A=Audit Stamp

? Misc Expense Item Qty Extended E
25A 1 1.00 ? .00 E Y
Description 25 AMP FUSE

F3=Exit F13=Fast Exit F17=External Message

```

Enter an 'A' in the Option field to display the Audit Stamp.

F20 Claim Replacement Parts Display:

NWORL298      NACCO Materials Handling Group, Inc.    QPADEV0015 8/31/99  
DISPLAY      Display Claim Replacement Parts    AATWOOD    15 49 42

Year 1999 Claim Number 00000002 E MG 011 H Dealer 545000  
Status - Own O Clm R Sub Parts H Wait N Err? N Auth? N V/R? Y

Type options, press Enter.  
5=Display M=MSO A=Audit Stamp

| ? Part Number | Description       | Qty   | Dis | Rtn       | Return | E        |
|---------------|-------------------|-------|-----|-----------|--------|----------|
|               |                   | Cod   | Loc | Recipient | V/R    | T Appvd? |
| 3050069       | BRAKE CLEANER P/Q | 12    | 1   | 001       |        | N E Y    |
| Part Price    | 2.32 ( 2.32 )     | Debit |     | .00       |        |          |
| Adjust        | .00               |       |     |           |        |          |
| 3039731       | LOAD WHEEL        | 4     | 100 |           |        | N E N    |
| Part Price    | .00 ( 29.41 )     | Debit |     | .00       |        |          |
| Adjust        | .00               |       |     |           |        |          |

F3=Exit F13=Fast Exit F15=Values F17=External Message  
F19=Dealer Part Return F23=MSO

Enter the indicated value in the '?' field to display additional information.

---



OWNERSHIP INQUIRY

**UNIT HISTORY****Entry Screen:**

|                                       |                                                                 |                                         |
|---------------------------------------|-----------------------------------------------------------------|-----------------------------------------|
| NWOR0281<br>ENTER                     | NACCO MATERIAL HANDLING GROUP<br>Inquiry: By Unit Serial Number | QPADEV0012 3/21/00<br>AHJSTEEL 14:54:48 |
| Marketing Grp: 011                    |                                                                 |                                         |
| Dealer Code : 947000                  |                                                                 |                                         |
| Serial Number: C010H05944W            |                                                                 |                                         |
| Type required data and press <Enter>. |                                                                 |                                         |
| F3=Exit                               |                                                                 |                                         |

**Dealer Code** - The Default Sales Dealer Code specified for the User ID will be displayed. (Modifiable – Security Rules Apply) (Required)

**Unit Serial Number** - Format (A999A99999A) \*Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr. (Required)

|                                                                               |                                      |                    |
|-------------------------------------------------------------------------------|--------------------------------------|--------------------|
| NWOR1306<br>DISPLAY                                                           | NACCO Materials Handling Group, Inc. | AHJSTEELS1 3/01/02 |
| Display: Unit History Header                                                  |                                      | AHJSTEEL 7:26:56   |
| Serial Number: A218H05751X                                                    |                                      |                    |
| Mktg Grp . . : 011                                                            | Order Received Date : 09-MAR-2000    |                    |
| Order Number : 231238                                                         | Actual CTS Date . . : 14-JUN-2000    |                    |
| Work Unit . . : 219117 - 02                                                   | Actual SHP Date . . : 14-JUN-2000    |                    |
| Series . . . : A218                                                           | Delivery Type . . . : F              |                    |
| SIO Number . .                                                                | End Customer Order ?:                |                    |
| Order Type . . : R                                                            | Build Plant . . . . : 072            |                    |
| Model . . . : W40XT                                                           | Clear Plant . . . . : 072            |                    |
| Nomenclature : S R PM 48                                                      |                                      |                    |
| Service Dealer . : 745000 Current Cust: 00000452824 Orginal Cust: 00000452824 |                                      |                    |
| HYSTER SALES CO.-PORTLAND MUELLER STREAMLINE MUELLER STREAMLINE               |                                      |                    |
| TIGARD, OR 97223 VANCOUVER, WA 98661 VANCOUVER, WA 98661                      |                                      |                    |
| More Info? N (Y=Yes N=No) More Info? N (Y=Yes N=No) More Info? N (Y=Yes N=No) |                                      |                    |
| Install Date: 6/30/00 Install Date: 6/30/00                                   |                                      |                    |
| Install Type: C Install Type: C                                               |                                      |                    |
| F3=Exit F7=Header2/ITA F14=Order Options F16=Components F18=Installations     |                                      |                    |



## Warranty/Ownership/Unit Sales User Information

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NWOR1307 NACCO Materials Handling Group, Inc. AHJSTEELS1 3/01/02  
 DISPLAY Display: Unit History Header 2 AHJSTEEL 7:28:38

Serial Number : A218H05751X  
 Order Dealer Code : 745000 Scheduled Build Date : 13-JUN-2000  
 Name : HYSTER SALES CO.-PORTLAND Curr Est CTS Date :  
 City : TIGARD Scheduled ONL Date : 13-JUN-2000  
 More Info ? : N (Y=Yes N=No) Actual OFL Date : 13-JUN-2000

Dealer PO : 53897P Actual CTS Date : 14-JUN-2000  
 Entry Type : E Actual SHP Date : 14-JUN-2000  
 End Customer Order ? : Order Receive Date : 09-MAR-2000  
 ITA Delivery Dealer : 745000 Manuals Supplied ? :  
 ITA Truck Class : 3 Delivery Type : F  
 ITA Book Date : 15-JUN-2000 Price Date : 09-MAR-2000  
 ITA Book Report Date : 19-JUL-2000 Transfer Order # :  
 ITA Delivery Date : 04-OCT-2000 Order Request # : 1000AK  
 ITA Delivery Rpt Date : 20-OCT-2000 System Origin : A  
 \*\*\*\*\* RETAIL BOOKING INFORMATION \*\*\*\*\*  
 Rtl Book Cust MUELLER STREAMLINE BillTo 745000 HYSTER SALES CO.-PORTLAN  
 VANCOUVER Rental Status N Activity Type B  
 WA 98661 County : CLARK  
 F3=Exit

The Header 2 screen has been expanded to display Retail Booking Information . Displayed at the bottom of the screen are the Booking Customer along with the latest Booking activity information including Booking Dealer and County, as well as Type of most recent activity ( B for Booking and C for Cancellation).

NWOR1308 NACCO MATERIAL HANDLING GROUP - QPADEV0012 3/21/00  
 DISPLAY Display: Unit History Order Options AHJSTEEL 15:07:31

Serial Number : C010H05944W ACTIVE

| Option OR | Option Description        | Order | Qty | I D F S Opt. | Dim. ?? Type |
|-----------|---------------------------|-------|-----|--------------|--------------|
| 05104     | S40XMS BASIC              |       | 1   | Y            | F            |
| 5201      | MAZDA GAS ENGINE          |       | 1   | Y            | F            |
| 03202     | DIRECTIONAL CONTROL-LEVER |       | 1   | Y            | F            |
| 05601     | STD APPROVAL              |       | 1   | Y            | F            |
| 02201     | STANDARD RADIATOR         |       | 1   | Y            | F            |
| 08601     | STOP/BACKUP LIGHTS        |       | 1   | Y            | F            |
| 17101     | 5 FWD X 5 BACK TILT       |       | 0   | Y            | R            |
| 05801     | STANDARD TREAD            |       | 1   | Y            | F            |

F3=Exit F7=Display Active/Inactive

IF = Installed at Factory DS = Direct Ship

Active Options - Those on order...Inactive Options - Those options Cancelled or Dropped.

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**TRUCK INSTALLATION NOTES**



# Truck Installation Inquiries

This inquiry displays Rental and Customer trucks only for which an Installation has been reported. This Inquiry does not include stock trucks. The default install date display period now starts in Jan '99 but can be altered if older data is desired.

☆ This Inquiry has been enhanced to include Complete ("C" status) Installations, as well as the original Partial Installations ("S" status) *Partial meaning an Installation has been reported but no signature sheet has been received. If the Serial number is not displayed here, No Installation has been reported on the truck. Check Unit History for more information.*

NWORLD296 NACCO MATERIAL HANDLING GROUP - DEVL P QPADEV0013 2/28/02  
 DISPLAY Display: Installations AHJSTEEL 11:03:5

Company: H Dealer Code: 515200 Install Date: 1/01/1999 (MMDDYYYY)  
 Serial Number : \_\_\_\_\_ Install Status: \_\_\_\_\_ (C, S, \*blank)

Type options, press Enter.

| C=Claim History |           | I=Installation History |      | U=Unit History            |          |   |
|-----------------|-----------|------------------------|------|---------------------------|----------|---|
| ? Inst          | Install   | Serial                 | Srs  | Customer                  | Model    |   |
| Sts             | Date      | Number                 | Cde  | Name                      | Code     |   |
| — C             | 1/05/1999 | D001H04822V            | D001 |                           | H40XMS   |   |
| — C             | 1/07/1999 | F108V14128V            | F108 | ANHEUSER BUSCH            | E60XM    |   |
| — C             | 1/08/1999 | G005D12755V            | G005 | ALUMINUM COMPANY OF AMERI | H90XL2S  |   |
| — C             | 1/08/1999 | G005D12756V            | G005 | ALUMINUM COMPANY OF AMERI | H90XL2S  |   |
| — C             | 1/26/1999 | D187V32827W            | D187 |                           | S40XM    |   |
| — C             | 2/08/1999 | F108V32105W            | F108 |                           | E50XM    |   |
| — C             | 2/17/1999 | B470N22818W            | B470 |                           | N25XMDR2 |   |
| — C             | 2/22/1999 | F160N13624W            | F160 |                           | J35XMT   |   |
| — C             | 2/23/1999 | B470N11829W            | B470 |                           | N40XMR2  |   |
| — S             | 3/02/1999 | E007D12762W            | E007 |                           | H280XL2  |   |
| — S             | 3/02/1999 | F108V13325W            | F108 |                           | E50XM    | + |

F3=Exit

C = Completed Installation  
 S = Awaiting Signature Sheet

- To **search** for a specific **serial Number**, Enter the Desired number in the Serial Number Search field. If the serial number has an installation reported, It will be displayed on the resulting screen.
- To **Position** to specific **Installation Codes** enter Either a C or an S in the Install Status search field. The resulting display will be limited to only those entries with the specified Installation code.
- To display data older than 1/01/1999, modify the Install Date search field.

To display Unit Detail, Enter an Option in the Opt (?) field to the left of the desired unit.

C = Unit Claim History  
 I = Unit Installation Detail  
 U = Unit History



**Retail Booking/Delivery Minutes**

**RETAIL BOOKING INQUIRY**

*Retail Bookings are automatically generated by end customer unit orders or changed orders prior to delivery and when an in-house stock unit (stock, demo, display) has been sold to an end customer, a manual retail booking has been entered by the dealership. This new inquiry allows the user to check the status of all retail bookings.*

**Select 22 (Retail Booking Inquiry) from the Warranty/Ownership/Unit Sales Menu**

```

NWORO411 NACCO MATERIAL HANDLING GROUP - DEVL P QPADEV0015 3/16/00
ENTER Prompt: Dealer Retail Booking Inquiry AHUSTEEL 13:54:43

Marketing Group 011

Dealer Code . . 545600

Begin Book Date 101199 (MMDDYY)

Type required data and press <Enter>.
This may take a few minutes to process, Please be patient!!!

F3=Exit

```

**Marketing Group** - 011 = Hyster

**Dealer Code** - This field displays the dealer code indicated on your server access request form as your default. This code can be modified, but the dealer code entered must be valid for your user id.

**Begin Book Date** - Enter the start date for your inquiry. Limit is 12 months of history.

Press the Enter Key to continue. (Bookings are counted at this point, the next screen display may take a few minutes. Please Wait.)

**Retail Booking History Display Screen:**

```

NWORL411 NACCO MATERIAL HANDLING GROUP QPADEV0021 3/02/00
DISPLAY Display: Retail Booking Order Quantity AHUSTEEL 6:59:40
Begin Booking Date 10/11/99 Marketing Group 011 Dealer Code 545000

Type options, press Enter.
5 = Detail

Opt Month Total Quantity
 5 10 1999 24
 11 1999 37
 01 2000 1

F3=Exit

```

To display monthly detail - Enter a 5 on the Option line of the desired Month and press the Enter Key.

**Retail Booking Detail Display Screen: (Note: A Blank serial # means unit has not shipped.)**

```

NWORL414 NACCO MATERIAL HANDLING GROUP - QPADEV0015 3/16/00
DISPLAY Display: Retail Bookings By Month AHUSTEEL 15:02:55
Booking Date 100199 Order # Marketing Group 011 Dealer Code 545000

Order Serial ITA Act Order
Number Number Customer Name Model Type Qty
211845 H177B12716W COYNE TEXTILES H55XM B 1
State NY County 067 - ONONDAGA Book Date 10/01/99
217234 GENERAL ELECTRIC CO E40XM2S B 1
State NY County 093 - SCHENECTADY Book Date 10/06/99
217311 LIFTECH HANDLING RENTAL J40XMT2 B 1
State NY County 067 - ONONDAGA Book Date 10/06/99

F3=Exit

```

**RETAIL SHIPMENTS INQUIRY**

(DELIVERIES) When a truck has been delivered to a customer site, a manual delivery is entered by the servicing dealer. This inquiry is a summary of these manual delivery entries (signature sheets).

**Select 23 (Retail Shipment Inquiry) from the Warranty/Ownership/Unit Sales Menu**

NWOR0415      NACCO MATERIAL HANDLING GROUP -      QPADEV0015 3/16/00  
ENTER      Prompt: DLR Retail Shipments      AHJSTEEL 15:34:28

Marketing Group . . 011

Dealer Code . . . . 545000

Begin Delivery Date 060199 (MMDDYY)

Type required data and press <Enter>.

This may take a few minutes to process, Please be patient!!!

F3=Exit

**Marketing Group** - 011 = Hyster

**Dealer Code** - This field displays the dealer code indicated on your server access request form as your default.

This code can be modified, but the dealer code entered must be valid for your user id.

**Begin Delivery Date** - Enter the start date for your inquiry. Limit is 12 months of history.

Press the Enter Key to continue. (Deliveries are counted at this point, the next screen display may take a few minutes. Please Wait.)

**Retail Shipment History Display Screen:**

NWORL415      NACCO MATERIAL HANDLING GROUP -      QPADEV0015 3/16/00  
DISPLAY      INQ:DSF Retail Shp Qty by MM      AHJSTEEL 15:35:51  
Marketing Group 011      Dealer Code 545000      Begin Delivery Date 6/01/99

Type options, press Enter.

5 = Detail

| Opt | Month | Year | Total<br>Quantity |
|-----|-------|------|-------------------|
| 5   | 06    | 1999 | 61                |
|     | 07    | 1999 | 44                |
|     | 08    | 1999 | 44                |
|     | 09    | 1999 | 39                |
|     | 10    | 1999 | 7                 |
|     | 11    | 1999 | 43                |

F3=Exit

To display monthly detail - Enter a 5 on the Option line of the desired Month and press the Enter Key.

**Retail Shipment Detail Display Screen:**

NWORL419      NACCO MATERIAL HANDLING GROUP -      QPADEV0015 3/16/00  
DISPLAY      Display: Retail Shipments      AHJSTEEL 15:36:10  
Mrkt Grp 011      Dealer Code 545000      Delivery Date 6/01/99      Serial Number

| Serial<br>Number   | ITA Dlv'r<br>Date | Order<br>Number | Model<br>Code | Ship<br>Cnty | Date       | Customer Name      |
|--------------------|-------------------|-----------------|---------------|--------------|------------|--------------------|
| D114V03915W        | 6/01/99           | 198977          | E35XM2        |              | 5/14/99    | MCCRAITH BEVERAGES |
| NEW YORK MILLS, NY |                   | 134171508       |               | 065          | ONEIDA     |                    |
| D187V13518W        | 6/01/99           | 196640          | S50XM         |              | 3/12/99    | RALSTON PURINA CO. |
| DUNKIRK, NY        |                   | 140489702       |               | 013          | CHAUTAUQUA |                    |
| D001H05177W        | 6/02/99           | 198352          | H40XMS        |              | 5/20/99    | CHASE PITKIN       |
| ROCHESTER, NY      |                   | 14623           |               | 055          | MONROE     |                    |

F3=Exit



## 800.01 Part Return Tracking Information Entry Instructions

**PART RETURN TRACKING INFORMATION ENTRY**

**Warranty System Menu:**

|                      |                                                                                 |                                |
|----------------------|---------------------------------------------------------------------------------|--------------------------------|
| UNITUPDT<br>AHJSTEEL | NACCO MATERIALS HANDLING GROUP, INC.<br>DEALER WARRANTY & OWNERSHIP SYSTEM MENU | AC4PROD<br>1/31/02<br>09:21:41 |
|----------------------|---------------------------------------------------------------------------------|--------------------------------|

-- EDIT:

|                                              |                                |
|----------------------------------------------|--------------------------------|
| 1. REPORT TRUCK INSTALLATION (DELIVERY RPT.) | -- UNIT SALES ORDER INQUIRY    |
| 2. REPORT INVENTORY TRUCK TRANSFERS          | 16. ORDERS BY PURCHASE ORDER # |
| 3. REPORT INVENTORY RETAIL BOOKINGS FOR ITA  | 17. ORDERS BY EST. CLEAR DATE  |
| 4. *REPLY TO WARRANTY CLAIM MESSAGE          | 18. ORDERS CLEARED             |
| 5. ENTER WARRANTY PART RETURN TRACKING INFO  | -- OWNERSHIP INQUIRY:          |
| -- WARRANTY INQUIRY:                         | 19. TRUCK HISTORY BY SERIAL #  |
| 6. CLAIMS BY DEALER CLAIM #                  | 20. TRUCK INSTALLATIONS W/O    |
| 8. CLAIMS BY SERIAL #                        | -- ITA STATUS INQUIRY          |
| 9. CLAIMS BY CLAIM STATUS                    | 22. RETAIL BOOKING             |
| 10. CLAIMS BY RECEIVED DATE                  | 23. RETAIL SHIPMENT (DELIVERY) |
| 11. CLAIMS AWAITING PARTS RETURN +           | -- TRUCK LOCATOR INQUIRY       |
| 12. *CLAIMS AWAITING MESSAGE REPLY           | 25. STOCK UNITS ON ORDER       |
| 13. *UNITS AWAITING FPI WORK                 | 26. DEALER INVENTORY           |
| 90. LOGOFF                                   |                                |

Selection \_\_\_\_

1. Enter a 5 in the Selection field and press the Enter Key.

**Part Return Tracking Information:**

|                   |                                                                         |                                        |
|-------------------|-------------------------------------------------------------------------|----------------------------------------|
| NWOR0610<br>ENTER | NACCO Materials Handling Group, Inc.<br>Prompt: Dealer Tracking # Entry | AHJSTEELS1 2/01/02<br>AHJSTEEL 7:11:55 |
|-------------------|-------------------------------------------------------------------------|----------------------------------------|

Marketing Grp: 011  
 Dealer Code 643000  
 Carrier UPS  
 Tracking Number \_\_\_\_\_  
 Ship Weight: \_\_\_\_\_ (lbs)  
 Ship Date 01/23/01  
 Return Location \_\_\_\_\_  
 (Enter "?" for Listing)

Type required data and press <Enter>.

F3=Exit

1. Verify information in the Dealer Code and Carrier field. If necessary, modify them.
2. Enter the Tracking Number (30 char field)
3. Enter the Shipping weight (7 total char length 2 decimals)
4. Enter the ship Date (format mmddyy no slashes)
5. Enter the Return Location Code. ( To display a list of valid Return Location Codes, enter a ? in the first position of the field and Press Enter. )
6. Verify the displayed information – if correct, press the Enter Key to continue.

**Return Location Code Display:**

```

NWORN047 NACCO Materials Handling Group, Inc. AHJSTEELS1 2/01/02
DISPLAY Select: Return Location AHJSTEEL 7:12:47

Return Location . (+) ____

Type options, press Enter.
1=Select

 Return
? Location Name
___ A WARRANTY LAB - GREENVILLE
___ BER NMHG MANUFACTURING
___ ELM ELME NORTH AMERICA
___ EPS ENGINE POWER SOURCE
___ GRN N.M.H.G. GREENVILLE PLANT
___ JAS JASPER ENGINES
___ LEN LENOIR MANUFACTURING
___ PDC DANVILLE PDC
___ PTD COUNTERBALANCED DEV CTR
___ SUL SULLIGENT MANUFACTURING
___ WAF WARFIELD ELECTRIC +

F3=Exit

```

Enter a **1** in the option field to the left of the desired code and **Press the Enter Key.**

**Display of Claims awaiting parts returns:**

(Display includes claims on hold with 'No' Shipment Status or a 'Partial' Shipment Status.)

```

NWORN1654 NACCO Materials Handling Group, Inc. AHJSTEELS1 2/01/02
DISPLAY Edit: Dealer Tracking # Entry AHJSTEEL 7:13:27

Marketing Group 011 Dealer Code 643009 Ship Date 1/01/01
Tracking Number UPS12345 Ship Weight 3.50
Return Location A WARRANTY LAB - GREENVILLE Carrier UPS

Type options, press Enter.
C=Complete P=Partial

? Dealer Clm # Dlr Work Order Clm Yr Claim # Parts Sts Shipment Status
___ 00958358 81158724 2002 6496 H
___ 00958359 81240516 2002 6498 H
___ 00958373 81230586 2002 7519 H
___ 00958374 81218797 2002 7539 H P

F3=Exit

```

- In the Option field to the left of the claim # (s) for which parts are being returned under this tracking number,
1. If 'ALL' requested parts for this claim are being returned under this tracking number, enter a **"C"** in the option field.
  2. If only a portion of the requested parts are being returned, enter a **"P"** in the option field.
  3. If **The shipment status is Already a P** and the parts being shipped under this tracking # will complete the request for returned parts for this claim, enter a **"C"** in the Option field.



### Associated Enhancements to the Claims Awaiting Parts Return Inquiry: Select 11 from the Warranty Menu.

Two new options have been added to this inquiry to display part return tracking information.

