



HYSTER COMPANY

Americas Division

November 12, 2010

TO: PARTICIPATING HYSTER DEALERS

SUBJECT: United Refrigeration Inc. Fleet Program

In April, in conjunction with Modern Handling Equipment Company, we launched a dealer managed fleet program with United Refrigeration. United Refrigeration is satisfied with the program so far and has asked us to extend the program to include a national battery program.

Standard battery pricing is a major concern for this customer and as an enhancement to our program EnerSys has put together national pricing for replacement batteries and service. If EnerSys service is utilized URI will receive a 15% discount on parts and service.

United Refrigeration is also looking at a national battery PM program through EnerSys that may be launched in the 1st Quarter of 2011 but for now the program primarily consists of replacement batteries.

To meet the customer's request all replacement battery quotes will be coordinated through Theo Renneberg at Modern Handling. The following steps should be followed:

- *When a technician determines that a replacement battery is needed coordinate quoting of the battery, installation, and any rental needs by contacting Theo at rennenbt@moderngroup.com or 267.249.0595.*
- Theo will provide the quote to the customer and receive approval from the customer.
- Once approval is received, Theo will coordinate delivery and installation with you directly.
- Local dealers will submit a normal type 6 claim for work performed, installation and delivery of the battery. This invoice to Hyster Fleet is based on standard URI rates and discounts as outlined in the program guide.
- Modern Handling will issue a commission to your branch for 5% of the sell price of the battery.

The program guide on the Digital Dealer will be updated to reflect this change. Should you have any questions please send them to uri@hyster.com or contact Theo via the contact information above.

Best Regards,

Craig Seager

Hyster FleetSmart

