

INCREASING YOUR PRODUCTIVITY & SAVINGS



WHAT IS YOUR MISSING PIECE ?



What is Your Missing Piece?

Choosing a company that can meet your material handling needs can be challenging. Do they have programs that can really improve your level of productivity? Can you actually realize additional savings, year in and year out? Are they focused on helping your business become more profitable? These are all very good questions, and it's actually our solutions to these problems that can help you find your missing piece to increasing your productivity and savings.

Increasing Your Productivity and Savings

The good news is that finding the right pieces to maximize your productivity and savings has just become a little easier. Take a moment and look through the pieces of our solutions that provide our customers the valued-added programs that benefit their material handling needs. Let us help you find your missing piece(s) so you can begin to take advantage of increased productivity and savings.

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PARTS



Use our legend to see if our program is the right fit for your truck!



Yale® Trucks



All Makes

YALE® APPROVED PARTS



Designed and engineered to maintain the quality of Yale® lift trucks. Yale Materials Handling Corporation and its authorized dealer network understand how downtime can have a significant impact on your material handling needs. This is why we have collectively invested in millions of dollars of inventory to help ensure you have the part when you need it. Yale's world class Parts Distribution Center has the system in place to make sure we deliver the right part, in the right amount of time.

PREMIER™ PARTS PROGRAM



Your source for Everyday Low Pricing on more than **2 Million parts that cover 90 different brands** of materials handling equipment. Our PREMIER parts and service program is your convenient, competitively priced single source for everything from simple gaskets to complex transmission assemblies. Using state-of-the-art testing and analysis techniques throughout the development of replacement parts frequently makes them better than the original equipment parts they replace. To complete its offerings, our PREMIER program also provides material handling accessories and supply items. Ask us about our comprehensive offering of batteries as well. We can help ensure you have the right battery for your application for both Internal Combustion and Electric powered materials handling equipment.

www.premierproductwarehouse.com

PARTS COMPARISON ANALYSIS



Haven't taken advantage of our PREMIER program? Let us provide you with a **parts comparison to show you how much you could be saving** through the PREMIER program. We can start with our list of common wear parts for your trucks, or you can provide us with a list of parts you consume on a regular basis. We're confident you'll realize a savings.

RECOMMENDED SPARE PARTS LISTS



If we're not servicing your Yale® lift trucks, we can still play a role in reducing your downtime. Immediate access to wear parts can **add productivity hours to your lift trucks**. As a value-added service, we can provide common wear parts for stocking at your location, so you can spend more time moving product and less time waiting on parts. Ask us about providing you a Recommended Spare Parts List for your Yale lift trucks.

MAINTENANCE REPAIR KITS



Take advantage of the same best maintenance practices as our qualified technicians do. Our technicians take pride in completing a maintenance repair right the first time by utilizing Maintenance Repair Kits. **Over 1,200 kit opportunities** are available for Yale lift trucks. From OM kits to Transmission Overhaul kits, we've got you covered. Reduce your chances of any re-work by relying on Maintenance Repair Kits to complete the repair the first time.