```

NWORL280 NACCO Materials Handling Group, Inc. AH/STEELS1 2/01/02
DISPLAY Display: By Parts Status AHJSTEEL 7:08:00

Marketing Grp: 011 Dealer Code: 955009

Type options, press Enter.
5=Display Claim T=Display Tracking Info for Claims in Transit
R=Return Address for Part

? Received Dealer Work Order Clm Claim Clm Clm Sub Parts
 Date Claims# Number Year Number Type Sts Sts Sts
--
10/01/2001 00929815 X05135 2001 1232317 1 R N H
10/24/2001 00929929 X07073 2001 1331311 1 R N H
11/14/2001 00929977 X07771 2001 1430325 1 R N X
11/14/2001 00929978 X07771-2 2001 1430326 1 R N X
11/15/2001 00929983 X08558 2001 1430819 1 R N H
1/09/2002 01020058 X11029 2002 23323 1 R N X
1/14/2002 01020080 X09677 2002 33940 1 R N H
1/14/2002 01020081 X09677-2 2002 33941 1 R N H
1/17/2002 01020082 X11034 2002 53599 1 R N H
1/17/2002 01020089 X10276 2002 53613 1 R N H +

F3=Exit

```

To display tracking Info for "X" status claims enter a "T" in the Option Field to the left of the Desired claim.

To display claim part return address information, enter an "R" in the Option field to the left of the Desired Claim.

Valid Part Status Codes on this display:

H = Hold For Parts Return

X = Parts Sent By Dealer

All parts requested have not been returned

Complete part return status - All Parts in transit to requested location.

### Tracking Information Display (T):

```

NWORL625 NACCO Materials Handling Group, Inc. ARTWOODS4 2/01/02
DISPLAY Display: Tracking Numbers in Transit ARTWOOD 15:11:17

Claim Year 1998 Claim Number 49818

Carrier UPS Return Location A WARRANTY LAB - GREENVILLE

Type options, press Enter.
A=Audit Stamp

? Tracking Number Ship Ship Shipment
 Weight Date Status
■ 1Q36646HDD86 5.25 2/01/02 C

