

# FORKLIFT SERVICE PLANS

## OUR INVESTMENT IN MEASURABLE PERFORMANCE

We fully invest in service support with over 200+ factory-certified technicians, GPS, wireless service technology, and customer response centers across the entire West Coast.

Our highly trained service department outperforms the rest with fast repairs, service, maintenance for a wide range of forklifts, pallet jacks, & order pickers.

**\*ASK ABOUT OUR BATTERIES AND CHARGER ELITE COVERAGE\***

### Planned Maintenance (PM)

- Covers fundamental forklift maintenance to ensure safe and appropriate operations.

### Comprehensive Fixed PM (CFPM)

- Includes PM
- Covers most routine maintenance repairs.

### Full Maintenance (CFM)

- Includes PM
- Covers all routine maintenance repairs.

### Complete Maintenance (CM)

- Most comprehensive PM program
- Covers FM and abuse repairs up to a prearranged threshold.

FEATURES	PM	CFPM	CFM	CM
PLANNED MAINTENANCE	✓	✓	✓	✓
SCHEDULED MAINTENANCE	✓	✓	✓	✓
DISCOUNTED RENTALS	✓	✓	✓	✓
OEM REQUIRED FLUID AND FILTER CHANGES	✓	✓	✓	✓
TW CUSTOMER-FACING PORTAL ACCESS	×	✓	✓	✓
DISCOUNTED LINDE-CONNECT TELEMATICS	×	✓	✓	✓
LABOR	×	✓	✓	✓
SERVICE CALLS	×	✓	✓	✓
TRAVEL CHARGES	×	✓	✓	✓
PARTS	×	DISCOUNTED	✓	✓
BATTERY & CHARGER	×	DISCOUNTED	✓	✓
WHEELS & TIRES	×	OPTIONAL	OPTIONAL	✓
ATTACHMENTS	×	OPTIONAL	OPTIONAL	✓
ASSET UTILIZATION REVIEW	ANNUALLY	BI-ANNUALLY	QUARTERLY	MONTHLY