LIGHTNING EXPRESS

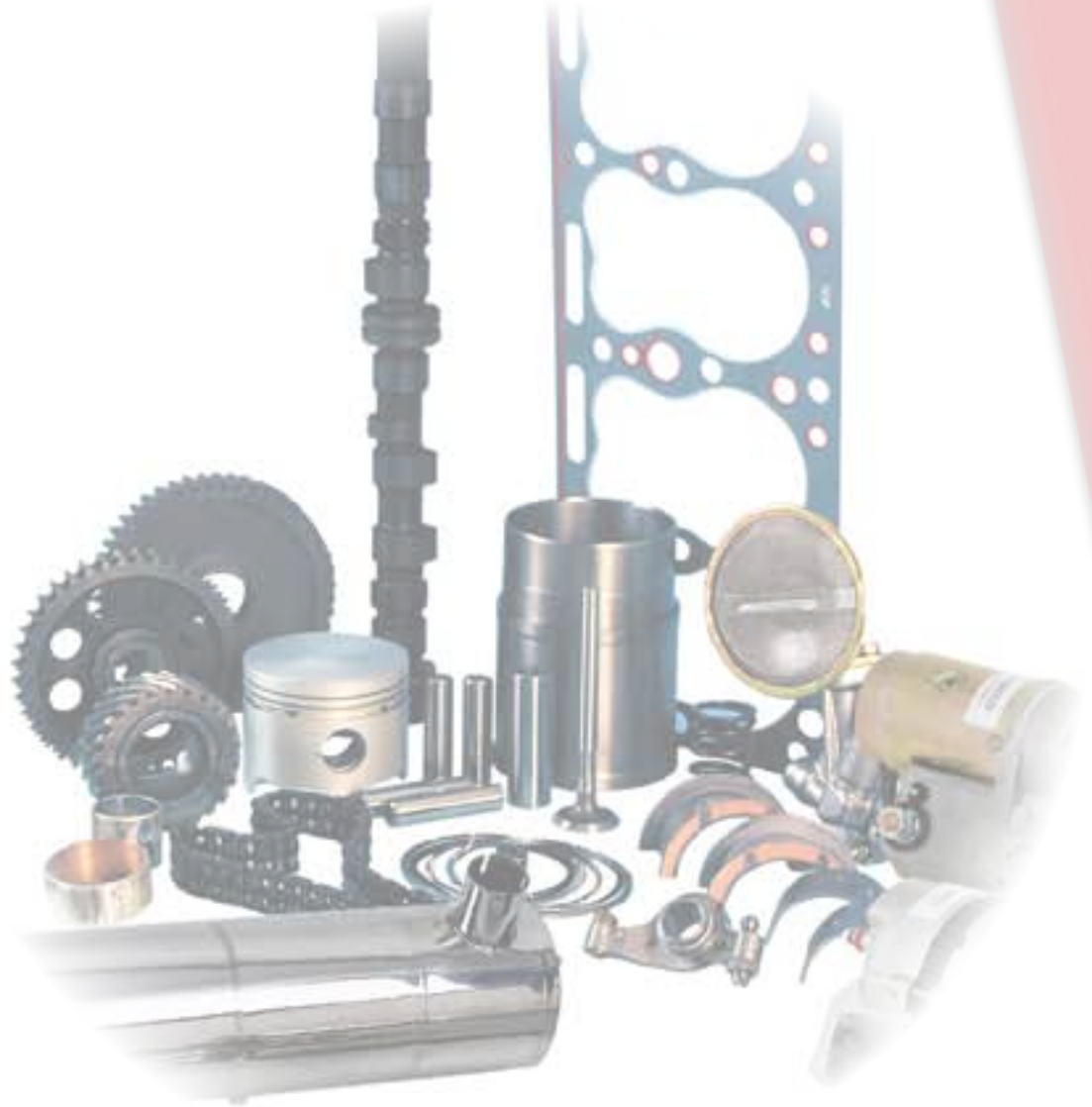


Whether your business operates one shift/ five days a week or **24 hours a day, 365 days a year**, we're committed to getting you the parts when you need them. In addition to our extensive inventory, we can rely on Yale's world class Parts Distribution Center as our alternative source for immediate access to thousands of parts. **We have you covered after hours, weekends, and Holidays** too through the **YALE LIGHTNING EXPRESS** parts shipment program. This is Yale's highest priority parts shipment program that provides us access to all air and ground alternatives, both private and commercial, to help ensure you get the part in the quickest time possible. When you can't wait for normal business day shipments, rely on our Lightning Express Parts Shipment Program.

REMANUFACTURED ASSEMBLIES



Looking for **economical solutions** to new assemblies without sacrificing quality? Then our Remanufactured Parts program can be your solution. Choose from a wide selection, from alternators, to transmission assemblies, to water pumps. From Allis-Chalmers™, to Hyster®, to Yale lift trucks, ask us about our complete offering of remanufactured components and assemblies to minimize the cost per operating hour of your fleet.