F3=Exit

```

**Part Return Address Information Window ®:**

|             |                                             |
|-------------|---------------------------------------------|
| NWORLD280   | S1 201.02                                   |
| DISPLAY     | Display: Part Return Address 7:08:57        |
| Marketing G | Return Location A WARRANTY LAB - GREENVILLE |
| Type option | Address NMHG WARRANTY LAB                   |
| 5=Display C | 1400 SULLIVAN DRIVE                         |
| R=Return A  |                                             |
| ? Receive   |                                             |
| Date        |                                             |
| R 10/01/20  | City GREENVILLE                             |
| 10/24/20    |                                             |
| 11/14/20    | State NC                                    |
| 11/14/20    |                                             |
| 11/15/20    | Zip 27834-2011                              |
| 1/09/20     |                                             |
| 1/14/20     | F3=Exit                                     |
| 1/14/20     |                                             |
| 1/17/20     |                                             |
| 1/17/20     |                                             |
| F3=Exit     |                                             |

## 1696 800.10 Additional Hyster Warranty/Ownership/Unit Sales Information

### INSTRUCTIONS FOR ENTERING TRUCK INSTALLATIONS (Delivery Report)

*Installations should be entered by the delivering dealer at time of unit delivery.*

#### Go to the Hyster Warranty System

1. Sign on to the Hyster Interactive System.
2. Select Warranty / Ownership / Unit Sales from the Hyster Communications System Menu.

#### Select Report Truck Installation from the Dealer Warranty and Ownership System Menu

1. Marketing group = 011
2. Dealer Code (Defaults to the default code indicated on your server access form. Modify if not correct.)
3. Enter the Unit Serial Number.
4. Enter the Hyster Sales Order Number.  
*\*Note – if inquiring for an existing signature sheet or to modify an existing signature sheet – press enter after step 4, otherwise for new installations, continue with the next two steps.*
5. Enter the Truck Installation Date. (Format mmddyy)
6. Enter the Installation Type. (C,D,P,R,S)
7. Press the enter key to continue.

#### Verify all information displayed on the Dealer Installation Header Screen

1. If everything displayed is correct – tab to the Travel Type field and enter a C (city) or R (rural).  
*\*Note – all displayed fields are modifiable until the signature sheets have been received by Hyster.*
2. Press the Enter Key – (A Record Added message should display in the lower left corner of the screen.)
3. The installation entry is complete. Press the F3 key to Exit

**If the Servicing Dealer is incorrect** – simply enter the correct sales dealer code to the right of the word Address. *The dealer name and address will be updated automatically once you press the enter key to complete the installation.*

**If the Customer Name/Address is incorrect**, change the customer using one of the options below –

#### **Option 1. Enter the Hyster Customer Number.**

1. Enter the 11-digit Hyster Customer number in the field to the right of the word Address.

#### **Option 2a. Perform a Customer Name Search and Selection.**

1. Tab to the field Below the word Customer. Enter the desired Customer Name or significant portion of the name and press the F19 key (Shift/F7) to perform a search.
2. When the search screen is displayed – To narrow the search, enter a City name in the City field displayed in the upper right portion of the screen and press the enter key *(ie. Customer PetSmart City Greenville narrows the search considerably when the enter key is pressed.)*
3. If the desired customer is displayed, Simply enter a 1 in the Option field to the left of the desired customer name and press enter. You will return to the installation Header screen and the desired customer name and address will have been displayed.
4. Complete the installation by pressing the enter key on the Header Screen. Wait for the Record Added message to display. Then press the F3 key to exit.

#### **Option 2b. Add a new Customer.**

1. If the desired customer is not found using the customer search, Press F9 on the Customer Selection screen to add a new customer.
2. From the Customer Details Screen, Enter the Correct Customer Name.
3. Enter the Street Address.
4. Enter the City.
5. Enter the State Abbreviation.
6. Enter the 3-digit County Code.  
*\*Note – If the county code is unknown, place a ? in the first position of the county code field and press enter. County codes for the state entered will be displayed. To select a county code, Simply enter a 1 in the option field to the left of the desired county and press enter.*
7. Enter the zip Code.
8. Enter the Country Code (US or CA).
9. Enter the Country Name (USA or Canada).
10. Phone and Fax numbers are optional.
11. Enter the Marketing Group (011 – Hyster).
12. Enter the SIC Code.  
*\*Note – if the SIC code is unknown, place a ? in the first position of the SIC code field and press enter. SIC codes will display. Simply enter a 1 in the option field to the left of the desired SIC code and press enter.*
13. NAICS, Parent Company and Common Customer Code are optional fields.
14. Press the enter key to complete the customer record. *(A record added message should display in the lower left portion of the screen.)*
15. Press the F3 key to exit the customer details screen.  
The Installation Header screen will display with the new Customer Name and Address selected.
16. Complete the installation by pressing the enter key on the Header screen. Wait for the Record Added message then press the F3 key to exit.

*\*\*Mail the completed signature sheet to Hyster after finishing this procedure.*

*Receipt of the entered signature sheets will allow warranty claims to be processed and will complete the ITA delivery booking on the truck.*



## Warranty/Ownership/Unit Sales User Information

**INSTRUCTIONS FOR ENTERING MANUAL RETAIL BOOKINGS**

*IT/A Retail booking credits are automatically generated when an end customer order is placed or a change order is placed prior to shipment of a unit from the factory. Manual Retail Bookings are required when an in-house stock, display, or demo unit is sold to an end-customer or rental fleet.*

**Go to the Hyster Warranty System**

1. Sign on to the Hyster Interactive System.
2. Select Warranty / Ownership / Unit Sales from the Hyster Communications System Menu.

**Select Report Truck Installation from the Dealer Warranty and Ownership System Menu**

1. Marketing group = 011
2. Dealer Code (Defaults to the default code indicated on your server access form. Modify if not correct.
3. Enter the Unit Serial Number.
4. Enter the Hyster Sales Order Number.
5. Enter an 'N' in the Cancellation field if not a cancellation.  
(Note\* If you are entering a Cancellation, enter a 'Y' in the field and press the Enter Key. The cancellation is complete, no further entries are necessary.)
6. To continue placing a Manual Retail Booking, press the Enter Key.

**Enter Retail Booking Detail**

1. Enter the Customer Name, City, State (ie. IN, IL, etc) and the Zip Code.
2. Enter the three-digit County Code.  
(\*Note – if the County code is unknown, place a ? in the first position of the County code field and press enter. County codes will display. Simply enter a 1 in the option field to the left of the desired County code and press enter. A printed list of county codes is available upon request. Contact the Help Desk.)
3. The Dealer Code is populated with the code entered on the initial prompt screen. This can be modified but security rules apply.
4. Enter The Truck Class.
5. Enter the Customer's SIC Code.  
(\*Note – if the SIC code is unknown, place a ? in the first position of the SIC code field and press enter. SIC codes will display. Simply enter a 1 in the option field to the left of the desired SIC code and press enter. A printed list of SIC codes is available upon request – contact the Help Desk.)
6. Enter the Market Sector Code (A=USA, C=Canada, E=Export, M=Mexico, G=Government)
7. Enter the Rental Status – Y=Selling a stock truck to a Dealer Rental Fleet. N = all others.
8. Press the Enter Key to complete the Retail Booking transaction.

**INSTRUCTIONS FOR ENTERING INVENTORY TRUCK TRANSFERS**

*Transfers should be entered when a truck is transferred to another dealer's inventory. Transfers should be done **prior** to reporting Truck Installations or Retail Bookings.*

**Go to the Hyster Warranty System**

1. Sign on to the Hyster Interactive System.
2. Select Warranty / Ownership / Unit Sales from the Hyster Communications System Menu.

**Select Report Inventory Truck Transfers from the Dealer Warranty and Ownership System Menu**

1. Marketing group = 011
2. Dealer Code (Defaults to the default code indicated on your server access form. Modify if not correct.
3. Enter the Unit Serial Number.
4. Enter the Hyster Sales Order Number.
5. Enter the Truck Model
6. Enter the Hour Meter Reading
7. Enter The Dealer Code of the Transfer-To (Receiving) Dealer.
8. Enter the date of the transfer (Format mmddyy no slashes)
9. Enter a Y or N in the Dlr Installed Options Field.
10. Press the Enter Key
11. Enter a Y in the Confirm Prompt and Press enter to complete the Transfer transaction.

1697     **900.00**     **APPENDIX**

1698                    900.10     Hyster New Truck Warranty Authorization Policy (MA00023R1)



**TO:** ALL HYSTER DEALER PRINCIPALS, BRANCH MANAGERS, SERVICE MANAGERS AND WARRANTY ADMINISTRATORS

**Subject:** Revised New Truck Warranty Authorization Policy;  
Authorizations Required from a Resident Service Engineer

**Description:**

This Parts-Service Gram replaces Parts-Service Gram MA00023 effective with all claims initiated March 1,2002 due to a typing error. Please discard Gram MA00023.

The Hyster Company New Truck Warranty Authorization Policy has been revised to improve your warranty claim submission times and to reduce the number of calls to the Resident Service Engineers for pre-authorization to complete repairs.

**You must contact the appropriate Resident Service Engineer for the following types of warranty repairs:**

- Engine replacement.
- Transmission and drive unit replacement.
- Drive motor replacement:

**NOTE!** Diagnostic test results of the motor such as amp draws loaded and unloaded, will be required when contacting the service engineer.

- Diagnostic time in excess of 4.0 hours.

If your technician has four hours into a job and still has not determined the cause, the Resident Service Engineer for that product must be contacted.

- Any repair or option installation that will affect the UL label currently on the truck.
- As indicated in Parts-Service Gram ND00001, when required to perform welding repairs to masts, overhead guards, load backrests, or the truck frame, you must obtain written authorization and manufacturing instructions **before** proceeding with the repairs.

. We reserve the right to make changes to our products without incurring the obligation to change previously manufactured products.



MA00023R1

Page 2 of 2

**Procedure to Obtain a Warranty Authorization**

To obtain warranty authorization, contact the appropriate Resident Service Engineer and be prepared to provide the information listed below:

- Model and Serial Number of unit(s) involved.
- Installation Date.
- Current Hour meter reading.
- Nature of the failure or service problem.
- Test data (amp draws, voltages, pressures, flows, etc.)

You will be provided with an Authorization number that must appear on your electronic New Truck Warranty or Parts claim. This number must be inserted into the "Corrections" field on your claim.

Time required to complete repairs will be reimbursed at published flat rates unless other arrangements were specifically agreed to by the Resident Service Engineer and listed as such on the warranty authorization.

As we have indicated, in all previous releases of these instructions, the reason for requiring you to contact the Resident Service Engineering group, **prior to beginning major warranty repairs**, is that we want to be aware of the issue and provide guidance if necessary. This will also enable Hyster Company to take remedial action to resolve the situation and to proceed to establish safeguards to prevent future failures.

If you have any questions or concerns about this policy, please contact Hank Schmidt – Manager – Resident Service Engineering at (252) 931-5794, Fax# (252) 931-5461 or by E-Mail - AAHSCHMI@NMHG.COM.

1699

900.20 Hyster Precautions for Trucks Placed into Storage (MA00009)

|                                                                                   |                        |                            |
|-----------------------------------------------------------------------------------|------------------------|----------------------------|
|  | <b>PARTS - SERVICE</b> | <b>MA00009</b>             |
|                                                                                   | <b>GRAM</b>            | 6/1/00<br>See Models Below |

**TO:** ALL HYSTER INDUSTRIAL TRUCK DEALER PRINCIPALS, SERVICE MANAGERS  
PARTS MANAGERS AND TRAINING MANAGERS

**SUBJECT:** Precautions for Trucks Placed into Storage

**MODELS AFFECTED:** All Hyster Products

**DESCRIPTION:**

Complications, poor performance and durability issues can arise as the result of improper handling of trucks while they are in storage either at your location or at a customer's location. The primary areas of concern are engines, electric motors, hydraulic systems, tires and batteries.

A truck placed into storage must be parked in a dry, clean area free from airborne contaminants. For safety and increased floor space, when storing IC and Electric powered trucks, the forks should be removed and tagged with the truck serial of the truck. Chock the wheels when parked, do not engage the hand (park) brake. Wipe the exposed portions of all cylinders with a light coating of hydraulic oil to prevent rust accumulation. Actuate the hydraulic control handle to make certain the mast is fully collapsed and to relieve hydraulic pressure in the system.

It is suggested that regular scheduled periods of operation occur monthly to protect the trucks as indicated below. If possible, the trucks should be moved to change the floor contact position of the tires.

Prior to performing this scheduled operating maintenance, make a visual check of the truck for leaks or signs of deterioration. Take corrective action immediately. Check fluid levels in the radiator, brake master cylinder, transmission, hydraulic tank and fuel tank.

IC trucks should be started and run at 1200 RPM until normal operating temperature is reached with the park brake engaged. This will coat the internal engine components with a film of oil and rid the engine of built up condensation. It will also move the park brake linkage.

**CAUTION:** Do not shut down the engine until normal operating temperature has been reached. This will produce condensation.

Electric trucks should be stored without batteries; therefore, you will require a fully charged battery whenever performing this maintenance.

DO NOT use a battery charger as a power source for any reason!

MA00009

Page 2 of 3

Electric powered trucks must be exercised to keep the motors free from rust and contamination caused by condensation built up over periods of inactivity. The trucks should be operated with the motors at normal operating temperatures for at least five (5) minutes. This will also allow the controls to heat up and expel any moisture that has accumulated on them.

All hydraulic cylinders should be exercised several times during the monthly scheduled maintenance to keep the seals active and the internal components coated with oil. You will need to move the truck to an area that has adequate clearance to raise the mast cylinders to full lift height. Raise and lower the cylinders several times. When the exercise activity has been completed, wipe the exposed portions of the cylinder rods with a light coating of hydraulic oil. When parked, actuate the hydraulic control handle to make certain the mast is fully collapsed and to relieve hydraulic pressure in the system. To protect the tilt cylinder rods, park the truck with the mast fully tilted back (cylinder collapsed). Wipe the exposed portions of the cylinder rods with a light coating of hydraulic oil.

Batteries are to be placed on a wooden pallet and stored in a dry, moderately cool location.

Lead acid batteries will slowly self-discharge over a period of inactivity due to their chemical make up. If the self-discharge is left uncontrolled, excessive sulfating will occur and it could be difficult to reduce and may damage the plates. A discharged battery with a specific gravity of 1.100 will freeze at +18 degrees Fahrenheit. A fully charged battery with a specific gravity of 1.280 will freeze at -87 degrees Fahrenheit. Since this self-discharge is due to a chemical reaction, the rate of discharge can be accelerated by heat. The rate of discharge can amount to about 0.001 point drop per day.

The following procedure is recommended when placing a battery into storage:

- 1- Give the battery an equalizing charge prior to placing it into storage.
- 2- Neutralize and clean the battery. Clean with a solution consisting of sixteen (16) ounces of baking soda to one (1) gallon of water.
- 3- Store the battery in a cool dry location.
- 4- Check each cell once a month and boost the charge when the specific gravity falls below 1.240.
- 5- Protect the battery from excessive ambient temperatures.

If a greasy film develops on the top of the battery, it is acid and must be neutralized with the solution described above.

Do not leave the battery connected to a battery charger while in storage.

When the truck is to be placed into service, it must be given the 200 hour Preventative Maintenance inspection which is indicated in the Hyster Operators Manual, in the "Recommended Schedules of Maintenance" section.

We reserve the right to make changes in design or add improvements without incurring the obligation to make such changes in equipment previously manufactured.

MA00009  
Page 3 of 3

**Warranty Reimbursement:**

The information contained herein is for information purposes only and will not be considered for warranty reimbursement unless a failure occurs within the warranty period. Repairs caused by failure to comply with these recommendations will not be considered for warranty reimbursement.

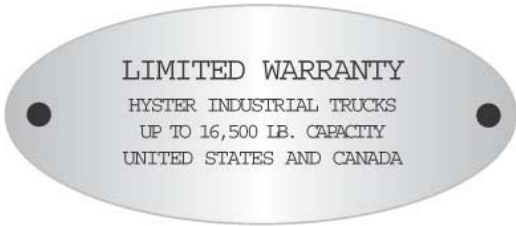
*We reserve the right to make changes in design or add improvements without incurring the obligation to make such changes in equipment previously manufactured.*



## APPENDIX

1701 900.30 Hyster Limited Warranty (Up To 16,500 LB. Capacity)







Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with the mandatory design and construction specifications in effect at the time of manufacture, of: (a) Part II, ANSI B56.1-1969, as required by OSHA standard 29 CFR 1910.178 (a) (2); (b) Part III, ANSI B56.1, and (c) the fire protection designation (G, GS, D, LP, LRS, E, EE, etc.) specified on the product.

A. For Twelve (12) months or 2000 hours of operation from the date of delivery, whichever comes first, Hyster Company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours.

B. For Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

You agree to promptly notify Hyster or the selling dealer of any alleged defects in the product and specifically describe the problem. Hyster shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of the defect during the warranty period.

Exclusions and Additional Limitations

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:
  - a) Normal wear and tear or required maintenance including, without limitation: adjustments or replacement of components subject to wear and tear, such as brake shoes, tires, bulbs, filters, spark plugs, load wheels, counter wheels, batteries, motor brushes, contact tips and lubrication greases and oils.
  - b) Abuse including, without limitation: neglect, improper operation, misapplication, induced contamination, overloading, accident or alterations not approved by Hyster Company.
  - c) Lack of maintenance including without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine heads and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or guides.
  - d) Damage caused in transit.



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• Hyster Company • P.O. Box 7006 • Greenville, NC. 27835 •

RN: 1521807



## LIMITED WARRANTY

HYSTER INDUSTRIAL TRUCKS  
UP TO 16,500 LB. CAPACITY  
UNITED STATES AND CANADA



- 2 The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires, caster wheels, load wheels or batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever occurs first, is expressly excluded from this warranty.
- 3 Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, chargers, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.
- 4 Hyster Company reserves the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.
- 5 Hyster Company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.
- 6 Notwithstanding Section B above, replacement parts installed on industrial trucks pursuant to Section A of this warranty are warranted only for the remainder of the initial truck warranty period.
- 7 This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.

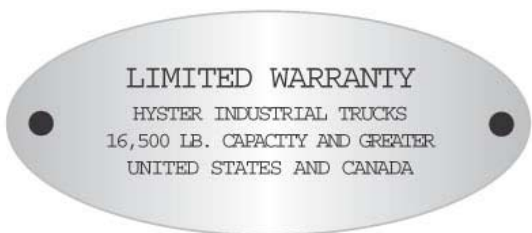


THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHTS AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

1702

## 900.40 Hyster Limited Warranty (16,500 LB. Capacity and Greater)





**LIMITED WARRANTY**  
HYSTER INDUSTRIAL TRUCKS  
16,500 LB. CAPACITY AND GREATER  
UNITED STATES AND CANADA



Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with the mandatory design and construction specifications in effect at the time of manufacture, of: (a) Part II, ANSI B56.1-1969, as required by OSHA standard 29 CFR 1910.178 (a) (2); (b) Part III, ANSI B56.1, and (c) the fire protection designation (G, D, IP, etc.) specified on the product.

A. For Six (6) months or 1000 hours of operation from the date of delivery, whichever comes first, Hyster Company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours.

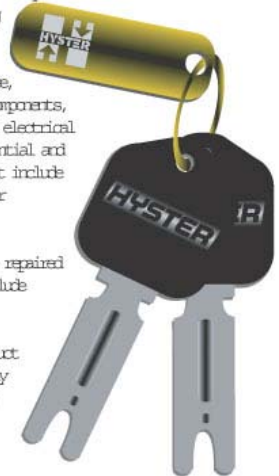
B. For Twelve (12) months or 2000 hours of operation from the date of delivery for initial use, whichever occurs first, Hyster Company will, at its sole option, repair or replace major components, defined for purposes of this warranty, as (i) internal combustion engine, excluding fuel and electrical systems and accessories, (ii) transmission, excluding the torque converter; and (iii) differential and planetary axles, if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation for claims made after six (6) months or 1000 hours of operation, from the date of delivery, whichever comes first.

C. For Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

You agree to promptly notify Hyster or the selling dealer of any alleged defects in the product and specifically describe the problem. Hyster shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of the defect during the warranty period.

Exclusions and Additional Limitations

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:
  - (a) Normal wear and tear or required maintenance including, without limitation: adjustments or replacement of components subject to wear and tear, such as brake shoes, tires, bulbs, filters, spark plugs, batteries, lubrication grease and oils.
  - (b) Abuse including, without limitation: neglect, improper operation, misapplication, induced contamination, overloading, accident or alterations not approved by Hyster Company.
  - (c) Lack of maintenance including without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine heads and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or guides.
  - (d) Damage caused in transit.



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• Hyster Company • P.O. Box 7006 • Greenville, NC. 27835 •

EN: 1521808



**LIMITED WARRANTY**  
HYSTER INDUSTRIAL TRUCKS  
16,500 LB. CAPACITY AND GREATER  
UNITED STATES AND CANADA



- 2 The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires and batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever occurs first, is expressly excluded from this warranty.
- 3 Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.
- 4 Hyster Company reserves the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.
- 5 Hyster Company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.
- 6 Notwithstanding Section C above, replacement parts installed on industrial trucks pursuant to Section A or B of this warranty, are warranted only for the remainder of the applicable new industrial truck warranty period.
- 7 This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.



THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHTS AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

1703

## 900.50 Hyster Extended Limited Parts Only Warranty




## HYSTER INDUSTRIAL TRUCKS MAJOR COMPONENTS EXTENDED LIMITED WARRANTY

**CUSTOMER:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**DEALER:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**MODEL:** \_\_\_\_\_ **SERIAL NUMBER:** \_\_\_\_\_

**WARRANTY OPTION NUMBER:** \_\_\_\_\_

**TERMS:** \_\_\_\_\_ **MONTHS** \_\_\_\_\_ **HOURS**

DEALER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

Hyster Company (Hyster) warrants the following major components of the new industrial truck identified above, sold for use in the United States and Canada, to be free from defects in materials and workmanship at the time of manufacture:

Internal combustion engine, exclusive of fuel and electrical system and accessories; transmission; oil clutch; differential; planetary axle; electric traction and pump motors; master drive unit (MDU); SCR static panel or transistor controller components, contactors, exclusive of switches and tips; and electronic control module (ECM) for electric power steering or wire guidance, excluding power disconnect and auto shutdown boards, if separate.

Provided, the lift truck is maintained throughout the extended warranty period, in accordance with the applicable published Periodic Maintenance Schedule under a periodic maintenance program authorized by Hyster, a covered major component which is determined by Hyster to be not as warranted, within the extended warranty period, will be replaced or, at the sole option of Hyster, repaired. Hyster's obligation is limited to providing a replacement part; not including freight, special charges or cost of installation; or the cost, during normal working hours, of repairs to the defective part, not including travel.

All warranty repairs for Hyster industrial trucks up to 16,500 lbs. capacity are subject to a \$75 deductible for each warranty service call, which excludes travel expenses. All warranty repairs for Hyster industrial trucks 16,500 lbs. capacity and greater, and VNA product, are subject to a \$250 deductible for each warranty service call, which excludes travel expenses.

The extended warranty period shall begin on the date of delivery for initial use and shall continue for the period of months or hours of operation, whichever should occur first, specified above. Records of proper inspection and maintenance under an authorized periodic maintenance program may be required by Hyster, at any time, to validate a claim and maintain this extended warranty.

THIS WARRANTY AND THE "WARRANTY – HYSTER INDUSTRIAL TRUCK PRODUCTS", P/N'S 871832 AND 871865, ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS AND WARRANTIES, EXPRESSED OR IMPLIED, AND ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS EXPRESSLY DISCLAIMED AND EXCLUDED.

HYSTER COMPANY AND ITS SUBSIDIARIES SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR CONSEQUENTIAL, INCIDENTAL OR CONTINGENT DAMAGES, WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.

**HYSTER/DEALER/CUSTOMER**  
**P/N 871832**




## APPENDIX

1704

## 900.60 Hyster Extended Limited Parts &amp; Labor Warranty




## HYSTER INDUSTRIAL TRUCKS MAJOR COMPONENTS EXTENDED FULL WARRANTY

**CUSTOMER:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**DEALER:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**MODEL:** \_\_\_\_\_ **SERIAL NUMBER:** \_\_\_\_\_

**WARRANTY OPTION NUMBER:** \_\_\_\_\_

**TERMS:** \_\_\_\_\_ **MONTHS** \_\_\_\_\_ **HOURS** \_\_\_\_\_

\_\_\_\_\_  
DEALER SIGNATURE                      DATE                      CUSTOMER SIGNATURE                      DATE

Hyster Company (Hyster) warrants the following major components of the new industrial truck identified above, sold for use in the United States and Canada, to be free from defects in materials and workmanship at the time of manufacture:

Internal combustion engine, exclusive of fuel and electrical system and accessories; transmission; oil clutch; differential; planetary axle; electric traction and pump motors; master drive unit (MDU); SCR static panel or transistor controller components, contactors, exclusive of switches and tips; and electronic control module (ECM) for electric power steering or wire guidance, excluding power disconnect and auto shutdown boards, if separate.

A covered major component will be replaced or, at the sole option of Hyster, repaired if:

- during the extended warranty period, Hyster determines that the component is not as warranted, and
- the lift truck has been maintained, throughout the extended warranty period, in accordance with the applicable Published Maintenance Schedule under a periodic maintenance program authorized by Hyster.

Hyster's obligation under this extended warranty is limited to the cost of a replacement part, not including freight or special charges, and the cost of labor, excluding the cost of travel, for replacement or repair, by an authorized Hyster industrial truck dealer performing the work during normal working hours, of that part found not to be as warranted.

All warranty repairs for Hyster industrial trucks up to 16,500 lbs. capacity are subject to a \$75 deductible for each warranty service call, which excludes travel expenses. All warranty repairs for Hyster industrial trucks 16,500 lbs. capacity and greater, and VNA product, are subject to a \$250 deductible for each warranty service call, which excludes travel expenses.

The extended warranty period shall begin on the date of delivery for initial use and shall continue for the period of months or hours of operation, whichever should occur first, specified above. Records of proper inspection and maintenance under an authorized periodic maintenance program may be required by Hyster, at any time, to validate a claim and maintain this extended warranty.

THIS WARRANTY AND THE "WARRANTY - HYSTER INDUSTRIAL TRUCK PRODUCTS", P/N'S 871832 AND 871865, ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS AND WARRANTIES, EXPRESSED OR IMPLIED, AND ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS EXPRESSLY DISCLAIMED AND EXCLUDED.

HYSTER COMPANY AND ITS SUBSIDIARIES SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR CONSEQUENTIAL, INCIDENTAL OR CONTINGENT DAMAGES, WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.

*HYSTER/DEALER/CUSTOMER  
P/N 871865*




1705

1706

900.70 Hyster Company's Extended Warranty Programs – MA00015R2<sup>1</sup>

**SUBJECT: HYSTER COMPANY'S EXTENDED WARRANTY PROGRAM**

**MODELS AFFECTED: MODELS UP TO AND INCLUDING 36,000 LBS**

**DESCRIPTION:**

This Gram introduces price revisions to Hyster Company's Extended Warranty program, effective April 1, 2002.

New dealer net prices for Hyster extended warranties are attached. The revisions in dealer net prices reflect a nominal increase to compensate for the increase in parts and dealer labor costs. We recommend customer prices at margins no higher than 40%.

Also attached is information on procedures for purchases, transfers, and cancellations of Hyster extended warranties.

This letter supersedes any prior release of communications concerning the Hyster extended warranty program. Please discard previously sent Gram MA00015 and Gram MA00015R1 and replace with Gram MA00015R2.

Questions concerning the administration of the Hyster Extended Warranty program should be directed to: Gilbert "Skip" Riddle, Manager of Warranty Administration @ (252) 931-5796.

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<sup>1</sup> Hyster Company reserves the right to update this document on a periodic basis. Updates are available via email and/or formal distribution.



## APPENDIX

MA00015R2  
Page 2 of 8  
Effective Date 4/01/02

|                                             |
|---------------------------------------------|
| <b>Hyster</b>                               |
| <b>EXTENDED LIMITED PARTS ONLY WARRANTY</b> |

**ELECTRIC**

| TYPE                   | SALES<br>OPTION<br>CODE (ALL) | CLASS I<br>STANDARD<br>DEALER<br>NET | CLASS I<br>E30-50FR<br>E30FR2<br>DEALER NET | CLASS II<br>NARROW<br>AISLE<br>DEALER<br>NET | CLASS II<br>ORDER<br>PICKERS<br>DEALER<br>NET | CLASS III<br>PALLET<br>TRUCKS<br>DEALER<br>NET |
|------------------------|-------------------------------|--------------------------------------|---------------------------------------------|----------------------------------------------|-----------------------------------------------|------------------------------------------------|
| 2 YEARS/<br>4,000 HRS  | 60124                         | \$210                                | \$1,200                                     | \$235                                        | \$235                                         | \$205                                          |
| 3 YEARS/<br>5,000 HRS  | 60136                         | \$305                                | \$1,500                                     | \$340                                        | \$340                                         | \$260                                          |
| 4 YEARS/<br>6,000 HRS  | 60148                         | \$465                                | N/A                                         | \$495                                        | \$495                                         | N/A                                            |
| 5 YEARS/<br>8,000 HRS  | 60158                         | \$620                                | N/A                                         | \$715                                        | \$715                                         | N/A                                            |
| 5 YEARS/<br>10,000 HRS | 60160                         | \$770                                | N/A                                         | \$980                                        | \$980                                         | N/A                                            |

**ELECTRIC – TURRET TRUCKS**

| TYPE                   | SALES<br>OPTION<br>CODE (ALL) | CLASS II<br>V30XMU<br>DEALER NET | CLASS II<br>V35XMU<br>DEALER NET | CLASS II<br>V40XMU<br>DEALER NET |
|------------------------|-------------------------------|----------------------------------|----------------------------------|----------------------------------|
| 2 YEARS/<br>4,000 HRS  | 60124                         | \$975                            | \$1,250                          | \$1,400                          |
| 3 YEARS/<br>5,000 HRS  | 60136                         | \$1,450                          | \$1,850                          | \$2,100                          |
| 4 YEARS/<br>6,000 HRS  | 60148                         | \$1,825                          | \$2,300                          | \$2,600                          |
| 5 YEARS/<br>8,000 HRS  | 60158                         | \$2,275                          | \$2,900                          | \$3,200                          |
| 5 YEARS/<br>10,000 HRS | 60160                         | \$2,850                          | \$3,600                          | \$4,000                          |



MA00015R2

Page 3 of 8

Effective Date 4/01/02

|                                             |
|---------------------------------------------|
| <b>Hyster</b>                               |
| <b>EXTENDED LIMITED PARTS ONLY WARRANTY</b> |

**INTERNAL COMBUSTION**

| TYPE                   | SALES<br>OPTION<br>CODE<br>(ALL) | CLASS<br>IV/V<br>UP<br>TO<br>6,500<br>LBS.<br>DEALER<br>NET | CLASS<br>IV/V<br>TO<br>7,000<br>TO<br>12,000<br>LBS.<br>DEALER<br>NET | CLASS<br>IV/V<br>TO<br>13,500<br>TO<br>15,500<br>LBS.<br>DEALER<br>NET | CLASS V<br>16,500 TO<br>28,000 LBS.<br>DEALER<br>NET |                                | CLASS V<br>30,000 TO<br>36,000 LBS.<br>DEALER<br>NET |                                |
|------------------------|----------------------------------|-------------------------------------------------------------|-----------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------|--------------------------------|------------------------------------------------------|--------------------------------|
|                        |                                  |                                                             |                                                                       |                                                                        | Standard<br>Perkins<br>Engine                        | *Optional<br>Cummins<br>Engine | Standard<br>Perkins<br>Engine                        | *Optional<br>Cummins<br>Engine |
