



PREMIER
PARTS & ACCESSORIES



Cost-Effective Solutions

for all your Materials Handling Needs



Cost-Effective Solutions For All Your Material Handling Needs



In today's environment, everyone is focused on the bottom-line effects of business decisions and cost-effective solutions. For example, when purchasing any kind of equipment, buyers have to look beyond the initial purchase price to true ownership costs.

Since 80% or more of your total lift truck operating and ownership cost occurs AFTER the initial lift truck acquisition, you need a reliable source to help contain costs and increase uptime in the critical area of lift truck maintenance.

An important component of ownership cost is the service and parts needed to keep your lift trucks operating productively. Downtime is costly in terms of lost production. Selecting the right lift truck parts and service source can be as important as selecting the brand of lift truck best suited to your application. You want and need a partner who can promptly provide the right parts and services, at the right price, for virtually any lift truck in your fleet.

By choosing the PREMIER Parts Program and its dealer network, you are selecting a partner that provides cost-effective solutions, which complement our parts offerings:

- ▲ Over 750,000 lift truck replacement parts and accessories
- ▲ Remanufactured components
- ▲ Quality and availability at the right price
- ▲ Maintenance Repair Kits
- ▲ Service programs
- ▲ "Single source supplier"

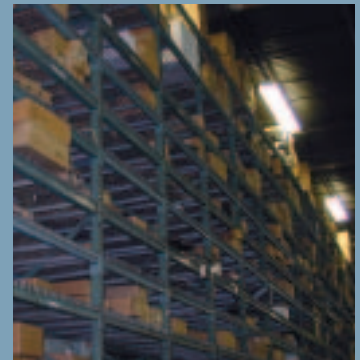
- Cost of Ownership
- Parts and Accessories
- Reman Components
- Quality
- Availability
- Maintenance Repair Kits
- Service Programs
- Single Source Supplier

Cost of Ownership



- Initial Lift Truck Acquisition
- After Delivery: operator compensation; fuel; parts; service

Parts Distribution Center





- Cost of Ownership
- **Parts and Accessories**
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**Crown
Nissan
Raymond
Yale
TCM
Hyster
Drexel
Daewoo
Taylor
Prime Mover
Allis Chalmers
Baker
Barrett
Caterpillar
Mitsubishi
Toyota
Clark
Komatsu
...and more!**

Parts and Accessories

Our stringent quality standards backed by a strong warranty, wide area distribution network and an assurance of competitive pricing all add up to an unbeatable value in the materials handling service parts business. Whether your repair involves routine maintenance, a tune-up or a major overhaul, the PREMIER Parts Program makes it a simple job by providing you with a single-source solution.

As a total aftermarket program including replacement parts, accessories, MRO supplies, and services, the PREMIER Program is your key to significant savings in cost and time. By offering literally thousands of parts for virtually any electric or internal combustion engine lift truck model, the program minimizes the time needed to locate, order, and arrange delivery of parts.

For example, PREMIER contains over 750,000 replacement parts and accessories and covers over 40 brands of materials handling equipment for 3800+ models. As an exclusive PREMIER distributor, your Yale dealer provides cost-effective solutions for all your Aftermarket needs.

In addition to everyday, breakdown and safety-critical items, PREMIER provides a complete offering of accessory products, manufactured by hundreds of the top industry suppliers. These products are often shipped directly from our PREMIER supplier partners, thus eliminating unnecessary handling costs and generating savings, which are passed on to you – our customer.

Among these accessory products are some of the best-known brands in the industry. Products include industrial batteries and chargers, wheels and tires, seats, mirrors, lift truck cabs, impact monitors, forks – to name just a few. Pallet trucks, scissor lifts, stackers, sweepers, lifting systems, warehouse fans and workplace barrier products are a few of the available allied products. All can be purchased from your local PREMIER dealer.



Preparing parts for shipment.

PREMIER REMAN



- Cost of Ownership
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Remanufactured products, with the same competitive warranty as new, include:

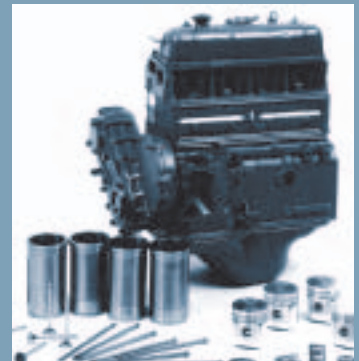
Alternators • Control Cards • Starters
Water Pumps • Engines • Torque Converters
Electric Motors • Fuel Pumps • Transmissions

When your lift truck's alternator, transmission, water pump, starter, engine, or electric motor need replacing, you have four basic options: a component that is new, repaired, rebuilt, or remanufactured. Each has its advantages, but a remanufactured part can often be the best value.

- ▲ A new part may be the preferred choice, but a lower cost option has value also. For this reason, many companies choose one of the others, if possible.
- ▲ A repaired component is exactly what its name states: it's been fixed to make it capable of further use.
- ▲ A rebuilt component is worked over more extensively than a part that's been merely repaired. At minimum, the component is disassembled, cleaned and inspected, and any broken parts are replaced. Worn parts may or may not be replaced.
- ▲ A remanufactured part is thoroughly processed to make it like new. After being disassembled and cleaned, the components are closely inspected and tested. Any that show wear or damage are replaced. After reassembly and refinishing, the part is tested to ensure like-new performance.