“Over 2,000,000 Parts for More Than 90 Brands and 3800+ Models”

SERVICE

YALE TOUGH TEST 200 POINT INSPECTION



A typical lift truck has hundreds of moving parts that can wear to the point of failure if they are not lubricated, adjusted, or replaced on a regular basis. The Yale Tough Test 200 Point Inspection program is designed to **expose those neglected areas of your lift truck** to help ensure you get the life expectancy out of your lift truck.

OPERATIONAL MAINTENANCE



A well maintained lift truck fleet can help **improve the productivity of your material handling operations**. From years of experience, we have found our best maintenance practices can make your lift trucks more productive through the **reduction of unscheduled downtime**. By committing to a maintenance schedule recommended by our professional staff, and performed by our skilled technicians, you can be assured that your fleet is in good hands.

BUDGET OM



How would you like to have a fixed, monthly billing program for OM services? With our Budget OM program, you can be assured of **no spikes in your Operational Maintenance cost for the year**. Our Budget OM program is available **for all makes of lift trucks**.

FLUID ANALYSIS



Reduce unscheduled downtime and extend the life of major assemblies in your lift truck with our Fluid Analysis Service. By having your lift trucks' fluids analyzed periodically we can discover early warning signs of accelerated component wear and help **reduce unforeseen, expensive repair costs**.

INSPECTION PROGRAMS



We have found that regularly scheduled inspections can help reduce unscheduled downtime. Our experienced personnel have the necessary gauges on hand to **measure wear** that can occur with forks, tires, and load chains. Ask about how our Fork, Tire, and Chain inspection programs can help **keep your lift trucks operating safely and productively**.

OM SELECT



Our OM Select program can help keep your performance levels up in those demanding applications. By utilizing premium parts and fluids, we can help ensure your lift truck operates at peak performance. From synthetic-blend engine oils to double-tipped platinum spark plugs, the OM Select program can **improve performance** and provide **added protection**, wherever your Yale lift truck may take you.*

* N/A Veracitor Series

OPERATOR TRAINING



One key to maximizing productivity and reducing operator error is an effective Operator Training program. **New OSHA regulations require that operators be trained** on any lift truck that they may operate. Ask us about how our Operator Training Program can benefit your operations.

Use our legend to see if our program is the right fit for your truck!



Yale® Trucks



All Makes



“Our Qualified Technicians Can Improve Your Productivity”

PROTECH CERTIFICATION PROGRAM

The Yale PROTECH program provides our technicians with the necessary training to achieve maximum efficiency when servicing Yale® lift trucks. How about other brands of lift trucks? Our authorized dealers have years of experience repairing other brands of lift trucks. Experienced technicians, combined with our access to over 2 million parts is why customers come to us for servicing other makes of lift trucks.

SERVICE AGREEMENTS



GUARANTEED MAINTENANCE AGREEMENTS



Whether you have one truck or a fleet of trucks, a Guaranteed Maintenance agreement will help you **spend less time worrying about your lift truck productivity** and more time on growing your business. Each lift truck operates under unique conditions. We can customize a program to meet your specific maintenance requirements. Every Guaranteed Maintenance program begins with a site inspection to help ensure your fleet meets your specific needs.

FULL MAINTENANCE AGREEMENT



Our Full Maintenance Program is of the most comprehensive service coverage plans available. Our Full Maintenance program includes parts and **service coverage from fork to counterweight.*** Some of the advantages that can be realized through a Full Maintenance Agreement are that it . . .

- o Reduces opportunity for unbudgeted repair costs
- o Allows for controlled monthly costs via fixed monthly payments
- o Eliminates the need for full time truck staff
- o Redirects resources into core business
- o Reduces administrative costs and paperwork
- o Eliminates parts inventory
- o Eliminates environmental waste issues
- o Increases utilization and productivity
- o Shifts the burden of maintenance to Yale and the Yale Dealer organization.
- o Includes all recommended Yale periodic maintenance
- o Takes you out of the forklift business

* Some exclusions apply. See your authorized Yale Dealer for details.