| 2 YEARS/<br>4,000 HRS  | 60124                            | \$210                                                       | \$235                                                                 | \$600                                                                  | \$950                                                | \$840                          | \$1,100                                              | \$970                          |
| 3 YEARS/<br>5,000 HRS  | 60136                            | \$305                                                       | \$340                                                                 | \$800                                                                  | \$1,265                                              | \$1,115                        | \$1,450                                              | \$1,280                        |
| 4 YEARS/<br>6,000 HRS  | 60148                            | \$465                                                       | \$495                                                                 | \$1,040                                                                | \$1,580                                              | \$1,390                        | \$1,810                                              | \$1,595                        |
| 5 YEARS/<br>8,000 HRS  | 60158                            | \$620                                                       | \$715                                                                 | \$1,345                                                                | \$1,975                                              | \$1,740                        | \$2,240                                              | \$1,975                        |
| 5 YEARS/<br>10,000 HRS | 60160                            | \$770                                                       | \$980                                                                 | \$1,690                                                                | \$2,400                                              | \$2,115                        | \$2,625                                              | \$2,310                        |

Claims are administered by the NACCO Material Handling Group (NMHG) Customer Services Department and are subject to published warranty policies, procedures and conditions. Travel and Labor will NOT be paid on Extended Limited Parts Only Warranty claims. Each submitted extended warranty claim will be subject to a \$75 deductible charge for units under 16,500 lbs. and \$250 for Turret Trucks and units 16,500 lb. capacity or greater.

Extended warranties sold after truck installation but during the standard warranty period will incur a net cost of \$100 - for each serial number. Extended warranties are only available for customer trucks and will not be sold for dealer rental trucks.

\* This warranty excludes coverage on Cummins Diesel Engines. Repairs on Cummins Diesel Engines ARE NOT warrantable under the Extended Limited Parts Only Warranty. Extended warranty coverage for the Cummins Diesel Engine must be purchased direct from Cummins @ [www.cummins.com](http://www.cummins.com).

This statement supersedes previously released communications relevant to these subjects.



## APPENDIX

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|                                                    |
|----------------------------------------------------|
| <b>Hyster</b>                                      |
| <b>EXTENDED LIMITED PARTS &amp; LABOR WARRANTY</b> |

**ELECTRIC**

| TYPE                   | SALES<br>OPTION<br>CODE<br>(ALL) | CLASS I<br>STANDARD<br>DEALER<br>NET | CLASS I<br>E30-50FR<br>E30FR2<br>DEALER NET | CLASS II<br>NARROW<br>AISLE<br>DEALER<br>NET | CLASS II<br>ORDER<br>PICKERS<br>DEALER<br>NET | CLASS III<br>PALLET<br>TRUCKS<br>DEALER<br>NET |
|------------------------|----------------------------------|--------------------------------------|---------------------------------------------|----------------------------------------------|-----------------------------------------------|------------------------------------------------|
| 2 YEARS/<br>4,000 HRS  | 60224                            | \$295                                | \$1,705                                     | \$340                                        | \$340                                         | \$285                                          |
| 3 YEARS/<br>5,000 HRS  | 60236                            | \$420                                | \$2,125                                     | \$625                                        | \$625                                         | \$400                                          |
| 4 YEARS/<br>6,000 HRS  | 60248                            | \$650                                | N/A                                         | \$865                                        | \$865                                         | N/A                                            |
| 5 YEARS/<br>8,000 HRS  | 60258                            | \$875                                | N/A                                         | \$1,085                                      | \$1,085                                       | N/A                                            |
| 5 YEARS/<br>10,000 HRS | 60260                            | \$1,135                              | N/A                                         | \$1,400                                      | \$1,400                                       | N/A                                            |

**ELECTRIC – TURRET TRUCKS**

| TYPE                   | SALES<br>OPTION<br>CODE (ALL) | CLASS II<br>V30XMU<br>DEALER NET | CLASSII<br>V35XMU<br>DEALER NET | CLASS II<br>V40XMU<br>DEALER NET |
|------------------------|-------------------------------|----------------------------------|---------------------------------|----------------------------------|
| 2 YEARS/<br>4,000 HRS  | 60224                         | \$1,500                          | \$1,900                         | \$2,135                          |
| 3 YEARS/<br>5,000 HRS  | 60236                         | \$2,250                          | \$2,850                         | \$3,200                          |
| 4 YEARS/<br>6,000 HRS  | 60248                         | \$2,800                          | \$3,550                         | \$3,985                          |
| 5 YEARS/<br>8,000 HRS  | 60258                         | \$3,500                          | \$4,435                         | \$4,980                          |
| 5 YEARS/<br>10,000 HRS | 60260                         | \$4,375                          | \$5,545                         | \$6,225                          |



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|                                                    |
|----------------------------------------------------|
| <b>Hyster</b>                                      |
| <b>EXTENDED LIMITED PARTS &amp; LABOR WARRANTY</b> |

**INTERNAL COMBUSTION**

| TYPE                   | SALES<br>OPTION<br>CODE<br>(ALL) | CLASS<br>IV/V<br>UP TO<br>6,500<br>LBS.<br>DEALER<br>NET | CLASS<br>IV/V<br>7,000 TO<br>12,000<br>LBS.<br>DEALER<br>NET | CLASS<br>IV/V<br>13,500<br>TO<br>15,500<br>LBS.<br>DEALER<br>NET | CLASS V<br>16,500 TO<br>28,000 LBS.<br>DEALER<br>NET |                                | CLASS V<br>30,000 TO<br>36,000 LBS.<br>DEALER<br>NET |                                |
|------------------------|----------------------------------|----------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------|--------------------------------|------------------------------------------------------|--------------------------------|
|                        |                                  |                                                          |                                                              |                                                                  | Standard<br>Perkins<br>Engine                        | *Optional<br>Cummins<br>Engine | Standard<br>Perkins<br>Engine                        | *Optional<br>Cummins<br>Engine |
| 2 YEARS/<br>4,000 HRS  | 60224                            | \$295                                                    | \$340                                                        | \$940                                                            | \$1,525                                              | \$1,345                        | \$1,950                                              | \$1,720                        |
| 3 YEARS/<br>5,000 HRS  | 60236                            | \$420                                                    | \$625                                                        | \$1,325                                                          | \$2,025                                              | \$1,785                        | \$2,550                                              | \$2,245                        |
| 4 YEARS/<br>6,000 HRS  | 60248                            | \$650                                                    | \$865                                                        | \$1,700                                                          | N/A                                                  | N/A                            | N/A                                                  | N/A                            |
| 5 YEARS/<br>8,000 HRS  | 60258                            | \$875                                                    | \$1,085                                                      | \$2,125                                                          | N/A                                                  | N/A                            | N/A                                                  | N/A                            |
| 5 YEARS/<br>10,000 HRS | 60260                            | \$1,135                                                  | \$1,400                                                      | \$2,625                                                          | N/A                                                  | N/A                            | N/A                                                  | N/A                            |

Claims are administered by the NMHG Customer Services Department and are subject to published warranty policies, procedures and conditions. Travel time will NOT be paid on Extended Limited Parts & Labor Warranty claims. Each submitted extended warranty claim will be subject to a \$75 deductible charge for units under 16,500 lbs. and \$250 for Turret Trucks and units 16,500 lb. capacity or greater.

Extended warranties sold after truck installation but during the standard warranty period will incur a net cost of \$100 - for each serial number. Extended warranties are only available for customer trucks and will not be sold for dealer rental trucks.

\* This warranty excludes coverage on Cummins Diesel Engines. Repairs on Cummins Diesel Engines ARE NOT warrantable under the Extended Limited Parts & Labor Warranty. Extended warranty coverage for the Cummins Diesel Engine must be purchased direct from Cummins @ [www.cummins.com](http://www.cummins.com).

This statement supersedes previously released communications relevant to these subjects.



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**EXTENDED WARRANTY PROGRAM**

**PROCEDURE SHEET**

**PROCEDURE: NEW TRUCK – SOLD PRIOR TO MANUFACTURING PLANT CLEARANCE**

- 1) Select the appropriate extended warranty sales option code from the attached chart.
- 2) List the sales option code, description and the net price on the sales order or supplement.
- 3) Complete the required information on the warranty statement.
- 4) Provide the warranty to the customer and retain a copy in your dealer sales file.

NOTE: Please DO NOT forward a copy to Hyster in Greenville. Our Service database will be updated via the truck order entry system when a truck is sold with an extended warranty.

**PROCEDURE: NEW TRUCK – SOLD AFTER MANUFACTURING PLANT CLEARANCE**

- 1) Select the appropriate extended warranty sales option code from the attached chart.
- 2) Complete the required information on the warranty statement.
- 3) Provide the warranty to the customer and retain a copy in your dealer sales file.
- 4) Send a copy of the completed Extended Warranty statement with a check for the appropriate amount to:

Attention: General Accounting Department  
NACCO Materials Handling Group  
1400 Sullivan Drive  
Greenville, NC 27834

- 5) The check stub must show the serial number(s) involved.
- 6) Extended warranties sold after the installation of the unit but during the standard warranty period will incur a service department handling charge of \$100 – for each serial number.

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**EXTENDED WARRANTY PROGRAM**

PROCEDURE: TRANSFER OF EXTENDED WARRANTY

An extended warranty is transferable to another customer provided:

- The unit(s) are on Hyster installation database as either a demo, stock or customer unit(s).
- The unit(s) subject to transfer has an extended warranty code based upon review of Hyster's installation database.
- The unit(s) must be within both the time and running hour limitations of the standard warranty period. Unit(s) beyond either of these periods are not eligible for transfer of extended warranty.
- NMHG receives payment of the \$100 per serial number transfer fee.

In addition to the above conditions, we require a letter requesting the "transfer" of the extended warranty. Please include:

- 1) The reason for the transfer with the customer's name and address.
- 2) Hyster sales order number and serial number(s) of the unit(s) involved.
- 3) The type of extended warranty to be transferred.
- 4) A check for the value of the transfer fee with the serial number(s) listed.

Send the letter and check to:

Attention: General Accounting Department  
NACCO Materials Handling Group  
1400 Sullivan Drive  
Greenville, NC 27834

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Effective Date 4/01/02

### **EXTENDED WARRANTY PROGRAM**

#### PROCEDURE: CANCELLATION OF EXTENDED WARRANTY

An extended warranty is cancelable under the following conditions:

- The unit(s) are on Hyster's installation database as either a demo, stock or customer unit(s).
- The unit(s) being cancelled has an extended warranty code based upon review of Hyster's installation database.
- The unit(s) must be within both the time and running hour limitations of the standard warranty period. Unit(s) beyond either of these periods are not eligible for cancellation of extended warranty.

In addition to meeting the above conditions, we require a letter requesting the "cancellation" of the extended warranty. Please include:

- 1) The reason for the cancellation with the customer's name and address.
- 2) Hyster sales order number and serial number(s) of the unit(s) involved.
- 3) The type of extended warranty to be cancelled.

Send the letter to:                      Attention: General Accounting Department  
                                                    NACCO Materials Handling Group  
                                                    1400 Sullivan Drive  
                                                    Greenville, NC 27834

Upon acceptance of the cancellation request Hyster will:

- Issue a credit memo to the dealership for the net value of the extended warranty or warranties cancelled, less a \$35 per truck cancellation fee.
- The dealer credit memo is notification of cancellation.

NOTE: Service Department Administration fees for warranties sold after installation and warranty transfers are not refundable.

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900.80 Hyster Plant Hotline Listings NC00005<sup>2</sup>

|                                                                                   |                        |                                                                 |
|-----------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------|
|  | <b>PARTS - SERVICE</b> | <b>NC00005</b><br><br><b>2/28/02</b><br><br><b>All Products</b> |
|                                                                                   | <b>GRAM</b>            |                                                                 |

**TO: ALL DEALER PRINCIPALS, BRANCH MANAGERS, AND SERVICE MANAGERS**

**SUBJECT: MANUFACTURING QUALITY REPORTING SYSTEM  
(MANUFACTURING QUALITY HOT LINE)**

**NOTE: This Parts-Service Gram cancels Parts-Service Gram NC00004R1. The Danville Plant has been removed. Please discard that Gram.**

Since 1994, the Hyster Company has provided an "800" direct line service to our three truck assembly plants for your employees to report quality related issues. **Effective August 1, 2001**, this Gram introduced the "800" direct line to be used for trucks produced in Europe and direct shipped into the United States. We have also listed the E-Mail addresses for each plant, and a form for electronically reporting manufacturing quality issues.

The Manufacturing Quality Hot Line system may be used until the truck has been installed at a customer location, to report quality issues. Your dealership should report these issues to the appropriate truck assembly plant or to the Americas Division Headquarters for European produced products. Examples of manufacturing quality related issues include the following:

- Capacity Plates** - Missing or incorrect
- Fabrication** - parts welded or assembled incorrectly or out of alignment
- Features** - missing or incorrect sales options that were specified on the original sales order such as lights, mast, carriage, and overhead guards

Missing parts such as LP Tanks, Forks, Tethers, Fire Extinguishers, Lights, Mirrors and Manuals must be reported within 30 days of shipment. Your dealership should make every effort to identify those missing items as soon as the truck is delivered to your dealership.

Please refer to the attached list of truck models, by assembly plant, to determine the correct manufacturing location and use the following "800" numbers or E-Mail address to contact that plant. Attached to this Gram is a form you may use to contact the Hotlines via E-Mail.

| <u>Plant</u> | <u>Telephone No.</u> | <u>E-Mail Address</u> |
|--------------|----------------------|-----------------------|
| Berea        | 1-800-392-6299       | abhotlin@nmhg.com     |
| Greenville   | 1-800-368-2765       | aghotlin@nmhg.com     |
| Americas     | 1-866-395-9610       | aahotlin@nmhg.com     |

<sup>2</sup> Hyster Company reserves the right to update this document on a periodic basis. Updates are available via email and/or formal distribution.



**NC00005**

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When you are reporting a problem, please be prepared to provide the following information:

- ⇒ Your name, dealership and dealership number, and phone number
- ⇒ Truck serial number and sales order number
- ⇒ Model nomenclature
- ⇒ Date received
- ⇒ Description of problem

The plant Quality Assurance department will investigate the cause of the problem and report their findings back to you and to the Resident Service Engineering Department. In most cases, missing parts or accessories specified in the original sales order will be shipped directly to your dealership by the plant or by the Parts Distribution Center. Your dealership will be reimbursed for labor only to install the missing parts or to correct the deficiency under warranty using the Manufacturing Quality Hot Line Authorization number. This number must appear on your New Truck Warranty Claim.

As we have indicated in previous announcements, the Manufacturing Quality Hot Line is not intended to be used for troubleshooting diagnosis, checking truck delivery schedules, or as a means of ordering parts directly from the plant.

The Manufacturing Quality Hot Line program has been used successfully to give Hyster a quantum leap in customer service. By providing our plants with prompt notification of manufacturing non-conformances, missing items or general manufacturing quality issues, the plants have been able to take immediate corrective actions.

The use of this program has had a significant impact on improving our quality and customer satisfaction. We encourage all dealership personnel to utilize this system.

If you have any additional questions, please contact your Hyster Field Service Engineering Manager or the NACCO Materials Handling Group Warranty Manager.



NC00005

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**QUALITY ALERT**

| <b>HYSTER ASSEMBLY PLANT LOCATION – MODEL LIST</b>                                                                                                                                  |                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BEREA PLANT 1-800-392-6299</b><br><b>ABHOTLIN@NMHG.COM</b>                                                                                                                       |                                                                                                                                                                                                     |
| E45-65XM2 (F108)<br>N30XMH2 (C210)<br>S70-120XL (D004)<br>H70-110XM (K005)<br>H135-155XL2 (F006)                                                                                    | S40-65XM(S) (D187)<br>S70-120XM (E004)<br>S135-155XL2 (B024)                                                                                                                                        |
| <b>Americas Division Headquarters 1-866-395-9610</b><br><b>AAHOTLIN@NMHG.COM</b>                                                                                                    |                                                                                                                                                                                                     |
| J40-60XM2 Drop Box (A216)<br>H165-280XL2 (F007)<br>H360-450H (A214)<br>H800-1050E (D117)<br>HR45-36L/40LS (A227)                                                                    | H45-65XM2 (H177)<br>H300-360XL2 (E019)<br>H440-700F (E008)<br>HR45-25/31/40S/H (A227)                                                                                                               |
| <b>GREENVILLE PLANT 1-800-368-2765</b><br><b>AGHOTLIN@NMHG.COM</b>                                                                                                                  |                                                                                                                                                                                                     |
| W40XT (A218)<br>W45XT (B215)<br>W60Z (A231)<br>W65Z (A229)<br>W80Z (A2434)<br>B60Z (A230)<br>B80Z (A234)<br>T4XT (E142)<br>W20-40XTA (A453)<br>W20-30XTC (A454)<br>W20-30XTR (A455) | N30-40XMR/N25XMDR (C470)<br>N30XMDR/N45XMR (G138)<br>N50XMA3 (C471)<br>R30XMS2 (D174)<br>R30XM2/XMA2/XMF2 (G118)<br>N30XMH (C210)<br>V30XMU (A467/A463)<br>V35XMU (A468/A464)<br>V40XMU (A469/A465) |
| J30-40XMT (H160)<br>J40-60XM (A216)<br>E25-40XM(S)2 (D114)<br>E70-120XL3 (C098)<br>E30-40FR (Z943)<br>E30FR2 (V943)                                                                 | S25-40XM(S) (D010)<br>H25-40XM(S) (E001)                                                                                                                                                            |

| QUALITY ASSURANCE HOT LINE REPORT             |               |                     |             |
|-----------------------------------------------|---------------|---------------------|-------------|
| PLANT:                                        |               | CALL/REPORT NO:     |             |
|                                               |               |                     |             |
| DATE/TIME CALL RECEIVED:                      | MODEL NUMBER: | SERIAL NUMBERS (S): | HOUR METER: |
|                                               |               |                     |             |
| DEALER:                                       |               | LOCATION            | TELEPHONE:  |
|                                               |               |                     |             |
| CONTACT NAME:                                 |               | PROBLEM AREA:       |             |
|                                               |               |                     |             |
| TRUCK CTS:                                    |               | VOID CALL:          |             |
|                                               |               |                     |             |
| PROBLEM/NOTES: (INCLUDE COMPONENT SERIAL NO.) |               |                     |             |
|                                               |               |                     |             |
| RESPONSIBILITY:                               |               | DATE CALL RETURNED: | DATE DUE:   |
|                                               |               |                     |             |
| COMMITMENTS:                                  |               |                     |             |
|                                               |               |                     |             |
| CORRECTIVE ACTION (S):                        |               |                     |             |
|                                               |               |                     |             |
| RESPONSIBLE PERSONNEL:                        |               | SUPERVISOR:         |             |
|                                               |               |                     |             |
| CLEARING INSPECTOR:                           |               | ASSEMBLER:          |             |
|                                               |               |                     |             |
| REPAIR:                                       |               | TEST:               |             |
|                                               |               |                     |             |
| VERIFICATION OF ACTIONS TAKEN                 |               |                     |             |
| SIGNED:                                       |               | DATE:               |             |
|                                               |               |                     |             |
| CALL RETURNED BY:                             |               | DATE:               |             |
|                                               |               |                     |             |

## APPENDIX

1708

## 900.90 Hyster Electric Truck Printed Installation / Delivery Report (P/N 599825 R5)

| <b>HYSTER</b>                                                                                                                                                                                                                                    |  | <b>ELECTRIC TRUCK PRE-DELIVERY/DELIVERY REPORT</b>                                                                                                                                                                                                      |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------|--|---------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------|--|------------------|--|-------------|--|--------------------------|--|
| DATE DELIVERED _____                                                                                                                                                                                                                             |  | LEASE <input type="checkbox"/>                                                                                                                                                                                                                          |  | SALE <input type="checkbox"/> |  | RENTAL <input type="checkbox"/> |  | DEMO <input type="checkbox"/>                                                                                                            |  | HOUR METER _____ |  | MODEL _____ |  | UNIT SERIAL NUMBER _____ |  |
| VOLTAGE 12 <input type="checkbox"/> 24 <input type="checkbox"/> 36 <input type="checkbox"/> 48 <input type="checkbox"/> 72/80 <input type="checkbox"/>                                                                                           |  | <b>UNIT CONFIGURATION</b>                                                                                                                                                                                                                               |  |                               |  |                                 |  | WARRANTY QUOTE NO. _____                                                                                                                 |  |                  |  |             |  |                          |  |
| CONTROL ECONOMY <input type="checkbox"/> STANDARD <input type="checkbox"/> PREMIUM <input type="checkbox"/>                                                                                                                                      |  | <b>MAST</b><br>LIFT HEIGHT _____<br>PT. NO. _____<br>SERIAL NO. _____<br><input type="checkbox"/> FREE LIFT <input type="checkbox"/> STANDARD <input type="checkbox"/> 3-STAGE<br><input type="checkbox"/> 4-STAGE <input type="checkbox"/> OTHER _____ |  |                               |  |                                 |  | UL CLASSIFICATION _____                                                                                                                  |  |                  |  |             |  |                          |  |
| MOTOR PT. NO. _____                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  | <b>CARRIAGE TYPE</b> HOOK <input type="checkbox"/> PIN <input type="checkbox"/><br>PART NO. _____<br>SERIAL NO. _____<br>DATE CODE _____ |  |                  |  |             |  |                          |  |
| TRACTION PT. NO. _____                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| HYD. PUMP PT. NO. _____                                                                                                                                                                                                                          |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| P. STEERING PT. NO. _____                                                                                                                                                                                                                        |  | <b>FORKS</b> HOOK <input type="checkbox"/> PIN <input type="checkbox"/><br>PT. NO. _____<br>SERIAL NO. _____<br>DATE CODE _____                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| CYL. PART NO. & DATE CODE                                                                                                                                                                                                                        |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| MAIN (L) _____                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| MAIN (R) _____                                                                                                                                                                                                                                   |  | <b>TRANSMISSION</b><br>TRANS./MDU SERIAL NO.: _____                                                                                                                                                                                                     |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| FREE LIFT _____                                                                                                                                                                                                                                  |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| DIRECTIONAL CONTROL TYPE                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| <input type="checkbox"/> MONOTROL PEDAL <input type="checkbox"/> COLUMN LEVER                                                                                                                                                                    |  | <b>ATTACHMENT</b><br>TYPE _____<br>MFG. _____<br>MODEL _____<br>SERIAL NO. _____                                                                                                                                                                        |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| TIRE SIZE, TYPE, AND MFG.                                                                                                                                                                                                                        |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| DRIVE _____                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| <input type="checkbox"/> ELECTRIC COMPOUND<br><input type="checkbox"/> UNIVERSAL COMPOUND<br><input type="checkbox"/> NON-MARKING<br><input type="checkbox"/> POLY<br><input type="checkbox"/> PNEUMATIC<br><input type="checkbox"/> OTHER _____ |  | <b>DEALER INSTALLED ITEMS</b><br>BATT. INDICATOR _____<br>LIGHTS _____<br>OTHER _____                                                                                                                                                                   |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| STEER _____                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |
| <input type="checkbox"/> ELECTRIC COMPOUND<br><input type="checkbox"/> UNIVERSAL COMPOUND<br><input type="checkbox"/> NON-MARKING<br><input type="checkbox"/> POLY<br><input type="checkbox"/> PNEUMATIC<br><input type="checkbox"/> OTHER _____ |  |                                                                                                                                                                                                                                                         |  |                               |  |                                 |  |                                                                                                                                          |  |                  |  |             |  |                          |  |

**PRE-DELIVERY CHECK LIST**

Mark box with "X" when item is checked and/or corrected per specification prior to delivery. Mark box with "O" when item does not apply.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <b>I. FLUID LEVELS AND LUBRICATION</b><br><input type="checkbox"/> DIFFERENTIAL OIL LEVEL<br><input type="checkbox"/> GEAR CASE OIL LEVEL<br><input type="checkbox"/> HYDR. SYSTEM OIL LEVEL<br><input type="checkbox"/> BATTERY ELECTROLYTE LEVEL & SPECIFIC GRAVITY<br><input type="checkbox"/> MAST LUBES PER IF-55 R-3<br><input type="checkbox"/> BRAKE FLUID<br><input type="checkbox"/> GENERAL LUBRICATION<br><input type="checkbox"/> LEAKS<br><b>II. ASSEMBLY AND ADJUSTMENTS</b><br><input type="checkbox"/> TIRE INFLATION (COLD)<br><input type="checkbox"/> HOSES ROUTED PROPERLY<br><input type="checkbox"/> ELECTRICAL CONNECTIONS AND WIRE ROUTING<br><input type="checkbox"/> MAST MOUNTING HARDWARE<br><input type="checkbox"/> SEAT LATCH<br><input type="checkbox"/> MAST ADJUSTMENT<br><input type="checkbox"/> WHEEL LUG & AXLE STUD RETORQUE<br><input type="checkbox"/> ATTACHMENT MOUNTING<br><b>III. EQUIPMENT</b><br><input type="checkbox"/> TILT LIMITERS CORRECT<br><input type="checkbox"/> UNIT MATCHES CUSTOMER SPECS<br><input type="checkbox"/> OVERHEAD GUARD | <input type="checkbox"/> LOAD BACKREST EXTENSION<br><input type="checkbox"/> OPERATOR RESTRAINT<br><input type="checkbox"/> NAMEPLATE CORRECT<br><input type="checkbox"/> WARNING LABELS<br><input type="checkbox"/> U.L. LABEL<br><b>IV. OPERATIONAL AND FUNCTIONAL</b><br><input type="checkbox"/> DIRECTIONAL CONTROL<br><input type="checkbox"/> ACCELERATOR CONTROL<br><input type="checkbox"/> STEERING OPERATION<br><input type="checkbox"/> BRAKES (SERVICE AND PARK)<br><input type="checkbox"/> 1A TIME<br><input type="checkbox"/> PLUGGING DISTANCE<br><input type="checkbox"/> CREEP SPEED<br><input type="checkbox"/> CURRENT LIMIT<br><input type="checkbox"/> RAMP START<br><input type="checkbox"/> HYDRAULIC SYSTEM (LOADED)<br><input type="checkbox"/> DASH DISPLAY<br><input type="checkbox"/> REGEN P.U.<br><input type="checkbox"/> REGEN D.O.<br><input type="checkbox"/> INDICATOR LIGHTS AND GAUGES<br><input type="checkbox"/> HORN<br><input type="checkbox"/> ATTACHMENT |
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**CUSTOMER DELIVERY SERVICE CHECK LIST**

Review Operating Manual and explain each item to the customer. Mark each box with an "X" when complete. Mark box with "O" when item does not apply.

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| <input type="checkbox"/> CAPACITY LIMITATIONS<br><input type="checkbox"/> OPERATOR SAFETY RULES<br><input type="checkbox"/> NAMEPLATE<br><input type="checkbox"/> LOCATION AND USE OF INSTRUMENTS & CONTROLS<br><input type="checkbox"/> OPERATOR PROCEDURES & TECHNIQUES<br><input type="checkbox"/> OPERATOR RESTRAINT SYSTEM<br><input type="checkbox"/> PERIODIC MAINTENANCE REQUIREMENTS<br><input type="checkbox"/> OPERATION AND MAINTENANCE OF ATTACHMENT<br><input type="checkbox"/> BATTERY MAINTENANCE & CHARGING PROCEDURES<br><input type="checkbox"/> WARRANTY POLICY<br><input type="checkbox"/> PARTS ORDERING PROCEDURE<br><input type="checkbox"/> DEALER'S SUPPORT SERVICES<br><input type="checkbox"/> TETHER LINE & BELT DELIVERED (IF APPLICABLE)<br><input type="checkbox"/> PARTS BOOK DELIVERED<br><input type="checkbox"/> WIRING DIAGRAM DELIVERED<br><input type="checkbox"/> OPERATING MANUAL DELIVERED<br><input type="checkbox"/> KEYS DELIVERED<br><input type="checkbox"/> SIO PACKAGE (IF APPLICABLE)<br><input type="checkbox"/> GUIDE FOR USERS OF INDUSTRIAL LIFT TRUCKS |
