

# 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.

### Total Care (TC)

- Includes PM
- Covers most routine maintenance repairs.

### Complete Maintenance (CM)

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

FEATURES	PM 	TC 	CM 
PLANNED & SCHEDULED MAINTENANCE	✓	✓	✓
OEM REQUIRED PARTS	✓	✓	✓
LABOR	×	✓	✓
SERVICE CALLS	×	✓	✓
TRAVEL CHARGES	×	✓	✓
PARTS	×	✓	✓
BATTERY & CHARGER	OPTIONAL	×	✓
WHEELS & TIRES	×	OPTIONAL	✓
ATTACHMENTS	OPTIONAL	OPTIONAL	✓
TW CUSTOMER-FACING PORTAL ACCESS	×	✓	✓
DISCOUNTED LINDE-CONNECT TELEMATICS	5%	15%	20%
DISCOUNTED RENTALS	5%	10%	20%
ASSET UTILIZATION REVIEW	ANNUALLY	QUARTERLY	MONTHLY