A PREMIER remanufactured part must meet the same strict quality standards as our new parts and is covered by a strong warranty. So, a PREMIER remanufactured component provides quality and warranty at a fair price – all of which leads to value.

You get
"like new"
performance
without paying
"new part"
prices.





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PREMIER Quality Goal

Regardless of lift truck type, we have you covered with quality parts and accessories for all your materials handling needs. Some of the steps we take to ensure you receive a quality replacement part are:

- ▲ interface with proven quality suppliers
- ▲ employ an exclusive aftermarket engineering team
- ▲ supply a quality control hotline for dealer feedback
- ▲ integrate computer controlled testing capabilities for both physical and electrical testing
- ▲ provide PREMIER remanufactured parts carefully assembled to perform like new
- ▲ maintain "zero acceptance standards" from suppliers



Precision re-engineering of OEM Parts.



- Quality Suppliers/Products
- Rigorous Inspection Standards
- Cost-Effective Procurement
- Reliable Availability
- State-of-the-Art Distribution
- Advantage Pricing

PREMIER Warranty

Yale Materials Handling Corporation warrants PREMIER service parts, sold by it for use in the United States and Canada, to be free from defects in material and workmanship at the time of sale.

The warranty on a PREMIER product is for a minimum of six months. In many cases, depending upon the specific supplier, it is longer. Products supplied directly from a manufacturer or manufacturer's representative, other than Yale Materials Handling Corporation, through Direct Ship Programs are warranted only by the manufacturer or representative as provided in the manufacturer's or representative's warranty policy or statement.

PREMIER Parts Availability

With thousands of parts available for most every brand of lift truck and access to nearly \$1 billion of inventory, we distribute components that come in all shapes and sizes. An inventory fill rate exceeding 95% on average means that a minimum of 95 out of every 100 line items ordered are filled completely on the first pass. This, when coupled with retail inventories worth millions of dollars at over 180 dealer locations throughout the U.S. and Canada, translates into a noticeable advantage for getting your truck up and running. And, with an accuracy rate of 99.8%, you can expect to receive the right part the first time.



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Flexible Order Types

Commonly used parts are available for pick-up, delivery or shipment on the same day you order them – from dealer stock. In the event you require a special part but learn it is not on the dealer's shelf, there are many delivery systems in place to provide prompt, overnight availability. Should special attention be required, we will expedite quick responses from our suppliers, check on-hand inventory at our affiliated sites around the world or conduct a computerized search of other U.S. and Canadian dealer inventories.

Speed is of the essence in a truck-down situation, and we use our global presence and size to your advantage. Most shipments can be sent "Depot Direct" from our distribution center to your location, if not available "same day" from your local Yale/PREMIER dealer.

95%
Inventory Fill
+
Over 180
Dealer
Locations =

PROMPT PARTS
AVAILABILITY

----- Scale of Urgency ----->

DEALER ORDER TYPES FOR TOTAL CUSTOMER SATISFACTION

Weekly Stock Orders	Daily Interim Stock Orders	2-Day Direct To Customer Location	Same Day Emergency Shipment	Same Day Shipment & Receipt
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- **Maintenance Repair Kits**
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Maintenance Repair Kits

Helping you "do it right the first time," Maintenance Repair Kits contain all parts necessary for a complete repair. They provide valuable savings when compared to the cost of individual components and increase productivity by providing quicker repair turnaround time.



Choose from
over 500
Maintenance
Repair Kits

Brake Kit (shown above) and Parts List (below)

BRAKE KIT - MAJOR (Two Wheels)		1500131-56
MODEL(S):	GP/GLP/GDP 070-090 LJ	
PART NO.	DESCRIPTION	KIT QTY.
9086304-00	Wheel Cylinder	2
5800112-06	Brake Shoe and Lining RH	1
5800112-03	Brake Shoe and Lining LH	1
9009558-07	Adjuster RH	1
9009558-06	Adjuster LH	1
9009558-12	Lever RH	1
9009558-11	Lever LH	1
9009558-14	Spring RH	1
9009558-13	Spring LH	1
9009558-30	Spring and Cable Assy.	2
9014288-19	Spring	2
9018368-18	Spring	2
9009558-27	Spring	2
9004888-04	Spring	2
9009558-21	Pin Hold Down	4
9007508-41	Cup Hold Down	8
9009558-22	Spring Hold Down	4
9004888-27	Cover	2
5043147-81	Oil Seal	2
5043147-82	Oil Seal	2



Service Programs to Meet Your Needs

Your local PREMIER dealer provides many service programs with the goals of reducing your labor costs, increasing your uptime, and saving time for your personnel – all which affect your company's bottom line.

Operational Maintenance:

Increase productivity and reduce unscheduled downtime.

You could experience the benefits of a well-maintained lift truck on a scheduled basis. Many things affect the performance of your lift trucks.