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DEALER \_\_\_\_\_ DLR CODE \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 At the time of delivery, the Parts Manual, Operating Manual, and Warranty Policy were explained and delivered. The Pre-Delivery/Delivery Service was conducted as noted above.

OWNER \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 This machine has been received in satisfactory condition. We have received the Operating Manual and Instruction regarding the operation, maintenance, safety practices, and warranty policy in accordance with the Delivery Check List.

X \_\_\_\_\_  
 599825 R5    DEALER REPRESENTATIVE'S SIGNATURE    DATE \_\_\_\_\_

X \_\_\_\_\_  
 PRINTED AND WRITTEN CUSTOMER REPRESENTATIVE'S SIGNATURE    DATE \_\_\_\_\_  
 FACTORY COPY / DEALER COPY / CUSTOMER COPY

## APPENDIX

1709

## 900.100 Hyster ICE Truck Printed Installation / Delivery Report (P/N 599824 R7)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                         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| UL CLASSIFICATION _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                        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| <b>ENGINE</b><br>MANUFACTURER _____<br>SERIAL NO. _____<br>MODEL _____<br><b>FUEL</b><br><input type="checkbox"/> GAS <input type="checkbox"/> DIESEL <input type="checkbox"/> LPG <input type="checkbox"/> DEALER <input type="checkbox"/> FACTORY<br><b>TRANSMISSION</b><br>SERIAL NO. _____<br><input type="checkbox"/> STANDARD <input type="checkbox"/> POWERSHIFT<br><b>DIRECTIONAL CONTROL TYPE</b><br><input type="checkbox"/> MONOTROL PEDAL <input type="checkbox"/> COLUMN LEVER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>MAST</b><br>LIFT HEIGHT _____<br>PT. NO. _____<br>SERIAL NO. _____<br><input type="checkbox"/> FREE LIFT <input type="checkbox"/> STANDARD <input type="checkbox"/> 3-STAGE<br><input type="checkbox"/> 4-STAGE <input type="checkbox"/> OTHER _____<br><b>CYL. PART NO. &amp; DATE CODE</b><br>MAIN (L) _____<br>MAIN (R) _____<br>FREE LIFT _____<br><b>MFG</b> _____<br><b>STEER</b><br><input type="checkbox"/> PNEUMATIC <input type="checkbox"/> SOLID PNEUMATIC<br><input type="checkbox"/> CUSHION <input type="checkbox"/> RADIAL<br><input type="checkbox"/> OTHER _____ <input type="checkbox"/> NON-MARKING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                         |  |                                 |  |                               |  |                  |  | <b>CARRIAGE TYPE</b> <input type="checkbox"/> HOOK <input type="checkbox"/> PIN<br>PART NO. _____<br>SERIAL NO. _____<br>DATE CODE _____<br><b>FORKS</b> <input type="checkbox"/> HOOK <input type="checkbox"/> PIN<br>PT. NO. _____<br>SERIAL NO. _____<br>DATE CODE _____<br><b>ATTACHMENT</b><br>TYPE _____<br>MFG. _____<br>MODEL _____<br>SERIAL NO. _____<br><b>DEALER INSTALLED OPTIONS OR ACCESSORIES</b><br>_____<br>_____<br>_____<br>_____<br>_____<br>_____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| <b>TIRE SIZE, TYPE, AND MFG.</b><br><b>DRIVE</b><br><input type="checkbox"/> PNEUMATIC <input type="checkbox"/> SOLID PNEUMATIC<br><input type="checkbox"/> CUSHION <input type="checkbox"/> RADIAL<br><input type="checkbox"/> OTHER _____ <input type="checkbox"/> NON-MARKING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>PRE-DELIVERY CHECK LIST</b><br><small>Mark box with "X" when item is checked and/or corrected per specification prior to delivery. Mark box with "O" when item does not apply.</small><br><table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <b>I. FLUID LEVELS AND LUBRICATION</b><br/> <input type="checkbox"/> ENGINE OIL<br/> <input type="checkbox"/> COOLING SYSTEM FLUID<br/> <input type="checkbox"/> BATTERY ACID<br/> <input type="checkbox"/> BRAKE FLUID<br/> <input type="checkbox"/> DIFFERENTIAL OIL<br/> <input type="checkbox"/> TRANSMISSION OIL LEVEL<br/> <input type="checkbox"/> HYDRAULIC SYSTEM OIL<br/> <input type="checkbox"/> GENERAL LUBRICATION<br/> <input type="checkbox"/> MAST LUBE PER IF-55 R3<br/> <input type="checkbox"/> LEAKS<br/> <b>II. ASSEMBLY AND ADJUSTMENTS</b><br/> <input type="checkbox"/> TIRE INFLATION (COLD)<br/> <input type="checkbox"/> HOSES ROUTED PROPERLY<br/> <input type="checkbox"/> ELECTRICAL CONNECTIONS AND WIRE ROUTING<br/> <input type="checkbox"/> AIR CLEANER HOSE CONNECTIONS<br/> <input type="checkbox"/> HOOD LATCH ADJUSTMENT<br/> <input type="checkbox"/> MAST MOUNTING HARDWARE<br/> <input type="checkbox"/> WHEEL LUG &amp; AXLE STUD RETORQUE<br/> <input type="checkbox"/> ATTACHMENT MOUNTING               </td> <td style="vertical-align: top;"> <b>III. EQUIPMENT</b><br/> <input type="checkbox"/> TILT LIMITERS CORRECT<br/> <input type="checkbox"/> UNIT MATCHES CUSTOMER SPECS<br/> <input type="checkbox"/> OVERHEAD GUARD<br/> <input type="checkbox"/> LOAD BACKREST EXTENSION<br/> <input type="checkbox"/> OPERATOR RESTRAINT<br/> <input type="checkbox"/> NAMEPLATE CORRECT<br/> <input type="checkbox"/> WARNING LABELS<br/> <input type="checkbox"/> U.L. LABEL<br/> <input type="checkbox"/> MIRRORS<br/> <b>IV. OPERATIONAL AND FUNCTIONAL</b><br/> <input type="checkbox"/> ENGINE OPERATIONS &amp; R.P.M. (IDLE AND GOVERNED)<br/> <input type="checkbox"/> HYDRAULIC SYSTEM (LOADED)<br/> <input type="checkbox"/> INCHING<br/> <input type="checkbox"/> DIRECTIONAL CONTROL<br/> <input type="checkbox"/> BRAKES (SERVICE AND PARK)<br/> <input type="checkbox"/> STEERING<br/> <input type="checkbox"/> INDICATOR LIGHTS AND GAUGES<br/> <input type="checkbox"/> HORN<br/> <input type="checkbox"/> ATTACHMENT               </td> </tr> </table> |  |                                                         |  |                                 |  |                               |  |                  |  | <b>I. FLUID LEVELS AND LUBRICATION</b><br><input type="checkbox"/> ENGINE OIL<br><input type="checkbox"/> COOLING SYSTEM FLUID<br><input type="checkbox"/> BATTERY ACID<br><input type="checkbox"/> BRAKE FLUID<br><input type="checkbox"/> DIFFERENTIAL OIL<br><input type="checkbox"/> TRANSMISSION OIL LEVEL<br><input type="checkbox"/> HYDRAULIC SYSTEM OIL<br><input type="checkbox"/> GENERAL LUBRICATION<br><input type="checkbox"/> MAST LUBE PER IF-55 R3<br><input type="checkbox"/> LEAKS<br><b>II. ASSEMBLY AND ADJUSTMENTS</b><br><input type="checkbox"/> TIRE INFLATION (COLD)<br><input type="checkbox"/> HOSES ROUTED PROPERLY<br><input type="checkbox"/> ELECTRICAL CONNECTIONS AND WIRE ROUTING<br><input type="checkbox"/> AIR CLEANER HOSE CONNECTIONS<br><input type="checkbox"/> HOOD LATCH ADJUSTMENT<br><input type="checkbox"/> MAST MOUNTING HARDWARE<br><input type="checkbox"/> WHEEL LUG & AXLE STUD RETORQUE<br><input type="checkbox"/> ATTACHMENT MOUNTING | <b>III. 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(IDLE AND GOVERNED)<br><input type="checkbox"/> HYDRAULIC SYSTEM (LOADED)<br><input type="checkbox"/> INCHING<br><input type="checkbox"/> DIRECTIONAL CONTROL<br><input type="checkbox"/> BRAKES (SERVICE AND PARK)<br><input type="checkbox"/> STEERING<br><input type="checkbox"/> INDICATOR LIGHTS AND GAUGES<br><input type="checkbox"/> HORN<br><input type="checkbox"/> ATTACHMENT | <b>CUSTOMER DELIVERY SERVICE CHECK LIST</b><br><small>Review Operating Manual and explain each item to the customer. Mark each box with an "X" when complete. Mark box with "O" when item does not apply.</small><br><input type="checkbox"/> CAPACITY LIMITATIONS<br><input type="checkbox"/> OPERATOR SAFETY RULES<br><input type="checkbox"/> NAMEPLATE<br><input type="checkbox"/> LOCATION AND USE OF INSTRUMENTS & CONTROLS<br><input type="checkbox"/> OPERATOR PROCEDURES & TECHNIQUES<br><input type="checkbox"/> OPERATOR RESTRAINT SYSTEM<br><input type="checkbox"/> PERIODIC MAINTENANCE REQUIREMENTS<br><input type="checkbox"/> OPERATION AND MAINTENANCE OF ATTACHMENT<br><input type="checkbox"/> WARRANTY POLICY<br><input type="checkbox"/> PARTS ORDERING PROCEDURES<br><input type="checkbox"/> DEALER'S SUPPORT SERVICES<br><input type="checkbox"/> PARTS BOOK DELIVERED<br><input type="checkbox"/> OPERATING MANUAL DELIVERED<br><input type="checkbox"/> KEYS DELIVERED<br><input type="checkbox"/> SIO PACKAGE (IF APPLICABLE)<br><input type="checkbox"/> GUIDE FOR USERS OF INDUSTRIAL LIFT TRUCKS |  |
| <b>I. FLUID LEVELS AND LUBRICATION</b><br><input type="checkbox"/> ENGINE OIL<br><input type="checkbox"/> COOLING SYSTEM FLUID<br><input type="checkbox"/> BATTERY ACID<br><input type="checkbox"/> BRAKE FLUID<br><input type="checkbox"/> DIFFERENTIAL OIL<br><input type="checkbox"/> TRANSMISSION OIL LEVEL<br><input type="checkbox"/> HYDRAULIC SYSTEM OIL<br><input type="checkbox"/> GENERAL LUBRICATION<br><input type="checkbox"/> MAST LUBE PER IF-55 R3<br><input type="checkbox"/> LEAKS<br><b>II. ASSEMBLY AND ADJUSTMENTS</b><br><input type="checkbox"/> TIRE INFLATION (COLD)<br><input type="checkbox"/> HOSES ROUTED PROPERLY<br><input type="checkbox"/> ELECTRICAL CONNECTIONS AND WIRE ROUTING<br><input type="checkbox"/> AIR CLEANER HOSE CONNECTIONS<br><input type="checkbox"/> HOOD LATCH ADJUSTMENT<br><input type="checkbox"/> MAST MOUNTING HARDWARE<br><input type="checkbox"/> WHEEL LUG & AXLE STUD RETORQUE<br><input type="checkbox"/> ATTACHMENT MOUNTING | <b>III. 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| At the time of delivery, the Parts Manual, Operating Manual, and Warranty Policy were explained and delivered. The Pre-Delivery/Delivery Service was conducted as noted above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                         |  |                                 |  |                               |  |                  |  | This machine has been received in satisfactory condition. We have received the Operating Manual and instruction regarding the operation, maintenance, safety practices, and warranty policy in accordance with the Delivery Check List.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
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| DEALER REPRESENTATIVE'S SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | PRINTED AND WRITTEN CUSTOMER REPRESENTATIVE'S SIGNATURE |  |                                 |  |                               |  |                  |  | DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| 599824 R5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | FACTORY COPY / DEALER COPY / CUSTOMER COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                         |  |                                 |  |                               |  |                  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |

## APPENDIX

1710

## 900.110 Hyster Electric Truck Periodic Maintenance "A" Service Report (P/N 852185)



## PERIODIC MAINTENANCE

## "A" SERVICE REPORT

## ELECTRIC TRUCK

PERFORM EVERY 8 HOURS OR DAILY  
DO NOT OPERATE THIS UNIT UNTIL ALL  
DISCREPANCIES HAVE BEEN CORRECTED.

## 1. CHECK FLUID LEVELS

- ☐ Battery Water
- ☐ Hydraulic Oil -  
Hoist/Tilt/Steering

## 2. CHECK FOR OIL LEAKS

## 3. CHECK CONDITION

(Wear and/or Damage)

- ☐ Seat Belt
- ☐ Tires, Wheels and Air Pressure
- ☐ Forks
- ☐ Battery Specific Gravity

## 4. CHECK OPERATION

- ☐ Seat Belt
- ☐ Hood/Seat Latches
- ☐ Battery Restraint Latch
- ☐ Horn, Gauges, Lights, Alarms
- ☐ Hoist, Tilt, Attachments
- ☐ Steering
- ☐ Brakes - Service and Parking
- ☐ Speed/Direction Controls

|               |            |
|---------------|------------|
| BATTERY METER | DATE       |
| INSPECTED BY: |            |
| Make/Model    |            |
| S/N           | Hour Meter |

## NOTES:

HYSTER

HYSTER COMPANY 12/90

Litho U.S.A.

P/N 852185

1711



1712

## 900.120 Hyster ICE Truck Periodic Maintenance "A" Service Report (P/N 599483)

| HYSTER PERIODIC MAINTENANCE                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------|---------------|--|------------|--|-----|------------|
| HYSTER "A" SERVICE REPORT                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| INTERNAL COMBUSTION TRUCK                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| <b>PERFORM EVERY 8 HOURS OR DAILY<br/>DO NOT OPERATE THIS UNIT UNTIL ALL<br/>DISCREPANCIES HAVE BEEN CORRECTED.</b>                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| <b>1. CHECK FLUID LEVELS</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Fuel</li><li><input type="checkbox"/> Hydraulic Oil</li><li><input type="checkbox"/> Coolant</li><li><input type="checkbox"/> Engine Oil</li><li><input type="checkbox"/> Transmission Oil</li><li><input type="checkbox"/> Battery Water</li></ul>                                                                                         | <b>2. CHECK FOR LEAKS</b><br>Fuel, Oil, Water                                                                                                                                                                                                                                                                                                                                                                                                        |            |      |               |  |            |  |     |            |
| <b>3. CHECK CONDITION</b><br>(Wear and/or Damage) <ul style="list-style-type: none"><li><input type="checkbox"/> Primary Fuel Filter, Diesel - Drain</li><li><input type="checkbox"/> Drive Belts</li><li><input type="checkbox"/> Radiator and Screen - Clean if necessary</li><li><input type="checkbox"/> Seat Belt</li><li><input type="checkbox"/> Tire, Wheels and Tire Pressure</li><li><input type="checkbox"/> Forks</li></ul> | <b>4. CHECK OPERATION</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Seat Belt</li><li><input type="checkbox"/> Hood/Seat Latches</li><li><input type="checkbox"/> Horn, Gauges, Lights, Alarms</li><li><input type="checkbox"/> Hoist, Tilt, Attachments</li><li><input type="checkbox"/> Steering</li><li><input type="checkbox"/> Brakes - Service and Parking</li><li><input type="checkbox"/> Transmission/Clutch</li></ul> |            |      |               |  |            |  |     |            |
| <table border="1"><tr><td>FUEL (gal)</td><td>DATE</td></tr><tr><td colspan="2">INSPECTED BY:</td></tr><tr><td colspan="2">Make/Model</td></tr><tr><td>S/N</td><td>Hour Meter</td></tr></table>                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | FUEL (gal) | DATE | INSPECTED BY: |  | Make/Model |  | S/N | Hour Meter |
| FUEL (gal)                                                                                                                                                                                                                                                                                                                                                                                                                              | DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                 |            |      |               |  |            |  |     |            |
| INSPECTED BY:                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| Make/Model                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| S/N                                                                                                                                                                                                                                                                                                                                                                                                                                     | Hour Meter                                                                                                                                                                                                                                                                                                                                                                                                                                           |            |      |               |  |            |  |     |            |
| <b>NOTES:</b> <div style="text-align: center;"></div>                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| HYSTER COMPANY 1990                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| Litho U.S.A.                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |
| P/N 599483                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |      |               |  |            |  |     |            |

1713

## APPENDIX

1714

## 900.130 Hyster Periodic Maintenance "B, C, D" Service Report (P/N 852524)


**HYSTER PERIODIC MAINTENANCE  
"B" – "C" – "D" SERVICE REPORT**

|                                                                                                         |               |                               |                      |
|---------------------------------------------------------------------------------------------------------|---------------|-------------------------------|----------------------|
| CUSTOMER                                                                                                | MODEL         | TYPE SERVICE                  | RECOMMENDED INTERVAL |
|                                                                                                         | SERIAL NUMBER | INTERNAL COMBUSTION "B"       | 250 HRS. OR 6 WKS.   |
|                                                                                                         | HOUR METER    | INTERNAL COMBUSTION "C"       | 1000 HRS. OR 6 MOS.  |
|                                                                                                         |               | INTERNAL COMBUSTION "D"       | 2000 HOURS OR 1 YR.  |
|                                                                                                         |               | ELECTRIC "B"                  | 350 HRS. OR 2 MOS.   |
|                                                                                                         |               | ELECTRIC "C"                  | 1000 HRS. OR 6 MOS.  |
|                                                                                                         |               | ELECTRIC "D"                  | 2000 HRS. OR 1 YR.   |
| NEXT SERVICE DUE <input type="checkbox"/> "B" <input type="checkbox"/> "C" <input type="checkbox"/> "D" | DATE          | DEALER SERVICE REPRESENTATIVE |                      |

| GAS/LPG | DIESEL | ELECTRIC | MAINTENANCE OPERATIONS<br>Perform these services according to the Hyster Maintenance recommendations as outlined on the reverse side. | O.K. or Completed<br>Added, Adjusted or Cleaned<br>Recommend Additional Work |
|---------|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| B       | B      | B        | 1. Wheel and tire condition                                                                                                           |                                                                              |
| B       | B      | B        | 2. Wheel lug nuts                                                                                                                     |                                                                              |
| B       | B      | B        | 3. Hoist mechanism                                                                                                                    |                                                                              |
| B       | B      | B        | 4. Hydraulic lines and fittings                                                                                                       |                                                                              |
| B       | B      | B        | 5. Attachment                                                                                                                         |                                                                              |
| B       | B      | B        | 6. Brake lines and fittings                                                                                                           |                                                                              |
| B       | B      | B        | 7. Pedal and lever linkages                                                                                                           |                                                                              |
| B       | B      | B        | 8. Clean unit (if applicable)                                                                                                         |                                                                              |
| B       | B      | B        | 9. Battery terminals, cables and connectors                                                                                           |                                                                              |
| B       | B      | B        | 10. Air compressor mounting                                                                                                           |                                                                              |
| B       | B      | B        | 11. Cooling System hoses                                                                                                              |                                                                              |
| B       | B      | B        | 12. Water pump                                                                                                                        |                                                                              |
| B       | B      | B        | 13. Drive belts                                                                                                                       |                                                                              |
| B       | B      | B        | 14. Radiator                                                                                                                          |                                                                              |
| C       | C      | C        | 15. Anti-freeze                                                                                                                       |                                                                              |
| B       | B      | B        | 16. Power steering fluid                                                                                                              |                                                                              |
| B       | B      | B        | 17. Hydraulic oil                                                                                                                     |                                                                              |
| B       | B      | B        | 18. Brake fluid                                                                                                                       |                                                                              |
| B       | B      | B        | 19. Battery electrolyte (when applicable)                                                                                             |                                                                              |
| B       | B      | B        | 20. Transmission oil                                                                                                                  |                                                                              |
| B       | B      | B        | 21. Speed reducer oil                                                                                                                 |                                                                              |
| B       | B      | B        | 22. Drive axle/differential and transmission breather                                                                                 |                                                                              |
| B       | B      | B        | 23. Differential or MDU oil                                                                                                           |                                                                              |
| B       | B      | B        | 24. Planetary drive oil                                                                                                               |                                                                              |
| B       | B      | B        | 25. Ignition switch                                                                                                                   |                                                                              |
| B       | B      | B        | 26. Horn and gauges                                                                                                                   |                                                                              |
| B       | B      | B        | 27. Cab and options                                                                                                                   |                                                                              |
| B       | B      | B        | 28. Brakes                                                                                                                            |                                                                              |
| B       | B      | B        | 29. Clutch or inching                                                                                                                 |                                                                              |
| B       | B      | B        | 30. Monotrol/accelerator pedal or controller                                                                                          |                                                                              |
| B       | B      | B        | 31. Exhaust system                                                                                                                    |                                                                              |
| B       | B      | B        | 32. Engine oil and filter (See back)                                                                                                  |                                                                              |
| B       | B      | B        | 33. Lubrication                                                                                                                       |                                                                              |
| B       | B      | B        | 34. Hydraulic tank breather(s)                                                                                                        |                                                                              |
| C       | C      | C        | 35. PCV valve or crankcase breather and draft tube                                                                                    |                                                                              |
| D       | D      | D        | 36. Transmission oil and filter (See back)                                                                                            |                                                                              |
| D       | D      | D        | 37. Hydraulic oil and filter(s)                                                                                                       |                                                                              |
| B       | B      | B        | 38. Control panel and contactor tips                                                                                                  |                                                                              |
| C       | C      | C        | 39. Motor brushes                                                                                                                     |                                                                              |
| B       | B      | B        | 40. Fuel sediment bowl                                                                                                                |                                                                              |
| B       | B      | B        | 41. Water separator or primary fuel filter                                                                                            |                                                                              |
| C       | C      | C        | 42. Final fuel filter                                                                                                                 |                                                                              |
| B       | B      | B        | 43. Air filter, filter ducts and precleaner                                                                                           |                                                                              |
| D       | D      | D        | 44. Engine valves                                                                                                                     |                                                                              |
| C       | C      | C        | 45. Spark plugs                                                                                                                       |                                                                              |
| C       | C      | C        | 46. Compression                                                                                                                       |                                                                              |
| C       | C      | C        | 47. Ignition system                                                                                                                   |                                                                              |
| C       | C      | C        | 48. Dwell and timing                                                                                                                  |                                                                              |
| B       | B      | B        | 49. Carburetor                                                                                                                        |                                                                              |
| B       | B      | B        | 50. Engine idle and governed RPM                                                                                                      |                                                                              |
| D       | D      | D        | 51. Wheel bearings                                                                                                                    |                                                                              |
| D       | D      | D        | 52. Brake linings, drums and wheel cylinders                                                                                          |                                                                              |
| D       | D      | D        | 53. Drag link                                                                                                                         |                                                                              |
| D       | D      | D        | 54. Tie rod ends                                                                                                                      |                                                                              |
| D       | D      | D        | 55. Wheel alignment                                                                                                                   |                                                                              |
| B       | B      | B        | 56. General engine condition                                                                                                          |                                                                              |
| B       | B      | B        | 57. General machine operation                                                                                                         |                                                                              |
| D       | D      | D        | 58. Crankcase breather                                                                                                                |                                                                              |
| D       | D      | D        | 59. Cooling system                                                                                                                    |                                                                              |
| B       | B      | B        | 60. Safety labels                                                                                                                     |                                                                              |
| B       | B      | B        | 61. Governor oil (Mazda/Isuzu)                                                                                                        |                                                                              |
| B       | B      | B        | 62. Operator restraint system                                                                                                         |                                                                              |
| B       | B      | B        | 63. Hood and seat latches                                                                                                             |                                                                              |
| B       | B      | B        | 64. Park, seat brake                                                                                                                  |                                                                              |
| B       | B      | B        | 65. Nameplate                                                                                                                         |                                                                              |

|                                                     |                                                                                                                                                                                                       |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>OBSERVATIONS &amp; RECOMMENDATIONS</b>           |                                                                                                                                                                                                       |
| CONDITION OF TRUCK                                  | <input type="checkbox"/> Appears to be given proper care<br><input type="checkbox"/> Daily maintenance appears neglected<br><input type="checkbox"/> Appears to be getting rough or careless handling |
| <input type="checkbox"/> Additional work authorized |                                                                                                                                                                                                       |
| By _____                                            | Customer's Representative                                                                                                                                                                             |

8/90

852524

**MAINTENANCE OPERATIONS**

Refer to the appropriate Lubrication Guide, Operator's Manual, Service Manual or the SPEC book for detailed specifications, requirements and procedures.

1. Check wheels and tires (including caster wheels) for damage and excessive wear.
2. Check that wheel lug nuts are in place and tight.
3. Check for bent, damaged or worn forks; cracked, damaged or worn hoist chains; bent channels, damaged rollers, worn wear strips; worn tilt anchors and rod ends; and condition of load backrest extension. Check hoist and tilt cylinders for damage and leakage.
4. Check hydraulic lines and fittings for wear and leakage.
5. Check attachment for worn and damaged components.
6. Check brake lines and fittings for wear and leakage.
7. Check brake, clutch, shift, accelerator and hydraulic control linkages for wear and damage.
8. Clean unit with air, water or steam, depending on availability of equipment and according to maintenance agreement. Under no circumstances should any components in the electrical compartment of an electric lift truck be steam or water cleaned.
9. Check battery terminals, cables and connectors for loose connections and corrosion. Clean as required.
10. Check air compressor (if equipped) for proper mounting and alignment.
11. Check cooling system hoses for leaks and deterioration.
12. Check water pump for leaks and bearing condition.
13. Check all drive belts for cuts, cracks and frays.
14. Check radiator and screen for leaks and damages. Check radiator cap seals and coolant level.
15. Check condition of anti-freeze mix.
16. Check power steering fluid level (if equipped with a separate reservoir) and add as necessary.
17. Check hydraulic oil level and add as necessary.
