

# FLEET SOLUTIONS

**RAYMOND**



## EXPERTISE AT YOUR SERVICE

When you're running a warehousing or distribution operation, performance is everything. To run profitably, you need your equipment and systems to run reliably, efficiently, and constantly. And that's where we come in, a true business partner.

Raymond Fleet Solutions can help to optimize productivity and maximize peace of mind. We take pride in the quality of our service to keep customers up and running – delivering efficient, effective and innovative end-to-end solutions tailored to meet customers changing needs. With multiple deliverables including maintenance, parts, training and extended warranties we have the solutions your business needs to run better. Plus, with our regularly scheduled partnership workshops, we will collaborate with you to identify opportunities to further enhance the performance of your fleet while striving to reduce your overall costs.

### WE'LL TAKE CARE OF IT.

- Any brand of truck
- Any type of industrial vehicle
- Any service requirement
- Any time (24/7/365)



## COMPLETE TAILORED COVERAGE

With Raymond Fleet Solutions, you can create a perfectly tailored service and maintenance plan designed around the size of your fleet and the needs of your business. Get more out of every asset—every day—with a full array of best-in-class available solutions and services.

- Includes Scheduled Service
- All OEM required critical check points inspected (electrical, wiring, electronics, motors)
- Inspections and maintenance recommended by Raymond and performed by your authorized Raymond Sales & Service Center
- Work performed at the best, most convenient time for your business
- Available as long as you own your truck
- Routine periodic maintenance (OEM required oil and filter replacements)
- Comprehensive Service for every part of your lift truck
- Fork to bumper repairs (including parts & labor)
- Single monthly billing
- Reporting and consulting features with iTrack fleet management and asset maintenance tracking
- Wheel and tire coverage (including parts & labor)
- Damage coverage
- Optional coverage on productivity enhancements

MAXIMIZE PERFORMANCE  
WHILE LOCKING IN  
AFFORDABLE, PREDICTABLE  
SERVICE COSTS.

# PERSONALIZE YOUR PROTECTION

Whether for one single truck or one thousand, Raymond Fleet Solutions allows you to have complete confidence in your coverage. See how it feels to partner with someone who shares your commitment to uncompromising upkeep and unparalleled performance.

## WARRANTIES

### STANDARD WARRANTY

The best factory warranty in the industry—starts the moment your truck arrives at your facility and continues for three full years. Included with every Raymond truck.

#### 1 Year

- Fork to bumper protection
- Wearable components (4 months/750 hours)
- Non-wearable components (12 months)

#### 2-3 Years

- Powertrain protection (up to 3,000 hours for parts and labor)
- Vehicle manager
- Traction power amplifier
- Lift power amplifier
- Steer motor assembly
- Hydraulic steer actuator
- Drive motor
- Drive unit

### STANDARD PLUS WARRANTY

Gives you the option to add an additional 3,000 hours of coverage on top of the Standard Warranty.



## FOUR LEVELS OF ADDED PROTECTION

Choose the level of service that's right for you—all include the additional 3,000 hours of coverage of a Standard Plus Warranty.

## RAYMOND FLEET SOLUTIONS—PLAN COMPARISON

**SCHEDULED SERVICE** Plans offer regular inspection and maintenance to minimize major mechanical issues before they happen.

**COMPREHENSIVE SERVICE** Plans offer complete coverage—from fork to bumper—for complete peace-of-mind.

Includes all essential inspections and maintenance recommended by Raymond, executed by your authorized Sales & Service Center.

## FEATURES

- Genuine Raymond Parts
- Scheduled maintenance
- Additional 3,000 hours of warranty
- OEM Required fluid and filter changes
- Wheels and tires
- Fork to bumper coverage (including parts & labor)
- Damage
- iTrack Reporting
- Scheduled partnership meetings
- Single monthly invoicing
- Battery and charger maintenance
- iWarehouse maintenance
- Safety On The Move
- Attachments

