

# Service for trucks.

We eliminate downtimes!



 **JUNGHEINRICH**

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# Service for trucks.

Full operational readiness for your fleet.

## PROACTIVENESS AND GREATER PREDICTABILITY.

Quality, flexibility and sustainable technologies are what make Jungheinrich forklift trucks, mobile robots and industrial trucks so efficient. Regular maintenance and fleet care are crucial to maintaining high standards in the long term. You are on the safe side with our truck services, because we know what is important: speed, reliability and proximity. Our service features partnership-based action at eye level, short response times and professional support – even without a maintenance contract. The advantages of Jungheinrich Service for trucks include:

▶ **More planning reliability.**

Continuous use causes wear and tear, which can be localised before a problem arises with continuous maintenance. Fixed maintenance intervals (which we look after on request) ensure that faulty parts are replaced before a breakdown occurs.

▶ **Rapid provision of original spare parts.**

Original spare parts prevent unexpected breakdowns and ensure that your trucks maintain their usual high performance. Our fast logistics service delivers within one day.

▶ **Reliability and trust.**

Our services aim to make your intralogistics more fail-safe and are designed for long-term co-operation.

▶ **Understanding your business and all its challenges.**

Despite the highest product quality and regular maintenance, technical defects can occur. We also act quickly and decisively in acute service cases so that your processes are not held up unnecessarily.

Our services help you to increase planning reliability, prevent breakdowns and ensure the safety and efficiency of your fleet. Find out why Jungheinrich is the first choice when it comes to optimising your process quality on the following pages.



# Customised services.

Less effort and more efficiency.

## JUNGHEINRICH SERVICE PORTFOLIO.

The Jungheinrich service portfolio includes modules that are customised to your business and your requirements. You decide which services will best benefit your company; for example, "Preventive Basic" for regular maintenance of your fleet. With the all-round carefree "Full Service Premium" package, you can forget about spare parts, repairs or oil changes! Jungheinrich provides the best possible care for your forklift trucks, mobile robots and industrial trucks – for a long service life and optimum operational readiness.

	Full Service Premium	Full Service Plus	Full Service Basic	Preventive Premium	Preventive Plus	Preventive Basic
<b>Battery repair:</b> Always eagerly awaited.						
<b>Wheels, casters and tyres:</b> Quality for the highest demands.						
<b>Repair service:</b> Availability that you can rely on.						
<b>Energy service:</b> For a long service life.						
<b>Hydraulic oil service:</b> Fast and safe.						
<b>Maintenance:</b> Preventive check-up of your fleet.						

Contact us – we will be happy to advise you personally:

Tel. 0800 222 585858\* | [info@jungheinrich.de](mailto:info@jungheinrich.de)

You decide how intensively we support you in ensuring the functionality of your fleet. Our customised **performance modules** include services tailored to your needs.



Our service engineers are always close to the customer and are well versed in the daily challenges of intralogistics. This creates the basis for a **partnership and trusting cooperation.**



The timely replacement of wear parts through scheduled maintenance intervals significantly reduces the risk of failure of individual trucks. You benefit from **transparent cost control** and greater predictability.

Your customised **maintenance service:**

- ▶ We will be happy to advise you personally and work with you to find the best solution for the regular maintenance of your fleet.

# Maintenance service.

Prevent downtimes – minimise breakdowns.

## FOR SEAMLESS OPERATION PROCESSES.

Only if wear and tear is recognised and rectified at an early stage can you prevent downtime and increase the service life of your fleet. Our technical specialists in After Sales Service regularly put your fleet through its paces – and only use highquality **original Jungheinrich spare parts for maintenance**.

To ensure that your processes are not disrupted, we coordinate the **regular inspections** and maintenance intervals with you in detail and plan accordingly.

The benefits for you:

- ▶ Individual performance modules.
- ▶ Transparent cost control.
- ▶ Operational processes are not disrupted.
- ▶ Longer service life for your trucks.



If possible, we also carry out maintenance work outside your business hours.