18. Check brake fluid level and add as necessary.
19. Check battery electrolyte level and add as necessary.
20. Check transmission oil level and add as necessary.
21. Check speed reducer oil level and add as necessary.
22. Check drive axle/differential and transmission breather(s) and clean if required.
23. Check differential or master drive unit oil level and add if necessary.
24. Check oil level in planetary drives and add as necessary.
25. Check ignition switch lockout operation.
26. Check horn, gauges and indicator lights for proper operation.
27. Check for broken glass. Check operation of doors, heater, defroster, wipers, warning devices and lights.
28. Check parking brake (and seat brake if so equipped) for proper adjustment and operation. Check service brakes for proper operation and brake pedal for proper adjustment.
29. Check inching or clutch for proper operation and adjustment.
30. Check Monotrol/accelerator pedal or controller for proper operation and adjustment.
31. Check the exhaust system for leaks.
32. Change engine oil and filter. (Check manufacturer's recommendations)
33. Lubricate the unit according to requirements as specified in the appropriate Lubrication Chart, Operator's Manual, or Service Manual.
34. Check and clean hydraulic tank breather(s).
35. Check PCV valve or crankcase breather and draft tube.
36. Change transmission oil and filter. (Change H700-800A transmission oil every 1000 hours.)
37. Change hydraulic oil and filter(s).
38. Check control panel for corrosion, deteriorated wiring and terminal connections. Clean with air as required. Check condition of contactor tips.
39. Check power steering, hydraulic pump and traction motor brushes for wear.
40. Clean fuel sediment bowl.
41. Clean water separator or change primary fuel filter element.
42. Change final fuel filter element.
43. Clean or replace filter element, depending on need. Clean oil bath air cleaner and install new oil, if so equipped. Check air filtration ducts for leaks or restrictions, and clean pre-cleaner.
44. Adjust engine valves.
45. Change spark plugs. (1000 hours for HEI)
46. Check engine compression.
47. Clean distributor interior. Check distributor cap, wiring and coil for cracks, corrosion, tracking and deterioration. Replace ignition points, condenser and rotor.
48. Set dwell and timing.
49. Check carburetor for proper operation and contamination buildup.
50. Check idle RPM and governed RPM. Adjust as required.
51. Clean and repack wheel bearings.
52. Check brake linings and drums for wear. Check wheel cylinders for leakage. Adjust brakes.
53. Check drag link ends for wear (if so equipped). Adjust as required.
54. Check tie rod ends for wear.
55. Check steer wheel alignment and adjust as necessary.
56. Check engine for smoke, unusual noise and response.
57. Check steering, upright, attachment and running gear for proper operating characteristics.
58. Change crankcase breather.
59. Change coolant.
60. Check condition of safety labels and replace if necessary.
61. Change governor oil.
62. Check the operator restraint system.
63. Check operation of hood and seat latches.
64. Adjust these brakes on electric trucks.
65. Check for deterioration. All information must be legible and agree with actual truck specifications.



1715

## 900.140 Quality Assurance Hot Line Report

| QUALITY ASSURANCE HOT LINE REPORT             |               |                     |             |
|-----------------------------------------------|---------------|---------------------|-------------|
| PLANT:                                        |               | CALL/REPORT NO:     |             |
|                                               |               |                     |             |
| DATE/TIME CALL RECEIVED:                      | MODEL NUMBER: | SERIAL NUMBERS (S): | HOUR METER: |
|                                               |               |                     |             |
| DEALER:                                       |               | LOCATION            | TELEPHONE:  |
|                                               |               |                     |             |
| CONTACT NAME:                                 |               | PROBLEM AREA:       |             |
|                                               |               |                     |             |
| TRUCK CTS:                                    |               | VOID CALL:          |             |
|                                               |               |                     |             |
| PROBLEM/NOTES: (INCLUDE COMPONENT SERIAL NO.) |               |                     |             |
|                                               |               |                     |             |
| RESPONSIBILITY:                               |               | DATE CALL RETURNED: | DATE DUE:   |
|                                               |               |                     |             |
| COMMITMENTS:                                  |               |                     |             |
|                                               |               |                     |             |
| CORRECTIVE ACTION (S):                        |               |                     |             |
|                                               |               |                     |             |
| RESPONSIBLE PERSONNEL:                        |               | SUPERVISOR:         |             |
|                                               |               |                     |             |
| CLEARING INSPECTOR:                           |               | ASSEMBLER:          |             |
|                                               |               |                     |             |
| REPAIR:                                       |               | TEST:               |             |
|                                               |               |                     |             |
| VERIFICATION OF ACTIONS TAKEN                 |               |                     |             |
| SIGNED:                                       |               | DATE:               |             |
|                                               |               |                     |             |
| CALL RETURNED BY:                             |               | DATE:               |             |
|                                               |               |                     |             |

1716 900.150 Unisource – Remanufactured Starters and Alternators



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March 27, 2001

**Attention: Aftermarket Distribution List**

**Subject: Remanufactured Starters and Alternators**

We announced in earlier communications, effective April 1, 2001, the UNISOURCE remanufactured starter and alternator program through Dixie Electric will no longer incorporate core charges/credits. This new program will eliminate core charges for reman starters and alternators and Hyster Company will no longer issue credits for these items to the dealers. You will have the opportunity to sell these cores to Dixie Electric directly at a published market value. Freight charges (minimum 150 lbs.) will continue to be billed 3<sup>rd</sup> party NACCO MHG, Inc. Part numbers will NOT be changed and Reman Plus will still be available.

All cores must be returned before July 1, 2001 in the original UNISOURCE box to qualify for full core credit.

Attached is the complete program outline, part numbers, Dixie Buy-Back core values and procedures. Please feel free to call me at 252.931.5809 or e-mail [aadgremono@nmhg.com](mailto:aadgremono@nmhg.com) with any questions or concerns.

Sincerely,

Debbie Gremore

Parts Program Coordinator



Return all cores in the ORIGINAL UNISOURCE box to:  
Dixie Electric Inc.

15300 25<sup>th</sup> Ave N. Suite 200  
Minneapolis, MN 55447-1993  
PH 800.478.0608  
FAX 800.392.8719

**Canadian Dealers return to:**

Dixie Electric Limited  
517 Basaltic Road  
Concord, Ontario L4K 4W8  
PH 800.563.3933  
FAX 905.879.0532

Full credit will be issued for all cores purchased prior to April 1, 2001 and returned before July 1, 2001. During the month of July 2001, we will offer a one time return privilege (full DN and core) for any remaining stock, dealer pays freight, 15% restock charge with NO deduction of dealer's earned returned allowance.

Dixie Buy Back Procedures, effective July 1, 2001:

Return all cores in ORIGINAL UNISOURCE box to addresses above.

Dixie Electric will inspect all core returns to assure that the box part number matches the core part number returned. Dixie Electric will pay for all cores returned that are listed on the Buy-Back Price Sheet, provided they are fully assembled, rebuildable, and there are no broken or missing parts.

Any cores received that are not fully assembled, or have any broken missing parts will be rejected, scrapped, and will not be purchased by Dixie Electric.

Dixie Electric will fax a copy of Dealer Purchase Report Form that details all cores returned, and the cores accepted for purchase, to the dealer.

Dixie Electric will issue a check directly to the Hyster Dealer on the 25<sup>th</sup> day of the following month for the purchased cores as detailed on the Dealer Core Purchase Report Form.

All warranty procedures will remain the same.

Purchase of Non-Program Cores by Dixie Electric

Any dealer wanting to sell non-program cores, excess cores, not in original box, or cores not listed on the Buy-Back Sheet, should fax a request for quote with a list of cores, with industry recognizable part numbers they wish to sell to: **Dixie Electric Customer Service at 905.879.0532.**

Dixie will respond directly to dealer via return fax within 72 hours with list of cores that Dixie has approve for purchase. The list will detail quote for each core approved for return. All cores on Dixie Core Quote List serves as authorization to return prepaid the cores listed on the quote.

These cores DO NOT qualify for NMHG freight, 3<sup>rd</sup> party billing. Dealer will be responsible for freight cost to Dixie Electric.

Dixie Electric will pay for all approved cores returned based on the quoted price, provided the cores are fully assembled, rebuildable, and have no broken or missing parts. Checks will be issued directly to the dealer on the 25<sup>th</sup> day of following month.

## APPENDIX

## UNISOURCE REMANUFACTURED STARTERS AND ALTERNATORS

| Description      | UNISOURCE Part Number | DN       | CL       | Core Buy-Back |
|------------------|-----------------------|----------|----------|---------------|
| Reman Alternator | 3004572 R             | \$38.36  | \$56.83  | \$3.35        |
| Reman Alternator | 3000974 R             | \$71.79  | \$106.35 | \$9.00        |
| Reman Alternator | 3002927 R             | \$47.50  | \$70.37  | \$6.75        |
| Reman Alternator | 3020077 R             | \$60.50  | \$89.63  | \$6.75        |
| Reman Alternator | 3012611 R             | \$50.50  | \$74.81  | \$6.75        |
| Reman Alternator | 3122809 R             | \$77.08  | \$114.19 | \$4.50        |
| Reman Alternator | 3123915 R             | \$76.29  | \$113.02 | \$0.00        |
| Reman Alternator | 3000970 R             | \$38.64  | \$57.25  | \$3.35        |
| Reman Alternator | 3123078 R             | \$73.57  | \$108.99 | \$6.75        |
| Reman Alternator | 3005141 R             | \$79.64  | \$117.99 | \$5.60        |
| Reman Alternator | 3003787 R             | \$111.07 | \$164.55 | \$5.60        |
| Reman Alternator | 3004581 R             | \$58.43  | \$86.56  | \$5.60        |
| Reman Alternator | 3000965 R             | \$57.14  | \$84.66  | \$5.60        |
| Reman Alternator | 3000966 R             | \$57.14  | \$84.66  | \$5.60        |
| Reman Alternator | 3004579 R             | \$57.14  | \$84.66  | \$5.60        |
| Reman Alternator | 3000972 R             | \$56.57  | \$83.81  | \$5.60        |
| Reman Alternator | 3004580 R             | \$130.36 | \$193.13 | \$5.60        |
| Reman Alternator | 3049491 R             | \$183.80 | \$272.30 | \$22.50       |
| Reman Alternator | 3141897 R             | \$206.36 | \$305.71 | \$22.50       |
| Reman Alternator | 3142179 R             | \$206.36 | \$305.71 | \$22.50       |
| Reman Alternator | 3000967 R             | \$58.07  | \$86.03  | \$7.85        |
| Reman Alternator | 3000971 R             | \$75.07  | \$111.21 | \$7.85        |
| Reman Alternator | 3123908 R             | \$213.35 | \$316.07 | \$45.00       |
| Reman Alternator | 3046658 R             | \$78.21  | \$115.87 | \$3.35        |
| Reman Alternator | 3122810 R             | \$77.00  | \$114.07 | \$5.60        |
| Reman Alternator | 3170252 R             | \$220.00 | \$325.93 | \$45.00       |
| Reman Alternator | 3143883 R             | \$134.86 | \$199.79 | \$8.40        |
| Reman Alternator | 3020078 R             | \$77.00  | \$114.07 | \$11.25       |
| Reman Alternator | 3142818 R             | \$127.86 | \$189.42 | \$6.75        |
| Reman Alternator | 3145372 R             | \$76.21  | \$112.91 | \$6.75        |
| Reman Alternator | 3141192 R             | \$83.57  | \$123.81 | \$6.75        |
| Reman Alternator | 3029189 R             | \$90.97  | \$134.77 | \$11.25       |
| Reman Alternator | 3141499 R             | \$81.00  | \$120.00 | \$6.75        |
| Reman Alternator | 3144062 R             | \$132.20 | \$195.85 | \$5.60        |
| Reman Starter    | 3010987 R             | \$86.00  | \$127.41 | \$11.25       |
| Reman Starter    | 3136132 R             | \$82.00  | \$121.48 | \$11.25       |
| Reman Starter    | 3068344 R             | \$70.86  | \$104.98 | \$11.25       |
| Reman Starter    | 3136107 R             | \$74.86  | \$110.90 | \$11.25       |
| Reman Starter    | 3144332 R             | \$137.29 | \$203.39 | \$22.50       |
| Reman Starter    | 3142087 R             | \$147.29 | \$218.21 | \$22.50       |
| Reman Starter    | 3001011 R             | \$58.43  | \$86.56  | \$7.85        |
| Reman Starter    | 3144473 R             | \$51.43  | \$76.19  | \$7.85        |
| Reman Starter    | 3004565 R             | \$85.36  | \$126.46 | \$9.00        |
| Reman Starter    | 3144338 R             | \$289.21 | \$428.46 | \$50.00       |
| Reman Starter    | 3001012 R             | \$131.21 | \$194.39 | \$22.50       |
| Reman Starter    | 3001017 R             | \$130.87 | \$193.88 | \$16.85       |
| Reman Starter    | 3001004 R             | \$65.50  | \$97.04  | \$5.60        |
| Reman Starter    | 3046666 R             | \$74.21  | \$109.94 | \$5.60        |
| Reman Starter    | 3021367 R             | \$70.64  | \$104.65 | \$5.60        |

For REMAN PLUS add \$5.00 to DN for alternators and \$10.00 for starters.  
Prices are subject to change without notice.

**UNISOURCE REMANUFACTURED STARTERS AND ALTERNATORS**

| Description   | UNISOURCE Part Number | DN       | CL       | Core Buy-Back |
|---------------|-----------------------|----------|----------|---------------|
| Reman Starter | 3003785 R             | \$66.07  | \$97.88  | \$5.60        |
| Reman Starter | 3014321 R             | \$66.21  | \$98.09  | \$5.60        |
| Reman Starter | 3143436 R             | \$121.00 | \$179.26 | \$22.50       |
| Reman Starter | 3137013 R             | \$120.20 | \$178.07 | \$18.00       |
| Reman Starter | 3143446 R             | \$123.21 | \$182.54 | \$18.00       |
| Reman Starter | 3122811 R             | \$114.29 | \$169.31 | \$18.00       |
| Reman Starter | 3144342 R             | \$116.50 | \$172.59 | \$18.00       |
| Reman Starter | 3144331 R             | \$138.43 | \$205.08 | \$18.00       |
| Reman Starter | 3049496 R             | \$125.00 | \$185.19 | \$18.00       |
| Reman Starter | 3061698 R             | \$160.00 | \$237.04 | \$18.00       |
| Reman Starter | 3144326 R             | \$131.00 | \$194.07 | \$18.00       |
| Reman Starter | 3048566 R             | \$98.64  | \$146.13 | \$1.25        |
| Reman Starter | 3049479 R             | \$199.55 | \$295.63 | \$28.00       |
| Reman Starter | 3004569 R             | \$161.43 | \$239.15 | \$22.50       |
| Reman Starter | 3021007 R             | \$73.14  | \$108.36 | \$7.80        |
| Reman Starter | 3038214 R             | \$77.93  | \$115.45 | \$7.80        |
| Reman Starter | 3122813 R             | \$183.93 | \$272.49 | \$16.85       |
| Reman Starter | 3142227 R             | \$320.00 | \$474.07 | \$56.25       |
| Reman Starter | 3142124 R             | \$161.36 | \$239.05 | \$33.78       |
| Reman Starter | 3144312 R             | \$255.71 | \$378.84 | \$45.00       |
| Reman Starter | 3144349 R             | \$130.71 | \$193.65 | \$11.25       |
| Reman Starter | 3143871 R             | \$130.71 | \$193.65 | \$11.25       |
| Reman Starter | 3170220 R             | \$151.14 | \$223.91 | \$22.50       |
| Reman Starter | 3170221 R             | \$180.21 | \$266.98 | \$28.00       |
| Reman Starter | 3004019 R             | \$232.50 | \$344.44 | \$39.00       |
| Reman Starter | 3136125 R             | \$251.50 | \$344.44 | \$39.00       |
| Reman Starter | 3001018 R             | \$102.93 | \$152.49 | \$16.85       |
| Reman Starter | 3136105 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3138199 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3004553 R             | \$159.07 | \$235.66 | \$16.85       |
| Reman Starter | 3136118 R             | \$161.07 | \$235.66 | \$16.85       |
| Reman Starter | 3005727 R             | \$113.93 | \$168.79 | \$16.85       |
| Reman Starter | 3136104 R             | \$113.93 | \$168.79 | \$16.85       |
| Reman Starter | 3136119 R             | \$98.07  | \$145.29 | \$16.85       |
| Reman Starter | 3136122 R             | \$93.36  | \$138.31 | \$16.85       |
| Reman Starter | 3001020 R             | \$100.64 | \$149.10 | \$16.85       |
| Reman Starter | 3033926 R             | \$96.64  | \$149.10 | \$16.85       |
| Reman Starter | 3136103 R             | \$96.64  | \$149.10 | \$16.85       |
| Reman Starter | 3001265 R             | \$160.00 | \$237.04 | \$27.00       |
| Reman Starter | 3137440 R             | \$160.00 | \$237.04 | \$27.00       |
| Reman Starter | 3001006 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3136108 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3136128 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3004016 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3136127 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3002935 R             | \$96.64  | \$143.17 | \$16.85       |
| Reman Starter | 3136115 R             | \$96.64  | \$143.17 | \$16.85       |
| Reman Starter | 3001008 R             | \$100.36 | \$148.68 | \$16.85       |

For REMAN PLUS add \$5.00 to DN for alternators and \$10.00 for starters.  
Prices are subject to change without notice.

## APPENDIX

## UNISOURCE REMANUFACTURED STARTERS AND ALTERNATORS

| Description   | UNISOURCE Part Number | DN       | CL       | Core Buy-Back |
|---------------|-----------------------|----------|----------|---------------|
| Reman Starter | 3136116 R             | \$100.36 | \$148.68 | \$16.85       |
| Reman Starter | 3136129 R             | \$100.36 | \$148.68 | \$16.85       |
| Reman Starter | 3001016 R             | \$100.86 | \$149.42 | \$16.85       |
| Reman Starter | 3029137 R             | \$100.86 | \$149.42 | \$16.85       |
| Reman Starter | 3136111 R             | \$100.86 | \$149.42 | \$16.85       |
| Reman Starter | 3004554 R             | \$182.86 | \$270.90 | \$27.00       |
| Reman Starter | 3136110 R             | \$182.86 | \$270.90 | \$27.00       |
| Reman Starter | 3136133 R             | \$182.86 | \$270.90 | \$27.00       |
| Reman Starter | 3136121 R             | \$100.64 | \$149.10 | \$16.85       |
| Reman Starter | 3136114 R             | \$160.21 | \$237.35 | \$16.85       |
| Reman Starter | 3136120 R             | \$158.21 | \$237.35 | \$16.85       |
| Reman Starter | 3004551 R             | \$126.79 | \$187.84 | \$16.85       |
| Reman Starter | 3136123 R             | \$126.79 | \$187.84 | \$16.85       |
| Reman Starter | 3005412 R             | \$165.00 | \$244.44 | \$27.00       |
| Reman Starter | 3136113 R             | \$185.00 | \$274.07 | \$27.00       |
| Reman Starter | 3136134 R             | \$175.00 | \$259.26 | \$27.00       |
| Reman Starter | 3004015 R             | \$97.14  | \$143.92 | \$16.85       |
| Reman Starter | 3136117 R             | \$97.14  | \$143.92 | \$16.85       |
| Reman Starter | 3010514 R             | \$160.00 | \$237.04 | \$27.00       |
| Reman Starter | 3136124 R             | \$160.00 | \$237.04 | \$27.00       |
| Reman Starter | 3001021 R             | \$101.64 | \$150.58 | \$16.85       |
| Reman Starter | 3033927 R             | \$101.64 | \$150.58 | \$16.85       |
| Reman Starter | 3136130 R             | \$101.64 | \$150.58 | \$16.85       |
| Reman Starter | 3136112 R             | \$98.64  | \$146.13 | \$16.85       |
| Reman Starter | 3001022 R             | \$94.93  | \$140.64 | \$16.85       |
| Reman Starter | 3136109 R             | \$94.93  | \$140.64 | \$16.85       |
| Reman Starter | 3136131 R             | \$94.93  | \$140.64 | \$16.85       |
| Reman Starter | 3136141 R             | \$115.07 | \$170.47 | \$16.85       |
| Reman Starter | 3136137 R             | \$165.12 | \$244.62 | \$27.00       |
| Reman Starter | 3001023 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3136100 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3136101 R             | \$90.93  | \$134.71 | \$16.85       |
| Reman Starter | 3001007 R             | \$160.00 | \$237.04 | \$27.00       |
| Reman Starter | 3136136 R             | \$126.79 | \$187.83 | \$16.85       |
| Reman Starter | 3136126 R             | \$103.93 | \$153.97 | \$16.85       |
| Reman Starter | 3136135 R             | \$103.93 | \$153.97 | \$16.85       |
| Reman Starter | 3049790 R             | \$96.64  | \$143.17 | \$16.85       |
| Reman Starter | 3142123 R             | \$170.00 | \$251.85 | \$36.00       |
| Reman Starter | 3005726 R             | \$177.14 | \$262.43 | \$27.00       |
| Reman Starter | 3033928 R             | \$126.93 | \$188.04 | \$16.85       |
| Reman Starter | 3005099 R             | \$178.57 | \$264.55 | \$27.00       |
| Reman Starter | 3003779 R             | \$174.57 | \$258.62 | \$27.00       |
| Reman Starter | 3144313 R             | \$150.86 | \$223.49 | \$27.00       |
| Reman Starter | 3042511 R             | \$190.79 | \$282.65 | \$30.00       |
|               |                       |          |          |               |
|               |                       |          |          |               |
|               |                       |          |          |               |

For REMAN PLUS add \$5.00 to DN for alternators and \$10.00 for starters.  
Prices are subject to change without notice.

1717 900.160 Unisource – Cascade Hang-On Sideshifters Offer



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November 10, 2000

TO: ALL HYSTER NORTH AMERICAN INDUSTRIAL TRUCK DEALERS

## ATTENTION:

DEALER PRINCIPALS, BRANCH MANAGERS, GENERAL PARTS  
MANAGER/PARTS MANAGER AND GENERAL SALES  
MANAGERS/SERVICE MANAGER**SUBJECT: CASCADE HANG-ON SIDESHIFTERS OFFERING THROUGH THE  
UNISOURCE PARTS PROGRAM**

Hyster Company is now offering the Cascade Hang-on Sideshifters through the UNISOURCE Parts Program. The offering consists of Cascade's E and F Series Hang-on Sideshifters and these sideshifters are made to fit the following brands of lift trucks: Caterpillar, Clark, Crown, Halla-America, Hyster, Kalmar AC, Komatsu, Linde Baker, Mitsubishi, Nissan, Raymond, TCM, Toyota, Yale, Daewoo, JCB, and Schaeff. Attached to this announcement letter is a program procedure sheet, a part number spreadsheet and installation instructions.

## THE E AND F SERIES OFFER THE FOLLOWING FEATURES:

- Fast and Easy "No-Weld" Mounting
- Uniform Speed
- Backrest Compatibility
- High Pressure Cylinder
- Meets International standards

Don't delay. Begin ordering your sideshifters today and realize competitive pricing and prompt availability. As with all UNISOURCE parts, your dealership's purchases of Cascade Sideshifters through the UNISOURCE Program qualify for the cash discount, return allowance, "You Make It Happen!" points and "Challenge to the Leader" rebates.

Sincerely yours,

Arielle Morris  
Coordinator,  
Direct Ship Program Development



## CASCADE

### Hang-on Sideshifters Replacement Parts

| Chart number if applicable | Cascade PN | Description           | UNISOURCE PN |
|----------------------------|------------|-----------------------|--------------|
|                            | 204182     | Hook Group-Lower      | 3170725      |
| 5                          | 204186     | Hook-Lower            | 3170721      |
|                            | 208350     | Bearing-Lower         | 3170720      |
| 1                          | 21006-1    | Cylinder Assy-35.2"   | 3170738      |
| 1                          | 21006-10   | Cylinder Assy-26.2"   | 3170743      |
| 1                          | 21006-11   | Cylinder Assy-52"     | 3170744      |
| 1                          | 21006-12   | Cylinder Assy-48.8"   | 3170745      |
| 1                          | 21006-13   | Cylinder Assy-45.1"   | 3170746      |
| 1                          | 21006-14   | Cylinder Assy-24.4"   | 3170747      |
| 1                          | 21006-15   | Cylinder Assy-26.2"   | 3170748      |
| 1                          | 21006-16   | Cylinder Assy-35.2"   | 3170749      |
| 1                          | 21006-17   | Cylinder Assy-29.9"   | 3170750      |
| 1                          | 21006-18   | Cylinder Assy-28.9"   | 3170751      |
| 1                          | 21006-19   | Cylinder Assy-30.9"   | 3170752      |
| 1                          | 21006-2    | Cylinder Assy-38.4"   | 3170739      |
| 1                          | 21006-21   | Cylinder Assy-37"     | 3170753      |
| 1                          | 21006-3    | Cylinder Assy-28.9"   | 3170740      |
| 1                          | 21006-4    | Cylinder Assy-30.9"   | 3170741      |
| 1                          | 21006-400  | Cylinder Assy-30.9"   | 3170754      |
| 1                          | 21006-401  | Cylinder Assy-30.9"   | 3170755      |
| 1                          | 21006-402  | Cylinder Assy-33.7"   | 3170756      |
| 1                          | 21006-403  | Cylinder Assy-34"     | 3170757      |
| 1                          | 21006-5    | Cylinder Assy-40.9"   | 3170742      |
| 3                          | 218361     | Bearing-Lower         | 3170724      |
| 1                          | 218363     | Bearings-Bronze Upper | 3170760      |
|                            | 219868     | Kit-Cylinder Service  | 3170758      |
| 3                          | 225570     | Bearings-Bronze Lower | 3170761      |
| 1                          | 228782     | Bearing-Upper         | 3170723      |
| 4                          | 553857     | Nut                   | 3170722      |
|                            | 562055     | Rod-Cylinder          | 3170735      |
|                            | 563487     | Kit-Cylinder Service  | 3170734      |
|                            | 564401     | Rod-Cylinder          | 3170737      |
|                            | 564409     | Kit-Cylinder Service  | 3170736      |

MARCH 2001

1 of 2



## CASCADE

### Hang-on Sideshifters Replacement Parts

| Chart<br>number if<br>applicable | Cascade PN | Description                  | UNISOURCE PN |
|----------------------------------|------------|------------------------------|--------------|
|                                  | 583970     | Cylinder Assy-34.1"          | 3170726      |
|                                  | 583971     | Cylinder Assy-36"            | 3170727      |
|                                  | 583972     | Cylinder Assy-40.2"          | 3170728      |
|                                  | 583973     | Cylinder Assy-48"            | 3170729      |
|                                  | 584001     | Cylinder Assy-36"            | 3170730      |
|                                  | 584002     | Cylinder Assy-40.2"          | 3170731      |
|                                  | 584003     | Cylinder Assy-48.1"          | 3170732      |
|                                  | 584004     | Cylinder Assy-55.2"          | 3170733      |
|                                  | 6000719    | Bearing-Lower w/ Center Tabs | 3170762      |
|                                  | 672018     | Bearing-Upper                | 3170719      |
|                                  | 804065     | Bearings-Bronze Upper        | 3170759      |



## CASCADE Hang-on Sideshift Program

| SIDESHIFT KITS |              |                                            |
|----------------|--------------|--------------------------------------------|
| Vendor #       | UNISOURCE PN | Sideshift model(s)                         |
| 205826         | 3145571      | All OEM units 55F, 60E & 100E except Halls |
| 215689         | 3145572      | All Halls units 55F, 60E & 100E            |

### CASCADE

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A056        | 3145410   | 5,500                           | 31.0"                            | II             | 8"                        | 28.9"                        | 105           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A051        | 3145407   | 5,500                           | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A052        | 3145408   | 5,500                           | 41.0"                            | II             | 8"                        | 35.2"                        | 125           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A054        | 3145409   | 5,500                           | 49.0"                            | II             | 8"                        | 40.9"                        | 152           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A057        | 3145411   | 5,500                           | 61.0"                            | II             | 8"                        | 51.9"                        | 199           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B051        | 3145479   | 6,000                           | 37.0"                            | III            | 8"                        | 34.7"                        | 206           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B052        | 3145480   | 6,000                           | 41.0"                            | III            | 8"                        | 36.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B053        | 3145481   | 6,000                           | 49.0"                            | III            | 8"                        | 36.7"                        | 241           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B054        | 3145482   | 6,000                           | 61.0"                            | III            | 8"                        | 47.7"                        | 316           | 2.5"                | 1.2"                         | 11.8"                      |
| 100E-SSS-B051       | 3145538   | 10,000                          | 41.0"                            | III            | 8"                        | 36.7"                        | 303           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B052       | 3145539   | 10,000                          | 49.0"                            | III            | 8"                        | 40.7"                        | 340           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B053       | 3145540   | 10,000                          | 61.0"                            | III            | 8"                        | 47.7"                        | 437           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B054       | 3145541   | 10,000                          | 72.0"                            | III            | 8"                        | 60.7"                        | 495           | 3.0"                | 1.5"                         | 11.8"                      |

### CATERPILLAR

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A093        | 3145438   | 5,500                           | 32.3"                            | II             | 8"                        | 28.9"                        | 108           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A157        | 3145449   | 5,500                           | 32.3"                            | II             | 8"                        | 28.9"                        | 109           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A091        | 3145436   | 5,500                           | 36.2"                            | II             | 8"                        | 30.9"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A155        | 3145447   | 5,500                           | 36.2"                            | II             | 8"                        | 30.9"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A035        | 3145390   | 5,500                           | 38.3"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A092        | 3145437   | 5,500                           | 39.4"                            | II             | 8"                        | 35.2"                        | 122           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A156        | 3145448   | 5,500                           | 39.4"                            | II             | 8"                        | 35.2"                        | 122           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A037        | 3145399   | 5,500                           | 43.4"                            | II             | 8"                        | 38.4"                        | 130           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A094        | 3145439   | 5,500                           | 55.1"                            | II             | 8"                        | 45.1"                        | 187           | 2.3"                | 1.1"                         | 8.58"                      |
| 55F-SSS-A158        | 3145450   | 5,500                           | 55.1"                            | II             | 8"                        | 45.1"                        | 187           | 2.3"                | 1.1"                         | 8.58"                      |
| 60E-SSS-B091        | 3145503   | 6,000                           | 37.8"                            | III            | 8"                        | 34.7"                        | 207           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B115        | 3145509   | 6,000                           | 37.8"                            | III            | 8"                        | 34.7"                        | 207           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B092        | 3145504   | 6,000                           | 39.4"                            | III            | 8"                        | 34.7"                        | 211           | 2.5"                | 1.2"                         | 12.2"                      |

## APPENDIX



## CASCADE

### Hang-on Sideshift Program

CATERPILLAR cont. . .

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 60E-SSS-B116        | 3145510   | 6,000                           | 39.4"                            | III            | 8"                        | 34.2"                        | 207           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B032        | 3145469   | 6,000                           | 40.4"                            | III            | 8"                        | 34.2"                        | 213           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B033        | 3145470   | 6,000                           | 41.5"                            | III            | 8"                        | 36.7"                        | 215           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B034        | 3145471   | 6,000                           | 43.9"                            | III            | 8"                        | 36.7"                        | 220           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B090        | 3145502   | 6,000                           | 59.1"                            | III            | 8"                        | 47.7"                        | 310           | 2.5"                | 1.2"                         | 11.9"                      |
| 60E-SSS-B117        | 3145511   | 6,000                           | 59.1"                            | III            | 8"                        | 47.7"                        | 310           | 2.5"                | 1.2"                         | 11.9"                      |
| 100E-SSS-B031       | 3145529   | 10,000                          | 41.5"                            | III            | 8"                        | 36.8"                        | 305           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B034       | 3145532   | 10000                           | 44.3"                            | III            | 8"                        | 36.7"                        | 316           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B093       | 3145559   | 10000                           | 46.8"                            | III            | 8"                        | 40.7"                        | 331           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B032       | 3145530   | 10000                           | 47.8"                            | III            | 8"                        | 40.7"                        | 335           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B094       | 3145560   | 10000                           | 59.1"                            | III            | 8"                        | 47.7"                        | 429           | 3.0"                | 1.5"                         | 11.8"                      |
