

# Choosing The Best Maintenance And Service Options

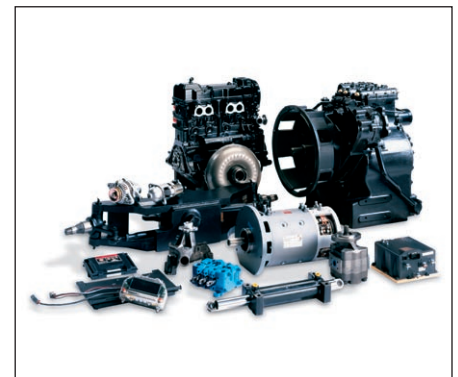
## Material Handling Solutions Guide

### Why Are Maintenance And Service Options Important?

In today's economy we are tasked with reducing costs to achieve the bottom line and increase profits. Lift truck maintenance programs and the quality of technicians who service them have a greater impact on bottom line profit than one might think. Choosing the right service plan helps maximize return on your capital and hedge against the potential of equipment failure from lack of maintenance. By not choosing the right maintenance or service option you risk increased downtime, inefficient performance and expensive repairs.

### Things To Be Concerned About...

- 1 How Will Down Time Impact My Business?** Delays in repairs mean down time in your fleet. Unfinished or in process repairs cause reductions in productivity that can be costly to your daily operation. Efficient technicians and good parts availability can help minimize interruptions in workflow.
- 2 How Do I Extend The Life Of My Lift Truck?** Regular maintenance can be the best way to ensure you get maximum return on the investment you have made in buying equipment for your operation. While you may not be able to increase the useful life of a piece of equipment, poor maintenance practices or purchasing the wrong service option can have a negative impact on how long equipment lasts. Regular inspections and timely maintenance are valuable in reducing down time, increasing performance and making a positive impact on your bottom line. Your local Cat® lift truck dealer should be able to talk to you about options and service plans that best fit your operation.
- 3 What Are My Maintenance Expenses?** Maintenance expenses tend to be high when you fix a problem after it occurs. Most dealers offer service programs that help you track your equipment expenses and even spread the costs out over time. In addition, scheduled maintenance gives you a regular opportunity to have a trained technician go through your equipment and look for potential problems. It is better to control the outcome ahead of time, before it becomes catastrophic. Ask your Cat® lift truck dealer about how they can help you understand your true lift truck costs and help improve your bottom line.
- 4 What Safety And Legal Concerns Should I Be Aware Of?** Excessive wear on certain components poses a threat to safety and should be addressed immediately. Fork, chain or tire wear should be viewed in light of OSHA regulations and worn components should be replaced accordingly. Engine and fuel systems create another concern. Federal emission standards are becoming part of every day operation, and your local Cat® lift truck dealer should be prepared to discuss with you how these regulations may impact your choice of equipment or service programs. Many manufacturers offer standard equipment options that help you comply with federal air and safety requirements. In addition there are dozens of dealer installed upgrades that can help increase productivity and make the workplace safer.



Quality

Reliability

Customer Service

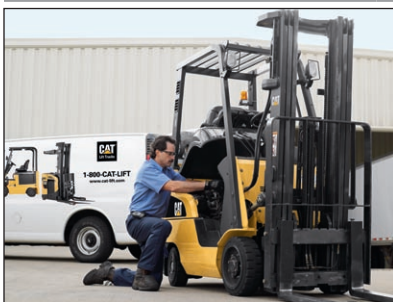


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### Making Sense Of All The Options

Service Options	Type Of Customer	Advantages
<p><b>Time And Material.</b> Includes labor costs plus material costs upon failure.</p>	<ul style="list-style-type: none"> <li>• Customer who wants full responsibility for maintenance of their lift truck</li> <li>• Customer takes initiative to contact the dealer for repairs when needed</li> <li>• Light usage of lift truck</li> </ul>	<ul style="list-style-type: none"> <li>• Customer has full responsibility for maintenance</li> <li>• Customer performs and keeps track of PM</li> <li>• No contractual obligations</li> <li>• Customer responsible for expense tracking</li> </ul>
<p><b>Planned Maintenance (PM).</b> Scheduled on-site lift truck inspection at an agreed upon flat-rate. On new lift truck purchases, your first PM will be performed free of charge by your local authorized Cat® Lift Truck dealer.</p>	<ul style="list-style-type: none"> <li>• Customer who wants partial responsibility for maintenance of their lift truck</li> <li>• Medium to heavy usage of lift truck</li> </ul>	<ul style="list-style-type: none"> <li>• Regular machine inspection by month or hours</li> <li>• Prolongs machine life and protects residual value</li> <li>• Improves up-time</li> <li>• Visual and operational inspection</li> <li>• Fluids and lubricants check/change (no customer inventory needed)</li> <li>• Electrical and fuel system check/change</li> <li>• Major problems identified and fixed before they occur (optional)</li> <li>• Customer pays flat rate</li> <li>• Dealer keeps track of PM scheduling</li> <li>• Dealer controls some expense reporting</li> <li>• Trained service technicians (minimizes time to repair)</li> <li>• Customer is not distracted by in-house maintenance</li> </ul>
<p><b>Total Maintenance And Repair (TM&amp;R).</b> Includes all benefits of Planned Maintenance and covers designated repairs, when needed, for one low monthly rate. Excludes abuse (tailored to application). Service contract is purchased by customer.</p>	<ul style="list-style-type: none"> <li>• Customer who doesn't want any responsibility for maintenance of their lift truck</li> <li>• Medium to heavy usage of lift truck</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent monthly rate set by dealer</li> <li>• Covers PM and breakdowns</li> <li>• Prolongs machine life and protects residual value</li> <li>• More consistent budgeting for repairs</li> <li>• Trained service technicians (product familiarity)</li> <li>• Customer is not distracted by in-house maintenance</li> <li>• Dealer tracks and reports all expenses</li> </ul>



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[www.cat-lift.com](http://www.cat-lift.com)

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