

SOUTHERN  
STATES  
TOYOTALIFT

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## HOW TO GET THE FULL VALUE OF FULL MAINTENANCE

Upgrading to a full maintenance service plan for your forklift fleet can often be a boon for up-time, safe operation, time-savings, and dramatically reduce overall costs of maintenance. However, it's important that your business fully understands that **all Full Maintenance programs aren't created equally**. If you are considering full maintenance options, ask these four questions to get clear about the value created by the full maintenance plans you are considering.

### HOW QUICKLY WILL MY REPAIRS BE COMPLETED?

Does your full maintenance plan define how long repairs will take? Extended repairs can harm your business productivity. Will you need to provide replacement equipment to offset downtime or will your service provider give you a free rental? Keeping your equipment running is essential for keeping your business productive and profitable - any strong full maintenance plan should make a full commitment to your equipment's repairs.

### IS THERE A WARRANTY ON PARTS AND LABOR?

Warranties on parts and labor give peace of mind for forklift owners that demand the best quality of repairs. Some more affordable maintenance plans may use will-fit parts or offer shorter warranties. Take the opportunity cost of lower-rate plans into account when choosing your full maintenance provider - what money you may save on parts and labor may cost you 100 times as much should an after-market part fail. Reputable service providers stand by the quality of their parts and labor.

### IS MY EQUIPMENT UPTIME GUARANTEED?

This goes beyond how long it will take to complete repairs. How will your business fill in gaps when your equipment needs more extensive service? Will your operations stop entirely or does your full maintenance plan provide rentals to cover your business? Again, consider the opportunity cost of cheaper plans that may not keep your equipment covered. How will you keep your business running?

### HOW DO I OPTIMIZE FORKLIFT REPLACEMENT CYCLES?

Is your fleet management an afterthought? Smart business managers pay close attention to this statistic to ensure that their forklift fleets are economically effective. A reputable full maintenance service provider will work with your business to help optimize your replacement cycle if frequent repairs are becoming too costly. Full maintenance plans can also sometimes provide valuable insights into the types of repairs needed most frequently to help solve problems with your workspace or operators. By applying these analytics to your business practices you can save money in the long run and keep your workers safer.

**Full maintenance service plans can solve a lot of headaches for businesses. However, it's important to assess the potential value with clear eyes - WE GUARANTEE UPTIME!**

**Protect Your Business... We Can Help!**

## MAINTENANCE PLAN OVERVIEW

### SOUTHERN STATES TOYOTALIFT

|  | PLANNED MAINTENANCE | EXTRA CARE | TOTAL CARE |
|--|---------------------|------------|------------|
|  90-Point Inspection with Cleaning, Adjustments, Lubrication, etc.  | ✓                   | ✓          | ✓          |
|  Safety Audit   | ✓                   | ✓          | ✓          |
|  Results Communicated with Follow Up Items  | ✓                   | ✓          | ✓          |
|  Electronically Supplied Maintenance Support/ Checklist  | ✓                   | ✓          | ✓          |
|  Routine Maintenance Labor (inspect and change fluids, etc.)  | ✓                   | ✓          | ✓          |
|  Fleet Reporting (Cost per hour, etc)   | ✓                   | ✓          | ✓          |
|  Environmental/Service Fees Included  | <b>\$67.00</b>      | ✓          | ✓          |
|  Fluids/Filters/Lubricant Included  |                     | ✓          | ✓          |
|  <b>Factory Recommended</b> 1000-hour extended maintenance to include: hydraulic and transmission oil and filter change, brake fluid flush/fill |                     | ✓          | ✓          |
|  <b>Factory Recommended</b> 2000-hour extended maintenance to include: coolant flush and fill, differential oil change, engine tune up          |                     | ✓          | ✓          |
|  Routine Repairs at no additional cost (brakes, hose leaks, etc) including parts  |                     |            | ✓*         |
|  Major Repairs at no additional cost (transmission and engine) including parts  |                     |            | ✓*         |

*\*Total Care Standard Exclusions: Tires, Forks, Lights (including bulbs), Seats, Customer Installed Options, Load Wheels/ Caster Wheels, Avoidable Damage or Misuse, Attachments (unless added in pricing)*