### Essential

### Essential Plus

### Premier

### Ultimate

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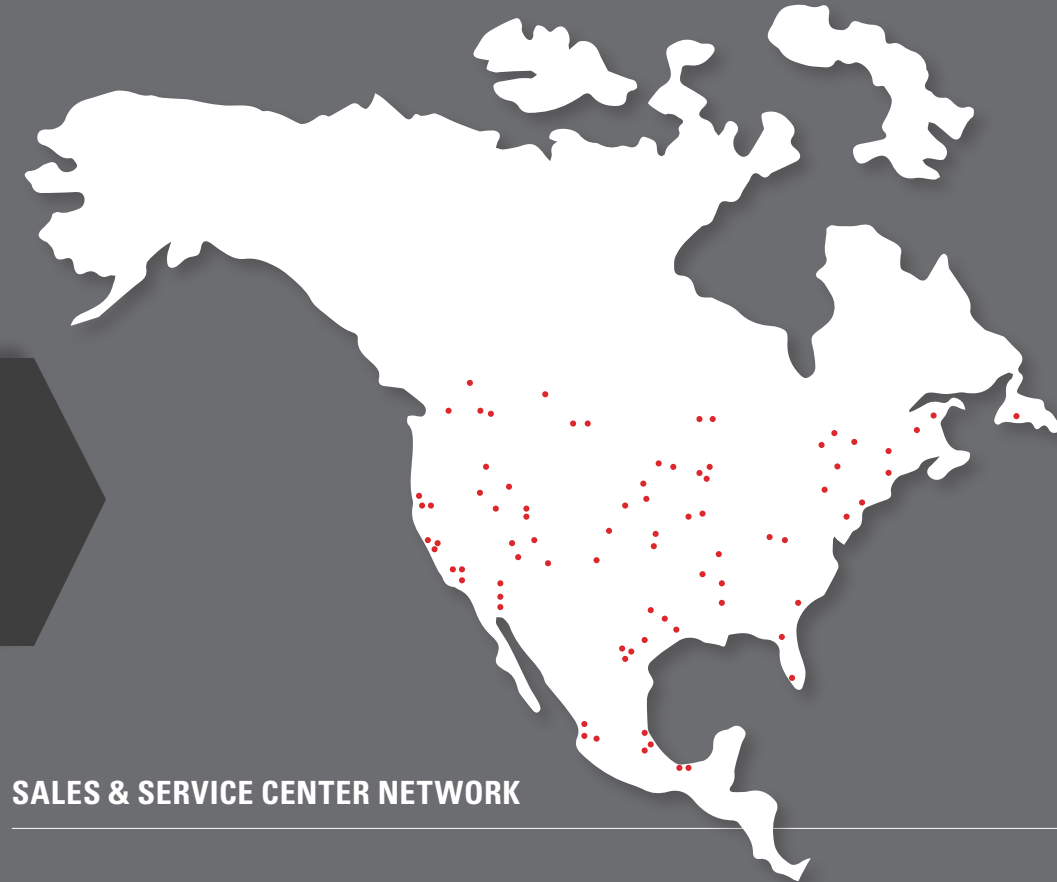
✓ - INCLUDED ○ - OPTIONAL

# A NETWORK OF KNOW-HOW

With Raymond's extensive network of Sales & Service Centers, we're not just at your service, we're at your doorstep. Strategically located and fully integrated, our network offers a breadth of coverage and depth of expertise to deliver exactly what you need, exactly when and where you need it.

We understand that maintenance and repairs don't just need to be done on time, they need to be done right. And we pride ourselves on industry-leading response times and first-time fix rates. We are always there for you. Always looking for ways to enhance productivity. Always on.

- 100+ KEY MARKETS THROUGHOUT NORTH AMERICA
- 4,500+ PROFESSIONALS
- 2,500+ HIGHLY TRAINED TECHNICIANS



## END-TO-END SOLUTIONS. TOP-TO-BOTTOM EXPERTISE.



Far beyond the world's most reliable, energy-efficient and productive lift trucks, Raymond offers end-to-end warehousing and distribution solutions designed to keep your business—and the global supply chain—moving.

With nearly a century of material handling experience and human ingenuity, we're uniquely

positioned to help you maximize reliability, optimize productivity, and minimize operating costs.

Partner with us and discover a range of solutions—and a team of people—that's always on.

## WHAT CAN WE DO FOR YOU?

### NATIONWIDE SALES & SERVICE CENTER NETWORK

The most customer-focused, trained and experienced material handling professionals in the industry.



#### MOVE

Lift Trucks  
Rentals  
Batteries, Chargers & Accessories  
Docks & Doors



#### MANAGE

Fleet, Warehouse & Labor Management  
Systems (iWarehouse Telematics)  
Leasing & Financing



#### STORE

Warehouse Design, Configuration & Optimization  
Engineering & Project Management  
Racking, Storage Systems & Platforms  
High Density Pallet Racking Systems



#### PROTECT

Parts & Service  
Tailored Maintenance Plans  
Training  
Extended Warranties

# RUN BETTER. MANAGE SMARTER.®

The world is always changing. Always evolving. Always moving ahead. To keep pace, you've got to run better, manage smarter. At Raymond, we're built to keep you running. We're built to solve your problems. End to end. Our passion for what we do drives how we impact your world. It helps us understand its unique challenges, and rise above them. In the warehouse and beyond, Raymond is always thinking about your business. Always looking forward. Always on.

IF YOU'RE LOOKING FOR A PARTNER WITH THE TOOLS AND EXPERIENCE TO HELP YOU RUN BETTER AND MANAGE SMARTER, LET'S TALK.

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