Jungheinrich service trucks are optimally equipped: our service engineers only use original spare parts, thereby increasing the service life of your forklifts, mobile robots and industrial trucks.



Jungheinrich Mobile Robots are state-of-the-art autonomous trucks that are used to optimise materials handling in warehouse and production environments. We make sure that they function smoothly at all times.

# Hydraulic oil service.

## Professionally changed.

### RELIABLE AND ENVIRONMENTALLY FRIENDLY, THANKS TO SUSTAINABLE HANDLING.

Hydraulic oils are permanently exposed to high pressure, high temperatures, dust and moisture during forklift truck operation. The resulting valve wear, rust, or sticking of hydraulic components reduce the performance and service life of your trucks.

This is where the Jungheinrich hydraulic oil service comes into play. It includes:

- ▶ Extraction and environmentally friendly disposal of used oil.
- ▶ Filling of your systems by our hydraulic oil service experts.
- ▶ Maintaining operational safety.
- ▶ Preventing costly repairs.
- ▶ Cost transparency and predictability of services.
- ▶ Reduction of downtimes through suitable replacement trucks on request.

In addition to servicing your Jungheinrich trucks, our technical specialists in After Sales Service can also service other hydraulic systems on request.



Our hydraulic oil service experts are trained in accordance with environmental protection guidelines. Your used oil is disposed of professionally in accordance with legal regulations.



Jungheinrich's forklift truck service will provide a replacement on request to minimise disruption to your operations.



Regular replacement of the hydraulic oil significantly reduces wear. This avoids unnecessary repairs.

# Energy service.

Clean energy with maximum performance.

## MORE PREDICTABILITY AND A LONGER SERVICE LIFE.

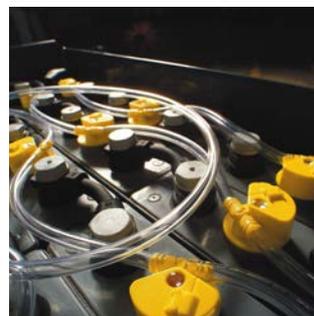
Thanks to status checks via battery check, maintenance, care tips and the rapid provision\* of replacement or rental batteries, we ensure that the centrepiece of your electric industrial truck never runs out of juice. We also support you in complying with legal regulations and all inspection deadlines.

Benefits of the Jungheinrich energy service:

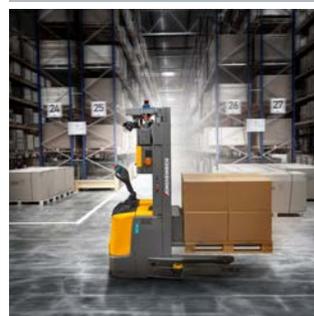
- ▶ The service life of your batteries is significantly increased.
- ▶ Increased safety for all operators
- ▶ Trucks remain efficient at all times.
- ▶ Detailed test report.
- ▶ Manufacturer competence.



The sticker allows you to see exactly when a particular vehicle or charging station was last serviced – and when the next inspection is due. The test report also documents our work.



Well-maintained batteries function reliably and have a long service life. If there is a defect, we will carry out a repair or replace the battery.



Thanks to its manufacturing expertise, Jungheinrich guarantees that your forklift trucks, mobile robots and industrial trucks always deliver the best possible performance.

\* Replacement or rental batteries are subject to a charge.

# Repair service.

A partnership based on trust.

## NO ROOM FOR DOWNTIME.

For us, the collaboration between our service engineers and the customer is about more than just expertly recognising and rectifying technical faults: on average, our employees have over **11 years of professional experience** and therefore understand the daily challenges faced by warehouse and logistics management, managing directors and operational decision-makers. This creates a collaboration based on trust, respect and mutual understanding – a strong foundation for **long-term partnerships**.

The repair service for forklift trucks, pallet trucks and other industrial trucks offers rapid assistance in the event of breakdowns, thanks to short communication channels and Jungheinrich's excellent spare parts logistics.