CORE CARE SERVICE COVERAGE PLAN



Don't like unexpected repair bills? Let us try to eliminate them for you. Helping to keep the total cost of ownership of your Yale fleet to an absolute minimum is what we're all about. As a leading service provider, we understand the importance of **reducing those surprise service bills** so you can focus more on your core business and less time explaining unscheduled downtime and unbudgeted expenditures. Available at a **fixed monthly cost**, our Core Care program combines an operational maintenance program with parts and service coverage for major assemblies. The Core Care program is available for Yale trucks less than one year old or with less than 2000 hours.

Use our legend to see if our program is the right fit for your truck!



Yale® Trucks



All Makes

A yellow Yale forklift is shown in a warehouse setting, moving large rolls of paper. The operator is visible on the forklift. The scene is brightly lit, and the rolls of paper are stacked in the background.

“Spend less time worrying about your lift truck productivity and more time on growing your business”



ASSET MANAGEMENT

FLEET MANAGEMENT



15% Savings in Year One. We Guarantee It.

Fleet Management starts with Yale's Fleet Management Analysis - a detailed, comprehensive and revealing report worth its weight in management gold. Yale will guarantee at least a 15% cost savings the first year when Yale® runs your materials handling fleet operations (or your Fleet Management Analysis is free). We'll deliver complete and reliable fleet outsourcing with the responsiveness of a nationwide authorized dealer network. By earning customer's confidence in our Fleet Management program, we have become North America's leading materials handling fleet management provider.

WIRELESS MANAGEMENT OF INDUSTRIAL VEHICLES



Wireless technology incorporates the latest hardware and software solutions to **more effectively manage your mobile assets**. Through real-time monitoring, customers can make more intelligent decisions on how to best utilize their mobile equipment. As mobile pieces of equipment are conventionally operated by human assets, improvements in utilization and productivity via this wireless technology can also have a positive impact on the cost of human resources operating these mobile assets. Our wireless solution relies on radio frequency (RF) to communicate data from the mobile assets to a centralized collection point. Utilizing this type of communication allows our customers to **monitor mobile assets in both indoor and outdoor operating environments**. The hardware situated on the mobile asset can collect and feed data from numerous systems on the vehicles and can be tailored to each customer's data requirements. Call us to learn more about our wireless asset management solution and how it can benefit your operations.

RFID/WAREHOUSE MANAGEMENT



Monitoring your lift trucks productivity may also extend to the product they are moving. The ability to seamlessly track product can benefit all types of businesses, from Industrial or Consumer Goods, to Retail, to Healthcare, to Government. Radio Frequency Identification (RFID) continues to further increase the efficiencies throughout the supply chain resulting in **reduced supply chain costs**. Our RFID solution can also seamlessly integrate with Warehouse Management Systems and in real time to **track parts and finished goods through a factory to the warehouse**. Call us to learn more how RFID and Warehouse Managements Systems can benefit your operations.

YALE FINANCIAL SERVICES

At Yale Financial Services, we offer lease plans as innovative as our lift trucks themselves. Each plan offers its own advantages, depending on your company's needs. Whether you want the **benefits of ownership** or the **low payments and tax advantages of leasing, we can help you meet your financial goals and acquire a great Yale lift truck**. Ask us about how wireless and warehouse management solutions can also be incorporated into your lift truck lease payment as well. Please contact your local Yale authorized dealer for more information about Yale Financial Services.

Use our legend to see if our program is the right fit for your truck!



Yale® Trucks



All Makes



“Incorporating the latest technology in hardware & software solutions to effectively manage and monitor your lift truck’s productivity and materials handling costs.”





What Was Your Missing Piece?



Contact us for more information



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