| 100E-SSS-B098       | 3145563   | 10000                           | 59.1"                            | III            | 8"                        | 47.7"                        | 429           | 3.0"                | 1.5"                         | 11.8"                      |
| 100E-SSS-B160       | 3145570   | 10000                           | 60.0"                            | III            | 8"                        | 47.7"                        | 433           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B033       | 3145531   | 10000                           | 61.6"                            | III            | 8"                        | 47.7"                        | 439           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B035       | 3145533   | 10000                           | 61.6"                            | III            | 8"                        | 47.7"                        | 439           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B095       | 3145561   | 10000                           | 70.9"                            | III            | 8"                        | 60.7"                        | 491           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B096       | 3145562   | 10000                           | 44.3"                            | III            | 8"                        | 36.7"                        | 316           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B090       | 3145557   | 10000                           | 39.4"                            | III            | 8"                        | 36.7"                        | 297           | 3.0"                | 1.5"                         | 11.9"                      |

Clark

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A066        | 3145410   | 5,500                           | 31.0"                            | II             | 8"                        | 28.9"                        | 107           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A051        | 3145407   | 5,500                           | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A052        | 3145408   | 5,500                           | 41.0"                            | II             | 8"                        | 35.2"                        | 124           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A106        | 3145444   | 5,500                           | 44.9"                            | II             | 8"                        | 40.9"                        | 132           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A054        | 3145409   | 5,500                           | 49.0"                            | II             | 8"                        | 40.9"                        | 150           | 2.3"                | 1.1"                         | 9.0"                       |
| 55F-SSS-A067        | 3145411   | 5,500                           | 61.0"                            | II             | 8"                        | 51.9"                        | 199           | 2.3"                | 1.1"                         | 8.58"                      |
| 60E-SSS-B051        | 3145479   | 6,000                           | 37.0"                            | III            | 8"                        | 34.7"                        | 206           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B052        | 3145480   | 6,000                           | 41.0"                            | III            | 8"                        | 36.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B056        | 3145484   | 6,000                           | 44.9"                            | III            | 8"                        | 36.7"                        | 231           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B053        | 3145481   | 6,000                           | 49.0"                            | III            | 8"                        | 36.7"                        | 241           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B054        | 3145482   | 6,000                           | 61.0"                            | III            | 8"                        | 47.7"                        | 316           | 2.5"                | 1.2"                         | 11.8"                      |
| 60E-SSS-B055        | 3145483   | 6,000                           | 72.0"                            | III            | 8"                        | 59.7"                        | 353           | 2.5"                | 1.2"                         | 11.8"                      |
| 100E-SSS-B051       | 3145538   | 10,000                          | 41.0"                            | III            | 8"                        | 36.7"                        | 303           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B052       | 3145539   | 10000                           | 49.0"                            | III            | 8"                        | 40.7"                        | 340           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B053       | 3145540   | 10000                           | 61.0"                            | III            | 8"                        | 47.7"                        | 447           | 3.0"                | 1.5"                         | 11.8"                      |
| 100E-SSS-B054       | 3145541   | 10000                           | 72.0"                            | III            | 8"                        | 60.7"                        | 495           | 3.0"                | 1.5"                         | 11.8"                      |

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## CASCADE Hang-on Sideshift Program

### Crown

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A061        | 3145412   | 5500                            | 31.5"                            | II             | 8"                        | 28.9"                        | 107           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A062        | 3145413   | 5500                            | 34.5"                            | II             | 8"                        | 30.8"                        | 113           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A063        | 3145414   | 5500                            | 38.0"                            | II             | 8"                        | 35.2"                        | 119           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A064        | 3145415   | 5500                            | 44.0"                            | II             | 8"                        | 38.3"                        | 130           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A180        | 3145452   | 5500                            | 31.9"                            | II             | 8"                        | 28.9"                        | 107           | 2.3"                | 1.0"                         | 9.02"                      |
| 60E-SSS-B061        | 3145485   | 6000                            | 38.0"                            | III            | 8"                        | 34.7"                        | 208           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B062        | 3145486   | 6000                            | 44.0"                            | III            | 8"                        | 36.7"                        | 221           | 2.5"                | 1.2"                         | 12.1"                      |

### HALLA AMERICA

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A102        | 3145442   | 5500                            | 40.2"                            | II             | 8"                        | 35.2"                        | 123           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A103        | 3145443   | 5500                            | 58.8"                            | II             | 8"                        | 48.8"                        | 195           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B048        | 3145478   | 6000                            | 40.2"                            | III            | 8"                        | 36.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B046        | 3145476   | 6000                            | 41.7"                            | III            | 8"                        | 36.7"                        | 214           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B047        | 3145477   | 6000                            | 55.1"                            | III            | 8"                        | 47.7"                        | 288           | 2.5"                | 1.2"                         | 11.9"                      |
| 100E-SSS-B150       | 3145568   | 10000                           | 46.9"                            | III            | 8"                        | 40.7"                        | 331           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B151       | 3145569   | 10000                           | 67.3"                            | III            | 8"                        | 60.7"                        | 478           | 3.0"                | 1.5"                         | 11.9"                      |

### HYSTER

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity | LBR Front Mount (FM) or Side Mount (SM) | FORMER Hyster PN |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|-----------------------------------------|------------------|
| 55F-SSS-A006        | 3145376   | 5500                            | 29.0"                            | II             | 8"                        | 26.2"                        | 103           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 55F-SSS-A007        | 3145377   | 5500                            | 33.7"                            | II             | 8"                        | 28.9"                        | 112           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399035          |
| 55F-SSS-A045        | 3145405   | 5500                            | 35.7"                            | II             | 8"                        | 35.2"                        | 115           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399037          |
| 55F-SSS-A001        | 3145375   | 5500                            | 36.0"                            | II             | 8"                        | 35.2"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      |                  |
| 55F-SSS-A028        | 3145394   | 5500                            | 37.5"                            | II             | 8"                        | 35.2"                        | 118           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 55F-SSS-A008        | 3145378   | 5500                            | 38.0"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       |                                         | 1399038          |
| 55F-SSS-A030        | 3145395   | 5500                            | 38.5"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399039          |
| 55F-SSS-A009        | 3145379   | 5500                            | 42.0"                            | II             | 8"                        | 38.4"                        | 127           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399041          |
| 55F-SSS-A200        | 3145453   | 5500                            | 36.2"                            | II             | 8"                        | 35.2"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 55F-SSS-A201        | 3145454   | 5500                            | 40.1"                            | II             | 8"                        | 35.2"                        | 123           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |

## APPENDIX



## CASCADE

### Hang-on Sideshift Program

HYSTER cont . . .

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity | LBR Front Mount (FM) or Side Mount (SM) | FORMER Hyster PN |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|-----------------------------------------|------------------|
| 60E-SSS-B001        | 3145455   | 6000                            | 38.0"                            | III            | 8"                        | 34.7"                        | 208           | 2.5"                | 1.2"                         | 12.2"                      | FM                                      |                  |
| 60E-SSS-B003        | 3145457   | 6000                            | 38.5"                            | III            | 8"                        | 34.7"                        | 209           | 2.5"                | 1.2"                         | 12.2"                      | FM                                      | 1399046          |
| 60E-SSS-B002        | 3145456   | 6000                            | 42.0"                            | III            | 8"                        | 36.7"                        | 216           | 2.5"                | 1.2"                         | 12.1"                      | FM                                      | 1399047          |
| 100E-SSS-B009       | 3145517   | 10000                           | 38.0"                            | III            | 8"                        | 36.7"                        | 291           | 3.0"                | 1.5"                         | 12.1"                      | SM                                      |                  |
| 100E-SSS-B001       | 3145512   | 10000                           | 42.0"                            | III            | 8"                        | 36.7"                        | 307           | 3.0"                | 1.5"                         | 12.0"                      | SM                                      |                  |
| 100E-SSS-B002       | 3145513   | 10000                           | 48.0"                            | III            | 8"                        | 40.7"                        | 336           | 3.0"                | 1.5"                         | 12.0"                      | SM                                      | 1399052          |
| 100E-SSS-B003       | 3145514   | 10000                           | 60.0"                            | III            | 8"                        | 47.7"                        | 433           | 3.0"                | 1.5"                         | 11.7"                      | SM                                      | 1360302          |
| 100E-SSS-B006       | 3171019   | 10,000                          | 47.3"                            | III            | 8"                        | 40.7"                        | 330           | 3.0"                | 1.5"                         | 12.0"                      | FM                                      |                  |
| 100E-SSS-B007       | 3171020   | 10,000                          | 53.3"                            | III            | 8"                        | 47.7"                        | 360           | 3.0"                | 1.5"                         | 12.0"                      | FM                                      |                  |
| 100E-SSS-B008       | 3171021   | 10,000                          | 59.2"                            | III            | 8"                        | 47.7"                        | 430           | 3.0"                | 1.5"                         | 11.7"                      | FM                                      |                  |

## KALMAR

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A056        | 3145410   | 5500                            | 31.0"                            | II             | 8"                        | 28.9"                        | 107           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A027        | 3145393   | 5500                            | 34.0"                            | II             | 8"                        | 30.8"                        | 112           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A021        | 3145387   | 5500                            | 36.0"                            | II             | 8"                        | 35.2"                        | 115           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A051        | 3145407   | 5500                            | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A022        | 3145388   | 5500                            | 38.0"                            | II             | 8"                        | 35.2"                        | 119           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A052        | 3145408   | 5500                            | 41.0"                            | II             | 8"                        | 35.2"                        | 124           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A023        | 3145389   | 5500                            | 42.0"                            | II             | 8"                        | 38.3"                        | 127           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A024        | 3145390   | 5500                            | 48.0"                            | II             | 8"                        | 40.9"                        | 148           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A054        | 3145409   | 5500                            | 49.0"                            | II             | 8"                        | 40.9"                        | 150           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A025        | 3145391   | 5500                            | 54.0"                            | II             | 8"                        | 45.0"                        | 174           | 2.3"                | 1.0"                         | 8.58"                      |
| 55F-SSS-A026        | 3145392   | 5500                            | 60.0"                            | II             | 8"                        | 51.9"                        | 197           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B051        | 3145479   | 6000                            | 37.0"                            | III            | 8"                        | 34.7"                        | 206           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B021        | 3145462   | 6000                            | 38.0"                            | III            | 8"                        | 34.7"                        | 208           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B052        | 3145480   | 6000                            | 41.0"                            | III            | 8"                        | 36.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B022        | 3145463   | 6000                            | 42.0"                            | III            | 8"                        | 36.7"                        | 216           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B023        | 3145464   | 6000                            | 48.0"                            | III            | 8"                        | 36.7"                        | 238           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B053        | 3145481   | 6000                            | 49.0"                            | III            | 8"                        | 36.7"                        | 241           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B078        | 3145493   | 6000                            | 53.0"                            | III            | 8"                        | 47.7"                        | 297           | 2.5"                | 1.2"                         | 11.9"                      |
| 60E-SSS-B024        | 3145465   | 6000                            | 60.0"                            | III            | 8"                        | 47.7"                        | 313           | 2.5"                | 1.2"                         | 11.8"                      |
| 100E-SSS-B021       | 3145525   | 10000                           | 42.0"                            | III            | 8"                        | 36.7"                        | 307           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B050       | 3145542   | 10000                           | 42.1"                            | III            | 8"                        | 36.7"                        | 307           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B061       | 3145543   | 10000                           | 46.8"                            | III            | 8"                        | 40.7"                        | 331           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B022       | 3145526   | 10000                           | 48.0"                            | III            | 8"                        | 40.7"                        | 336           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B023       | 3145527   | 10000                           | 54.0"                            | III            | 8"                        | 47.7"                        | 409           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B024       | 3145528   | 10000                           | 60.0"                            | III            | 8"                        | 47.7"                        | 433           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B063       | 3145545   | 10000                           | 68.1"                            | III            | 8"                        | 60.7"                        | 480           | 3.0"                | 1.5"                         | 11.9"                      |

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## APPENDIX



KOMATSU

## CASCADE

### Hang-on Sideshift Program

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A056        | 3145410   | 5500                            | 31.0"                            | II             | 8"                        | 28.9"                        | 107           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A051        | 3145407   | 5500                            | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A052        | 3145408   | 5500                            | 41.0"                            | II             | 8"                        | 35.2"                        | 124           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A054        | 3145409   | 5500                            | 49.0"                            | II             | 8"                        | 40.9"                        | 150           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A079        | 3145425   | 5500                            | 53.0"                            | II             | 8"                        | 40.9"                        | 172           | 2.3"                | 1.0"                         | 8.58"                      |
| 55F-SSS-A057        | 3145411   | 5500                            | 61.0"                            | II             | 8"                        | 51.9"                        | 199           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B051        | 3145479   | 6000                            | 37.0"                            | III            | 8"                        | 34.7"                        | 206           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B075        | 3145490   | 6000                            | 37.8"                            | III            | 8"                        | 34.2"                        | 207           | 2.5"                | 1.1"                         | 12.2"                      |
| 60E-SSS-B052        | 3145480   | 6000                            | 41.0"                            | III            | 8"                        | 36.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B076        | 3145491   | 6000                            | 41.7"                            | III            | 8"                        | 36.7"                        | 215           | 2.5"                | 1.1"                         | 12.1"                      |
| 60E-SSS-B053        | 3145481   | 6000                            | 49.0"                            | III            | 8"                        | 36.7"                        | 241           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B078        | 3145493   | 6000                            | 53.0"                            | III            | 8"                        | 40.7"                        | 250           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B054        | 3145482   | 6000                            | 61.0"                            | III            | 8"                        | 47.7"                        | 316           | 2.5"                | 1.2"                         | 11.8"                      |
| 60E-SSS-B079        | 3145494   | 6000                            | 41.7"                            | III            | 8"                        | 36.7"                        | 215           | 2.5"                | 1.1"                         | 12.1"                      |
| 100E-SSS-B060       | 3145542   | 10000                           | 42.1"                            | III            | 8"                        | 36.7"                        | 307           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B061       | 3145543   | 10000                           | 46.8"                            | III            | 8"                        | 40.7"                        | 331           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B062       | 3145544   | 10000                           | 62.2"                            | III            | 8"                        | 47.7"                        | 441           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B063       | 3145545   | 10000                           | 68.1"                            | III            | 8"                        | 60.7"                        | 480           | 3.0"                | 1.5"                         | 11.9"                      |

LINDE

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A019        | 3145386   | 5500                            | 38.6"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A015        | 3145384   | 5500                            | 40.9"                            | II             | 8"                        | 35.2"                        | 125           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A016        | 3145385   | 5500                            | 45.3"                            | II             | 8"                        | 40.9"                        | 133           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A014        | 3145383   | 5500                            | 62.9"                            | II             | 8"                        | 51.9"                        | 204           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B011        | 3145458   | 6000                            | 43.0"                            | II             | 8"                        | 36.7"                        | 218           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B012        | 3145459   | 6000                            | 45.3"                            | II             | 8"                        | 36.7"                        | 232           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B014        | 3145461   | 6000                            | 51.2"                            | II             | 8"                        | 40.7"                        | 246           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B013        | 3145460   | 6000                            | 63.0"                            | II             | 8"                        | 59.7"                        | 320           | 2.5"                | 1.2"                         | 11.8"                      |
| 100E-SSS-B011       | 3145518   | 10000                           | 43.0"                            | III            | 8"                        | 36.7"                        | 311           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B016       | 3145522   | 10000                           | 45.3"                            | III            | 8"                        | 40.7"                        | 325           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B013       | 3145519   | 10000                           | 51.2"                            | III            | 8"                        | 47.7"                        | 351           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B017       | 3145523   | 10000                           | 53.1"                            | III            | 8"                        | 47.7"                        | 359           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B014       | 3145520   | 10000                           | 63.0"                            | III            | 8"                        | 47.7"                        | 444           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B015       | 3145521   | 10000                           | 68.9"                            | III            | 8"                        | 59.8"                        | 570           | 3.0"                | 1.5"                         | 11.7"                      |
| 100E-SSS-B018       | 3145524   | 10000                           | 78.7"                            | III            | 8"                        | 65.7"                        | 529           | 3.0"                | 1.5"                         | 11.9"                      |



## CASCADE Hang-on Sideshift Program

**MITSUBISHI**

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A093        | 3145438   | 5500                            | 32.3"                            | II             | 8"                        | 28.9"                        | 108           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A157        | 3145440   | 5500                            | 32.3"                            | II             | 8"                        | 28.9"                        | 109           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A091        | 3145436   | 5500                            | 36.2"                            | II             | 8"                        | 30.9"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A155        | 3145447   | 5500                            | 36.2"                            | II             | 8"                        | 30.9"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A035        | 3145398   | 5500                            | 36.3"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A092        | 3145437   | 5500                            | 39.4"                            | II             | 8"                        | 35.2"                        | 122           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A156        | 3145448   | 5500                            | 39.4"                            | II             | 8"                        | 35.2"                        | 122           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A094        | 3145439   | 5500                            | 55.1"                            | II             | 8"                        | 45.1"                        | 187           | 2.3"                | 1.1"                         | 8.58"                      |
| 55F-SSS-A158        | 3145450   | 5500                            | 55.1"                            | II             | 8"                        | 45.1"                        | 187           | 2.3"                | 1.1"                         | 8.58"                      |
| 60E-SSS-B091        | 3145503   | 6000                            | 37.8"                            | III            | 8"                        | 34.7"                        | 207           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B115        | 3145509   | 6000                            | 37.8"                            | III            | 8"                        | 34.7"                        | 207           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B092        | 3145504   | 6000                            | 39.4"                            | III            | 8"                        | 34.7"                        | 211           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B116        | 3145510   | 6000                            | 39.4"                            | III            | 8"                        | 34.7"                        | 207           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B090        | 3145502   | 6000                            | 59.1"                            | III            | 8"                        | 47.7"                        | 310           | 2.5"                | 1.2"                         | 11.9"                      |
| 60E-SSS-B117        | 3145511   | 6000                            | 59.1"                            | III            | 8"                        | 47.7"                        | 310           | 2.5"                | 1.2"                         | 11.9"                      |
| 100E-SSS-B092       | 3145558   | 10000                           | 39.4"                            | III            | 8"                        | 36.7"                        | 297           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B093       | 3145559   | 10000                           | 46.6"                            | III            | 8"                        | 40.7"                        | 331           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B094       | 3145560   | 10000                           | 59.1"                            | III            | 8"                        | 47.7"                        | 429           | 3.0"                | 1.5"                         | 11.8"                      |
| 100E-SSS-B098       | 3145563   | 10000                           | 59.1"                            | III            | 8"                        | 47.7"                        | 429           | 3.0"                | 1.5"                         | 11.8"                      |
| 100E-SSS-B095       | 3145561   | 10000                           | 70.9"                            | III            | 8"                        | 60.7"                        | 491           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B096       | 3145562   | 10000                           | 44.3"                            | III            | 8"                        | 36.7"                        | 316           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B090       | 3145557   | 10000                           | 39.4"                            | III            | 8"                        | 36.7"                        | 297           | 3.0"                | 1.5"                         | 11.9"                      |

**NISSAN**

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A056        | 3145410   | 5500                            | 31.0"                            | II             | 8"                        | 28.9"                        | 124           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A074        | 3145424   | 5500                            | 32.4"                            | II             | 8"                        | 28.9"                        | 109           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A071        | 3145421   | 5500                            | 36.2"                            | II             | 8"                        | 35.2"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A051        | 3145407   | 5500                            | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A073        | 3145423   | 5500                            | 40.2"                            | II             | 8"                        | 35.2"                        | 123           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A052        | 3145408   | 5500                            | 41.0"                            | II             | 8"                        | 35.2"                        | 124           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A054        | 3145409   | 5500                            | 49.0"                            | II             | 8"                        | 40.9"                        | 150           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A072        | 3145422   | 5500                            | 52.6"                            | II             | 8"                        | 45.1"                        | 171           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B077        | 3145492   | 6000                            | 36.2"                            | III            | 8"                        | 34.7"                        | 204           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B051        | 3145479   | 6000                            | 37.0"                            | III            | 8"                        | 34.7"                        | 206           | 2.5"                | 1.2"                         | 12.2"                      |

## APPENDIX



## CASCADE

### Hang-on Sideshift Program

NISSAN cont . . .