The benefits for you:

- ▶ The repair service is part of the Full Service Premium and Basic packages.
- ▶ Short response times.
- ▶ Service engineers are on site within a few hours.
- ▶ Over-night despatch of Jungheinrich original spare parts.
- ▶ Optional truck replacement if required.



Despite all the care and preventive measures you take with your fleet, there can come a time when a truck no longer functions properly. This is not always due to wear and tear, but can also be caused by events such as collisions. It's good to know that you can rely on our excellent team – **we will repair the damage promptly, professionally and sustainably.**



Naturally, we also only use **original Jungheinrich spare parts** for repairs. The rapid coordination of our technical teams and spare parts logistics significantly reduces downtime for your company.



Suitable replacement trucks will be provided for you on request. During the repairs, you do not have to wait and can continue to achieve your goods throughput targets.

#### Repairs in **urgent cases**:

- ▶ If our services are part of a contract, you will receive prioritised support in the event of a breakdown.
- ▶ Even without a contractual commitment, we are there for you as quickly as possible in an acute service case (within business hours).

# Wheel, caster and tyre service.

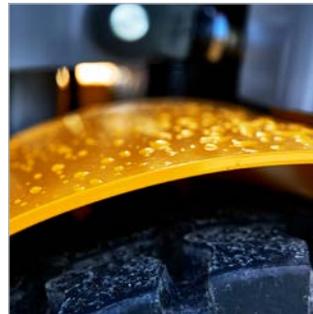
Quality for the highest demands.

## RESSING AND FITTING WITH MANUFACTURER EXPERTISE.

In the event of damage or insufficient tread depth (tyres), we can replace casters, wheels and tyres directly at your premises on request. We only use quality products from premium manufacturers. Thanks to their well-equipped service vehicles, our service engineers always have the most common casters and tyres with them.

The benefits for you:

- ▶ Significant time savings.
- ▶ Binding schedules.
- ▶ Quality for optimum performance.



The condition of your casters and wheels isn't the only factor that affects their performance: Tread depth and integrity also play a decisive role when it comes to safety, e.g. braking distance.

We only use quality tyres from premium manufacturers. The advantages: less susceptibility to wear and a longer service life.

# Safety service.

## Standardised testing and adherence to deadlines.

### WE CAN LOOK AFTER IT.

Compliance with legal requirements is labour-intensive and subject to numerous regulations and deadlines. To ensure the **safety of your employees** and to ensure that your trucks are ready for use in compliance with the law, the **Jungheinrich safety service** is the first choice.

The benefits for you:

- ▶ Increased warehouse safety.
- ▶ Compliance with all mandatory inspections, such as FEM 4.004.
- ▶ Scheduling reliability.

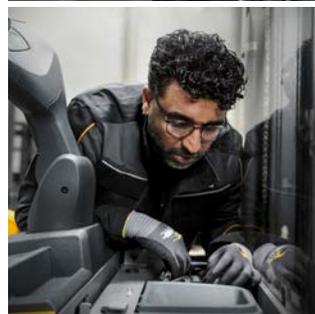
One less thing to worry about: on request, the Jungheinrich safety service will keep an eye on deadlines and perform timely exhaust emission tests for you.



During the mandatory FEM 4.004 test for industrial trucks, we check the functionality, completeness and safety of your fleet for you.



Meeting important deadlines is part of the service and one of the major advantages of our offering. You don't have to worry about a thing!



The scope of the inspection includes checking numerous components for safe operation, including the visual and functional inspection of the drive, chassis and forks.

# Spare parts.

When only the original is good enough.

## WE ARE DRIVEN BY YOUR SATISFACTION.

At Jungheinrich you will find everything you need for the safe operation and long-term maintenance of your fleet. Original spare parts that are perfectly matched to your trucks help to ensure that they are always in perfect condition. The portfolio includes wear parts such as casters, wheels and tyres, filters, chains and brakes, as well as hose lines, cylinders and sensors.