Questions to ask yourself are:

- ▲ Is your engine operating at its peak performance?
- ▲ Are the oil and filters changed at regular intervals?
- ▲ Has the cooling system been flushed and antifreeze added?
- ▲ Is steam cleaning to reduce possible contamination of moving parts regularly performed?

A 200 Point Inspection, which thoroughly checks your truck and keeps unscheduled downtime to a minimum, is a good way to get started.



OM Express: Reduce the time in researching, scheduling, ordering and obtaining replacement parts for scheduled maintenance.

Ordering recommended replacement parts when conducting Operational Maintenance on your lift truck fleet can become more effortless through the OM Express program. Your PREMIER dealer can automatically ship parts for each lift truck based on a schedule that you agree upon. Operational Maintenance kits can ship directly to your location and arrive in time for each truck's scheduled maintenance.

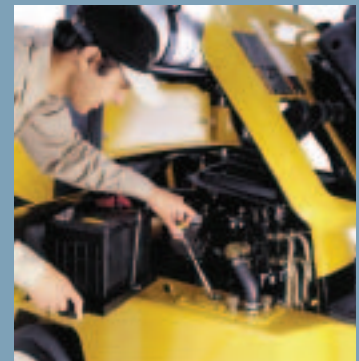


OM Select: Reduce scheduled downtime, improve fuel economy and increase engine performance.

OM Select incorporates some of the latest technology in replacement parts and fluids to focus on your concerns regarding rising maintenance costs. The OM Select program is divided into two separate and distinct service intervals: every 350 hours or 9 weeks and every 2100 hours or 54 weeks.



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Service Programs to Meet Your Needs *(continued)*

Budget OM:

Budget your Operational Maintenance over a 12-month period.

Through Budget OM your dealer can set up a schedule of fixed, monthly costs for scheduled maintenance on your trucks. Service intervals can be modified as well as future budget estimates. This service allows for no surprises at the end of the year.

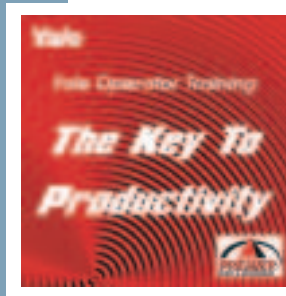
Fluid Analysis:

Reduce unscheduled downtime and maintenance costs.

Fluid Analysis is a tool for analyzing vital fluids such as engine oil, transmission fluid, hydraulic fluid and coolant, which provides you the opportunity to extend equipment life and reduce repair costs. This can be done during routine Operational Maintenance service on your lift trucks.

Operator Training:

The Key To Productivity Kit is a computer-based, all-in-one CD-ROM training package that meets OSHA compliance requirements. It covers Class I – V lift trucks and features a comprehensive program administration component that allows the trainer to generate and print random tests, answer keys, certificates, authorization cards and various reports.



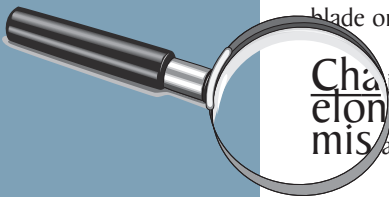
Inspection Programs:

Let our trained technicians check your lift trucks for tire, forks, and chain wear.

Tire Inspection: with a simple measuring devise, they can determine whether the tires are worn and unable to brake or accelerate the vehicle, handle the load capacity and/or absorb shock.

Fork Inspection: with a fork caliper, technicians can inspect for surface cracks, excessive fork angle, positioning lock damage, straightness of the blade or shank, different fork tip heights, and normal wear.

Chain Inspection: by measuring the chain, the technician can check for elongation, rust corrosion, cracked plates, protruding and turned pins, misalignment, chain anchor and sheave wear or damage.



Your Single Source Supplier

The nationwide network of PREMIER Parts and Accessories Dealers forms a vital link in providing all the parts and services you need to keep your material handling equipment in peak working condition. The key to success is maximizing all the services available from your local dealer:

- ▲ Financial Services: a dozen different programs that make it easy to rent, lease or finance a Yale lift truck.
- ▲ Fleet Management: management of your total lift truck and mobile fleet equipment.
- ▲ Aftermarket Service: service and maintenance programs designed to meet your specific needs, with over 2,000 service vans and 2,500 service technicians.
- ▲ Aftermarket Parts: over 750,000 replacement parts and accessories for over 3800 models of lift trucks.
- ▲ Service Training: specialized training and workshops for your maintenance personnel.

Each of our dealers has a significant investment in facilities, inventory, and people, with a staff trained to do the job right – whether it's filling a parts order, recommending a periodic maintenance program, or installing a new hydraulic cylinder. You can depend on your PREMIER dealer to provide the service and support you need.

Call your local dealer and find out how the ownership cost of your lift trucks can be managed and reduced. It is in your best interest to understand how he can help contain your costs and increase uptime in the critical area of lift truck fleet maintenance.

The dealer makes the difference!



Yale

A global corporation with over 180 dealer locations in the United States and Canada.



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Yale

Call your local Yale Materials Handling Corporation dealer for more information on the PREMIER Parts and Accessories Program