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 60E-SSS-B071        | 3145489   | 6000                            | 38.5"                            | III            | 8"                        | 34.7"                        | 209           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B069        | 3145487   | 6000                            | 40.1"                            | III            | 8"                        | 34.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B052        | 3145480   | 6000                            | 41.0"                            | III            | 8"                        | 36.7"                        | 213           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B053        | 3145481   | 6000                            | 49.0"                            | III            | 8"                        | 36.7"                        | 241           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B070        | 3145488   | 6000                            | 52.6"                            | III            | 8"                        | 47.7"                        | 295           | 2.5"                | 1.2"                         | 11.9"                      |
| 60E-SSS-B054        | 3145482   | 6000                            | 61.0"                            | III            | 8"                        | 47.7"                        | 316           | 2.5"                | 1.2"                         | 11.8"                      |
| 100E-SSS-B072       | 3145549   | 10000                           | 40.1"                            | III            | 8"                        | 36.7"                        | 300           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B073       | 3145550   | 10000                           | 47.1"                            | III            | 8"                        | 40.7"                        | 331           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B074       | 3145551   | 10000                           | 55.4"                            | III            | 8"                        | 47.7"                        | 414           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B071       | 3145548   | 10000                           | 70.9"                            | III            | 8"                        | 60.7"                        | 491           | 3.0"                | 1.5"                         | 11.9"                      |

RAYMOND

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A065        | 3145416   | 5500                            | 32.0"                            | II             | 8"                        | 26.2"                        | 108           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A066        | 3145417   | 5500                            | 32.0"                            | II             | 4"                        | 26.2"                        | 108           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A067        | 3145418   | 5500                            | 32.0"                            | II             | 4"                        | 28.9"                        | 112           | 2.3"                | 1.07"                        | 8.82"                      |
| 55F-SSS-A068        | 3145419   | 5500                            | 32.0"                            | II             | 8"                        | 28.9"                        | 112           | 2.3"                | 1.06"                        | 8.82"                      |
| 55F-SSS-A069        | 3145420   | 5500                            | 36.0"                            | II             | 8"                        | 35.2"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A160        | 3145451   | 5500                            | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.0"                       |

TCM

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A083        | 3145429   | 5500                            | 32.6"                            | II             | 8"                        | 30.8"                        | 110           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A082        | 3145428   | 5500                            | 36.6"                            | II             | 8"                        | 35.2"                        | 116           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A084        | 3145430   | 5500                            | 38.1"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A081        | 3145427   | 5500                            | 40.9"                            | II             | 8"                        | 35.2"                        | 125           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A080        | 3145426   | 5500                            | 58.3"                            | II             | 8"                        | 48.8"                        | 194           | 2.3"                | 1.0"                         | 8.58"                      |
| 60E-SSS-B098        | 3145505   | 6000                            | 40.9"                            | III            | 8"                        | 34.2"                        | 215           | 2.5"                | 1.1"                         | 12.1"                      |
| 60E-SSS-B081        | 3145495   | 6000                            | 43.3"                            | III            | 8"                        | 36.7"                        | 219           | 2.5"                | 1.1"                         | 12.1"                      |
| 60E-SSS-B082        | 3145496   | 6000                            | 47.6"                            | III            | 8"                        | 36.7"                        | 237           | 2.5"                | 1.2"                         | 12.0"                      |

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## CASCADE Hang-on Sideshift Program

TCM cont . . .

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 60E-SSS-B084        | 3145497   | 6000                            | 61.4"                            | III            | 8"                        | 59.7"                        | 317           | 2.5"                | 1.2"                         | 11.8"                      |
| 60E-SSS-B100        | 3145507   | 6000                            | 66.9"                            | III            | 8"                        | 59.7"                        | 341           | 2.5"                | 1.2"                         | 11.9"                      |
| 100E-SSS-B081       | 3145552   | 10000                           | 43.3"                            | III            | 8"                        | 36.7"                        | 312           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B082       | 3145553   | 10000                           | 47.6"                            | III            | 8"                        | 40.7"                        | 335           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B084       | 3145555   | 10000                           | 51.2"                            | III            | 8"                        | 47.7"                        | 351           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B085       | 3145556   | 10000                           | 66.9"                            | III            | 8"                        | 60.7"                        | 475           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B083       | 3145554   | 10000                           | 71.3"                            | III            | 8"                        | 60.7"                        | 492           | 3.0"                | 1.5"                         | 11.8"                      |

TOYOTA

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A011        | 3145381   | 5500                            | 31.9"                            | II             | 8"                        | 28.9"                        | 107           | 2.3"                | 1.0"                         | 9.1"                       |
| 55F-SSS-A067        | 3145433   | 5500                            | 36.2"                            | II             | 8"                        | 35.2"                        | 116           | 2.3"                | 1.0"                         | 9.1"                       |
| 55F-SSS-A085        | 3145431   | 5500                            | 37.0"                            | II             | 8"                        | 35.2"                        | 117           | 2.3"                | 1.0"                         | 9.1"                       |
| 55F-SSS-A090        | 3145435   | 5500                            | 38.2"                            | II             | 8"                        | 35.2"                        | 119           | 2.3"                | 1.0"                         | 9.1"                       |
| 55F-SSS-A086        | 3145432   | 5500                            | 40.2"                            | II             | 8"                        | 35.2"                        | 123           | 2.3"                | 1.0"                         | 9.1"                       |
| 55F-SSS-A012        | 3145382   | 5500                            | 46.1"                            | II             | 8"                        | 40.9"                        | 135           | 2.3"                | 1.0"                         | 9.1"                       |
| 55F-SSS-A089        | 3145434   | 5500                            | 52.0"                            | II             | 8"                        | 45.1"                        | 176           | 2.3"                | 1.1"                         | 8.8"                       |
| 55F-SSS-A010        | 3145380   | 5500                            | 57.9"                            | II             | 8"                        | 48.8"                        | 200           | 2.3"                | 1.1"                         | 8.8"                       |
| 60E-SSS-B087        | 3145499   | 6000                            | 38.1"                            | III            | 8"                        | 34.2"                        | 208           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B086        | 3145498   | 6000                            | 42.1"                            | III            | 8"                        | 36.7"                        | 216           | 2.5"                | 1.2"                         | 12.1"                      |
| 60E-SSS-B089        | 3145501   | 6000                            | 48.1"                            | III            | 8"                        | 36.7"                        | 234           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B101        | 3145508   | 6000                            | 52.0"                            | III            | 8"                        | 40.7"                        | 248           | 2.5"                | 1.2"                         | 12.0"                      |
| 60E-SSS-B088        | 3145500   | 6000                            | 57.9"                            | III            | 8"                        | 47.7"                        | 308           | 2.5"                | 1.2"                         | 11.9"                      |
| 100E-SSS-B141       | 3145565   | 10000                           | 42.9"                            | III            | 8"                        | 36.7"                        | 311           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B140       | 3145564   | 10000                           | 46.1"                            | III            | 8"                        | 40.7"                        | 328           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B143       | 3145567   | 10000                           | 57.9"                            | III            | 8"                        | 47.7"                        | 424           | 3.0"                | 1.5"                         | 11.8"                      |
| 100E-SSS-B142       | 3145566   | 10000                           | 64.2"                            | III            | 8"                        | 47.7"                        | 449           | 3.0"                | 1.5"                         | 11.7"                      |

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## APPENDIX



## CASCADE

### Hang-on Sideshift Program

## YALE

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity | LBR Front Mount (FM) or Side Mount (SM) | FORMER Hyster PN |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|-----------------------------------------|------------------|
| 55F-SSS-A043        | 3145403   | 5500                            | 32.5"                            | II             | 8"                        | 28.9"                        | 109           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 55F-SSS-A007        | 3145377   | 5500                            | 33.7"                            | II             | 8"                        | 28.9"                        | 112           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399035          |
| 55F-SSS-A045        | 3145405   | 5500                            | 35.7"                            | II             | 8"                        | 35.2"                        | 115           | 2.3"                | 1.0"                         | 9.0"                       |                                         | 1399037          |
| 55F-SSS-A030        | 3145395   | 5500                            | 38.5"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399039          |
| 55F-SSS-A044        | 3145404   | 5500                            | 38.5"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 55F-SSS-A041        | 3145401   | 5500                            | 39.0"                            | II             | 8"                        | 35.2"                        | 121           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 55F-SSS-A009        | 3145379   | 5500                            | 42.0"                            | II             | 8"                        | 38.4"                        | 127           | 2.3"                | 1.0"                         | 9.0"                       | FM                                      | 1399041          |
| 55F-SSS-A042        | 3145402   | 5500                            | 42.0"                            | II             | 8"                        | 38.4"                        | 127           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |                  |
| 60E-SSS-B044        | 3145475   | 6000                            | 38.5"                            | III            | 8"                        | 34.7"                        | 209           | 2.5"                | 1.2"                         | 12.2"                      |                                         |                  |
| 60E-SSS-B003        | 3145457   | 6000                            | 38.5"                            | III            | 8"                        | 34.7"                        | 209           | 2.5"                | 1.2"                         | 12.2"                      |                                         |                  |
| 60E-SSS-B041        | 3145472   | 6000                            | 39.0"                            | III            | 8"                        | 34.7"                        | 210           | 2.5"                | 1.2"                         | 12.2"                      |                                         |                  |
| 60E-SSS-B042        | 3145473   | 6000                            | 42.0"                            | III            | 8"                        | 36.7"                        | 216           | 2.5"                | 1.2"                         | 12.1"                      |                                         |                  |
| 60E-SSS-B002        | 3145456   | 6000                            | 42.0"                            | III            | 8"                        | 36.7"                        | 216           | 2.5"                | 1.2"                         | 12.1"                      |                                         | 1399047          |
| 60E-SSS-B043        | 3145474   | 6000                            | 48.0"                            | III            | 8"                        | 36.7"                        | 238           | 2.5"                | 1.2"                         | 12.0"                      |                                         |                  |
| 100E-SSS-B041       | 3145534   | 10000                           | 39.0"                            | III            | 8"                        | 36.7"                        | 296           | 3.0"                | 1.5"                         | 12.1"                      |                                         |                  |
| 100E-SSS-B042       | 3145535   | 10000                           | 42.0"                            | III            | 8"                        | 36.7"                        | 307           | 3.0"                | 1.5"                         | 12.0"                      |                                         |                  |
| 100E-SSS-B001       | 3145512   | 10000                           | 42.0"                            | III            | 8"                        | 36.7"                        | 307           | 3.0"                | 1.5"                         | 12.0"                      | SM                                      |                  |
| 100E-SSS-B044       | 3145537   | 10000                           | 48.0"                            | III            | 8"                        | 40.7"                        | 336           | 3.0"                | 1.5"                         | 11.9"                      |                                         |                  |
| 100E-SSS-B043       | 3145536   | 10000                           | 54.0"                            | III            | 8"                        | 47.7"                        | 409           | 3.0"                | 1.5"                         | 12.0"                      |                                         |                  |
| 100E-SSS-B002       | 3145513   | 10000                           | 48.0"                            | III            | 8"                        | 40.7"                        | 336           | 3.0"                | 1.5"                         | 12.0"                      | SM                                      | 1399052          |
| 100E-SSS-B003       | 3145514   | 10000                           | 60.0"                            | III            | 8"                        | 47.7"                        | 433           | 3.0"                | 1.5"                         | 11.7"                      | SM                                      | 1360302          |
| 100E-SSS-B006       | 3171019   | 10000                           | 47.3"                            | III            | 8"                        | 40.7"                        | 330           | 3.0"                | 1.5"                         | 12.0"                      | FM                                      |                  |
| 100E-SSS-B007       | 3171020   | 10000                           | 53.3"                            | III            | 8"                        | 47.7"                        | 360           | 3.0"                | 1.5"                         | 12.0"                      | FM                                      |                  |
| 100E-SSS-B008       | 3171022   | 10000                           | 59.2"                            | III            | 8"                        | 47.7"                        | 430           | 3.0"                | 1.5"                         | 11.7"                      | FM                                      |                  |

## Balkancar

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A100        | 3145440   | 5500                            | 35.4"                            | II             | 8"                        | 30.9"                        | 115           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A101        | 3145441   | 5500                            | 39.4"                            | II             | 8"                        | 35.2"                        | 122           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A141        | 3145446   | 5500                            | 42.0"                            | II             | 8"                        | 38.3"                        | 127           | 2.3"                | 1.0"                         | 9.0"                       |
| 55F-SSS-A140        | 3145445   | 5500                            | 47.2"                            | II             | 8"                        | 40.9"                        | 130           | 2.3"                | 1.0"                         | 9.0"                       |
| 60E-SSS-B099        | 3145506   | 6000                            | 44.1"                            | III            | 8"                        | 36.7"                        | 230           | 2.5"                | 1.2"                         | 12.1"                      |
| 100E-SSS-B004       | 3145515   | 10000                           | 44.1"                            | III            | 8"                        | 36.7"                        | 316           | 3.0"                | 1.5"                         | 11.9"                      |
| 100E-SSS-B005       | 3145516   | 10000                           | 63.0"                            | III            | 8"                        | 47.7"                        | 444           | 3.0"                | 1.5"                         | 11.7"                      |

MARCH 2001

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## CASCADE Hang-on Sideshift Program

**Daewoo**

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 55F-SSS-A033        | 3145396   | 5500                            | 38.3"                            | II             | 8"                        | 35.2"                        | 120           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A034        | 3145397   | 5500                            | 43.4"                            | II             | 8"                        | 38.3"                        | 129           | 2.3"                | 1.0"                         | 9.02"                      |
| 55F-SSS-A038        | 3145400   | 5500                            | 56.7"                            | II             | 8"                        | 48.8"                        | 190           | 2.3"                | 1.1"                         | 8.58"                      |
| 60E-SSS-B026        | 3145466   | 6000                            | 40.4"                            | III            | 8"                        | 34.2"                        | 213           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B027        | 3145467   | 6000                            | 43.9"                            | III            | 8"                        | 36.7"                        | 219           | 2.5"                | 1.2"                         | 12.2"                      |
| 60E-SSS-B028        | 3145468   | 6000                            | 56.7"                            | III            | 8"                        | 47.8"                        | 308           | 2.5"                | 1.2"                         | 12.5"                      |
| 100E-SSS-B032       | 3145530   | 10000                           | 47.8"                            | III            | 8"                        | 40.7"                        | 335           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B035       | 3145533   | 10000                           | 61.6"                            | III            | 8"                        | 47.7"                        | 439           | 3.0"                | 1.5"                         | 11.7"                      |

**JCB**

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|
| 100E-SSS-B066       | 3145546   | 10000                           | 50.0"                            | III            | 8"                        | 47.7"                        | 347           | 3.0"                | 1.5"                         | 12.0"                      |
| 100E-SSS-B067       | 3145547   | 10000                           | 66.0"                            | III            | 8"                        | 47.7"                        | 456           | 3.0"                | 1.5"                         | 11.7"                      |

**Schaeff**

| CASCADE PART NUMBER | UNISOURCE | capacity lbs. @ 24" load center | carriage width w/o load backrest | Mounting Class | Total Sideshift Available | Minimum Truck Carriage Width | Weight (Lbs.) | Effective Thickness | Horizontal Center of Gravity | Vertical Center of Gravity | LBR Front Mount (FM) or Side Mount (SM) |
|---------------------|-----------|---------------------------------|----------------------------------|----------------|---------------------------|------------------------------|---------------|---------------------|------------------------------|----------------------------|-----------------------------------------|
| 55F-SSS-A028        | 3145394   | 5500                            | 37.5"                            | II             | 8"                        | 35.2"                        | 118           | 2.3"                | 1.0"                         | 9.0"                       | SM                                      |
| 55F-SSS-A047        | 3145406   | 5500                            | 39.0"                            | II             | 8"                        | 35.2"                        | 121           | 2.3"                | 1.0"                         | 9.0"                       |                                         |

1719 900.170 Registering for Cummins Engine Warranty (Hyster Gram AA00112R1)



**TO:** ALL HYSTER INDUSTRIAL TRUCK DEALER PRINCIPALS, SERVICE MANAGERS  
PARTS MANAGERS AND TRAINING MANAGERS

**SUBJECT:** Registering for Cummins Engine Warranty

**MODELS AFFECTED:** (F007)H170-280HD, (E019) H300-360HD, (A214) H360-450H &  
EC5-6, (E008) H440-700F/FS, (D117) H800-1050E,  
(A227) HR45-25,HR45-31,HR45-40S,HR45H,  
(A228) HR45-EC,HR48-EC, (A222) RS45-30CH,RS45-27IH ,  
RS46-33CH,RS46-30IH

**DESCRIPTION:**

**This Parts-Service Gram is issued to add other models using the Cummins engine for your convenience and information. Please discard Parts-Service Gram AA000112.**

When receiving a new truck, with a Cummins engine, it will be necessary to register the engine with Cummins to start the warranty. This is a very easy procedure.

A certified Cummins dealer must perform all Cummins warranty. Hyster Company will not process any warranty claims on a Cummins engine.

Using this hyper-link, [www.cummins.com](http://www.cummins.com) open the Cummins web page and follow the instructions to register a new engine. This is the only way to initiate the warranty with Cummins to receive service.

Listed on the following pages is a copy of the Cummins web site pages and instructions to use them.

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## 900.180 Electric and Internal Combustion Truck Pre-Delivery Reports – MA00025



**To:** All Hyster Company Dealer Principals, Service and Parts Managers

**Subject:** Electric and Internal Combustion Truck Pre-Delivery Reports-MA00025

**Date:** May 1, 2002

On April 12, 2002 NMHG announced changes to the warranty claim submittal and authorization policy that streamlined the process and eliminated a significant amount of non-value added activity for all involved. At that time we also stated that additional enhancements would be announced at a later date.

I am pleased to announce that effective for all trucks shipped after April 30, 2002, Hyster dealers will no longer be required to fill in component serial numbers or option information on Internal Combustion or Electric Truck Pre-Delivery reports. Major component serial numbers and truck options are now captured at the manufacturing plant, and are available for direct viewing through the Hyster Dealer Ownership and Warranty System.

If you are interested in providing this information to your customer as part of the PDI, or for internal records, you need only to access the Hyster Dealer Ownership and Warranty System for this information. Your technicians are no longer required to spend valuable time finding engine, motor, transmission, cylinder and mast information, which is now easily accessible from the component serial number screen. Tire, carriage, fork and factory installed attachment and option information is available from the option screen.

Please refer to your Hyster Warranty Ownership Unit Sales System manual for instructions on system access to the ownership menu. Option and component serial number information can be found under "Ownership Inquiry", selection 19. Use function key F16 for viewing component serial numbers and function key F14 to display truck order options.

Skip Riddle will be conducting a distance learning session on how to access component and option information at 11:30 am EST on May 8, 2002. Notification for this distance learning session will be released under separate cover.

We will continue to work on improving the warranty administrative process and react to the dealer feedback received from the NMHG/D.F. Blumberg study and the Hyster dealer network. In the near future we plan to enhance the PDI process by automatically populating the fields in the delivery report with component serial number and option information direct from the system. In the meantime, this information is not required and will greatly assist in streamlining the administrative process for pre-delivery.

If you have any questions, please contact Skip Riddle or Jim Glennon at the NMHG Warranty Administration Department, or Judy Steele in Hyster Dealer Development.

Sincerely,

Thomas P. Saputo  
Director, Customer Services

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## 900.190 Hyster New Truck Limited Customer Warranty – Hyster Gram MA00026



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To: Hyster Company Dealer Principals, Sales, Service and Parts Managers

Subject: Hyster New Truck Limited Customer Warranty -MA00026

Date: May 6, 2002

In response to dealer and customer feedback regarding Hyster new truck warranty coverage, combined with the need to update language, terminology, and aesthetics with our current Hyster Industrial Truck Limited Warranty Statements, we are pleased to announce the following changes:

- The listing of "normal wear items", an issue for which Hyster dealers have made numerous requests for improvement in warranty coverage, has been changed with this policy revision. Warranty coverage has been increased from six months on belts, hoses, seals, packings, switches and bearings to twelve months or 2000 hours.
- Wording of both Hyster new truck warranty statements have been revised to reflect the change in Hyster corporate structure and all disclaimers in our warranty statements have been updated for your protection and ours.
- Other major changes include adjustments, which have been revised to the industry standard of ninety days.
- Both customer warranty statements have been given a fresh look to complement the quality image of Hyster Company product and brochures.

This new policy is effective for all trucks shipped after May 31, 2002. A copy of the standard and big truck warranty statement is attached. Additional copies may be ordered from the Hyster "Parts and Service Literature Program".

Skip Riddle will be conducting a distance learning session on this topic at 11:30 am EST on May 15, 2002. Notification for this distance learning session will be released under separate cover.

The above changes to the customer policy are made to ensure Hyster Company's competitiveness in the marketplace. If you have any questions regarding Hyster warranty coverage, please contact Skip Riddle or Jim Glennon at the NMHG Warranty Administration Department.

Sincerely,

Thomas P. Saputo  
Director, Customer Services

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## 900.200 Warranty Claim Submittal Policy – Hyster Gram MA00024



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**To:** All Hyster Company Dealer Principals, Service and Parts Managers

**Subject:** Warranty Claim Submittal Policy – MA00024

**Date:** April 12, 2002

As a result of the NMHG/ D.F Blumberg dealer warranty survey and study and feedback from the dealer advisory boards, we are making the following policy changes to reduce warranty claim rejection and eliminate non-value added activity from the warranty claim submittal process, effective May 1, 2002.

Warranty Claim Submittal Policy

Current warranty claim submittal policy requires claims to be filed within 30 days from completion of truck repair, or the claim will be rejected. The current policy also requires dealerships to call the NMHG warranty administration department and request late submittal authorization for rejected claims. Based on the age of the claim and reason for late submittal, authorization may be approved or denied.

To help reduce the number of claim rejections and the need for authorizations, NMHG will provide an extra window of time to submit warranty claims. Warranty claims may now be filed up to 180 days from close of repair (end repair date). Claims filed from 61 to 90 days after close of repair will be assessed a 15% handling charge and claims filed from 91 to 180 days after close of repair will be assessed a 30% handling charge. Claims filed after 180 days from close of repair will not be allowed.

This revised policy will eliminate non-value added activity for all involved, will encourage timely claims submittal and will eliminate the need to contact the warranty administration department for late submittal authorization. The computer will be programmed to automatically handle this process.

Warranty Parts Return Policy

Current warranty parts return policy requires dealerships to return parts requested within 15 days from notification by the NMHG warranty administration department, or the claim will be rejected.

Effective immediately, NMHG will allow requested warranty parts to be returned up to 180 days from close of repair (end repair date). The warranty system will hold in “ready” status claims waiting on parts returns. To insure dealerships have ample notice of NMHG’s request for the returned part, the warranty system will provide a weekly summary of “ready” claims and the reason for the open claim status.

**HYSTER  
COMPANY**

PP.O. Box 7006  
Greenville, NC 27835-7006  
(252) 931-5100  
Fax: (252-931-5461

**(Warranty Claims Submittal Policy Cont.)**

All parts must be received within 180 days from close of repair. Warranty parts submitted from 61 to 90 days after close of repair will be reimbursed less a 15% handling charge and warranty parts submitted from 91 to 180 days after close of repair will be reimbursed less a 30% handling charge. Warranty parts claim approval is based on verification of a warrantable failure. Warranty parts submitted after 180 days from close of repair will not be allowed.

We encourage all dealerships to send parts in at time of notification, and to put the necessary procedures in place to accomplish this task. Failed parts returns are critical for timely problem resolution by NMHG service and engineering groups.

Other Claims Waiting on Documentation

This includes claims where the NMHG warranty administration department has requested additional documentation for claim payment. Random audit claims requiring work orders prior to payment, and claims held in process waiting on new truck delivery reports are in this category.

In keeping with the above policies, claims waiting on documentation will be held in "ready" status up to 180 days from close of repair (end repair date). Documentation received from 61 to 90 days after close of repair will be reimbursed less a 15% handling charge and documentation received between 91 to 180 days after the close of repair will be reimbursed less a 30% handling charge. Claims filed or documentation received after 180 days from close of repair will not be allowed.

As part of our analysis and following up on additional recent feedback from the dealer advisory groups, we are currently evaluating the entire warranty administrative system with the end goal of streamlining the process. Potential future enhancements will be communicated at a later date.

We believe these policy changes should improve the process for all concerned. Please contact Skip Riddle or Jim Glennon at the NMHG warranty administration department if you have any questions on warranty policy or about the warranty management reports available from the warranty system.

Skip will be conducting a distance learning training session covering changes to the warranty claim submittal policy, at 11:30 am EST on April 25, 2002. Notification for this distance learning session will be released under separate cover.

Best Regards

Thomas P. Saputo  
Director, Customer Services

1725                    900.210 Hyster Gram Index

1726                    Double Click on the icon to open the Gram Index in Microsoft Excel



"Gram Index.xls"

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1728                    900.220 Hyster Company – Warranty Administration Key Personnel

1729                    Double Click on the icon to open the Gram Index in Microsoft Excel



Contact\_List.xls

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