Quality is our trademark. With Jungheinrich, you benefit from high availability, accuracy of fit and safety. Find the right spare parts around the clock:

<https://www.parts.jungheinrich.co.uk/>



Original spare parts from Jungheinrich ensure that your forklift trucks and material handling equipment always perform at their best and also guarantee a long service life.



The high availability of our spare parts and strategically located warehouses keep supply chains particularly short. You get what you need as quickly as possible.



Customer proximity is important to us in every respect: Your order will be delivered throughout Europe within one day.

# Call4Service.

Fast, simple and smart.

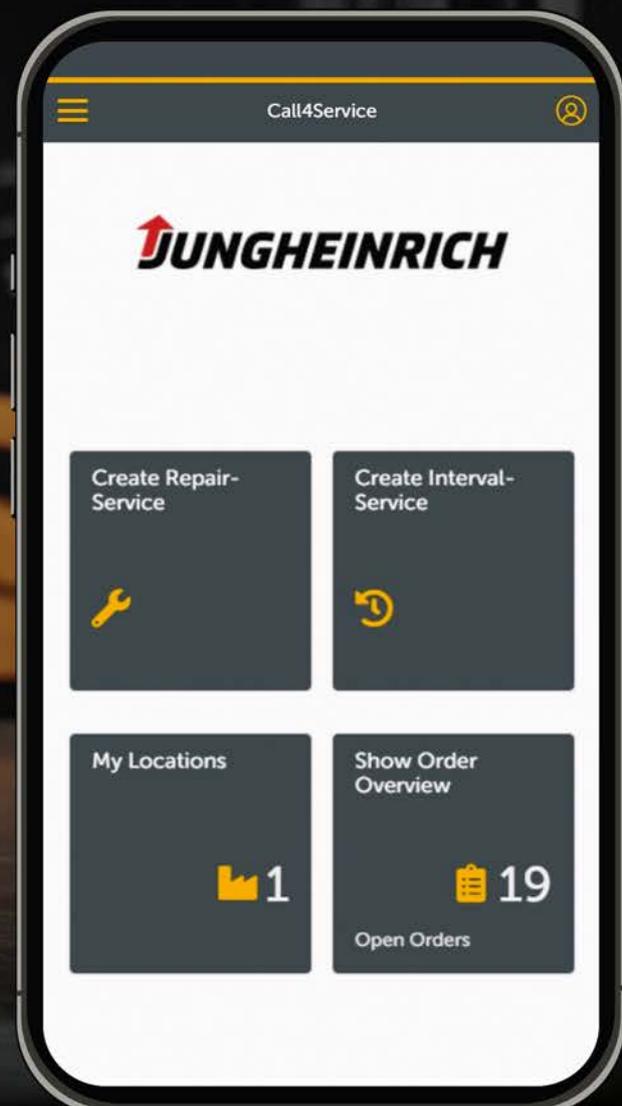
Register now and benefit from short response times.

#### The benefits for you:

- ▶ Significant time savings.
- ▶ Easy operation.
- ▶ Intuitive functions.
- ▶ Full transparency for your orders.

All the information about the free application for your smart phone (or desktop) can be found here:

[Find out more](#)



Simply scan the QR code

# Accessories and retrofitting.

Upgrade instead of buying new.

## RESPOND FLEXIBLY TO CHANGING REQUIREMENTS.

Requirements and conditions in intralogistics can change – with our wide range of accessories and parts for retrofitting, you can react flexibly at any time. The range includes everything you need to adapt your trucks to your requirements and comply with new safety specifications, storage and logistics processes or legal regulations.

## ORIGINAL ACCESSORIES IN THE ONLINE SHOP.

Parts Online gives you access to the entire range of high-quality components, from LED spotlights to shock sensors and other accessories, including impact protection systems or upgrades for automation.

Register now for free and order accessories 24/7 at:

<https://www.parts.jungheinrich.co.uk/>

You can easily order accessories and components on our e-commerce platform **Parts Online**.



Whatever you have in mind: Numerous upgrade and modification options, including automation, make it easier for you to adapt to market changes and increasing requirements.



Hydraulic, transmission and engine oils, as well as spray kits, paints and cleaners from our shop, are ideally suited for your Jungheinrich industrial trucks. Oils and greases have been developed according to our specifications and all high-performance components, including anti-slip hydraulic oil additives, guarantee durability and performance.



Parts Online includes accessories that increase productivity in the warehouse and also significantly improve safety, such as collision warning systems.

# Operator training and VR simulator.

## Ongoing training and protection of your employees.

### TRAINING COURSES FOR IMPROVED SAFETY AND EFFICIENCY.

Wherever people work with machines, there is an increased risk of accidents. The safety of your employees and the protection of material assets therefore have top priority in your business. Jungheinrich is aware of this responsibility and offers professional training courses in accordance with DGUV (German Social Accident Insurance) as well as ongoing training courses that provide your current or future drivers with the expertise to handle your industrial trucks professionally.

Jungheinrich offers you the complete range of professionally conducted training courses, as well as the opportunity to carry out training sessions or a selection of applications in the VR simulator. Also included in the portfolio is the virtual annual safety briefing.



In accordance with accident prevention regulations (DGUV regulation 1 / §4), we refresh the knowledge of your forklift drivers during safety training. Our operator training courses are tailored to the specific requirements of each country.

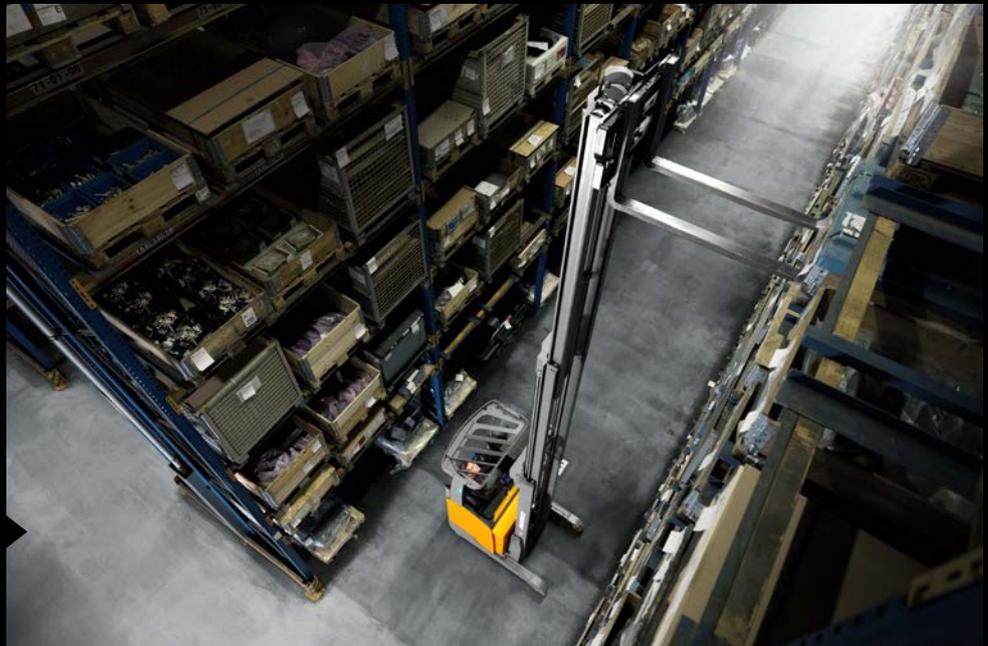


Jungheinrich you will find first-hand education and training programmes. The training and courses are held in our well-equipped training and sales centres.

With the pioneering forklift simulator, you can train your specialists in a space- and resource-saving way. Where previously real industrial trucks, a training course and appropriately trained personnel were once required, today our professional VR software is used! The equipment enables realistic scenarios and true-to-life images.

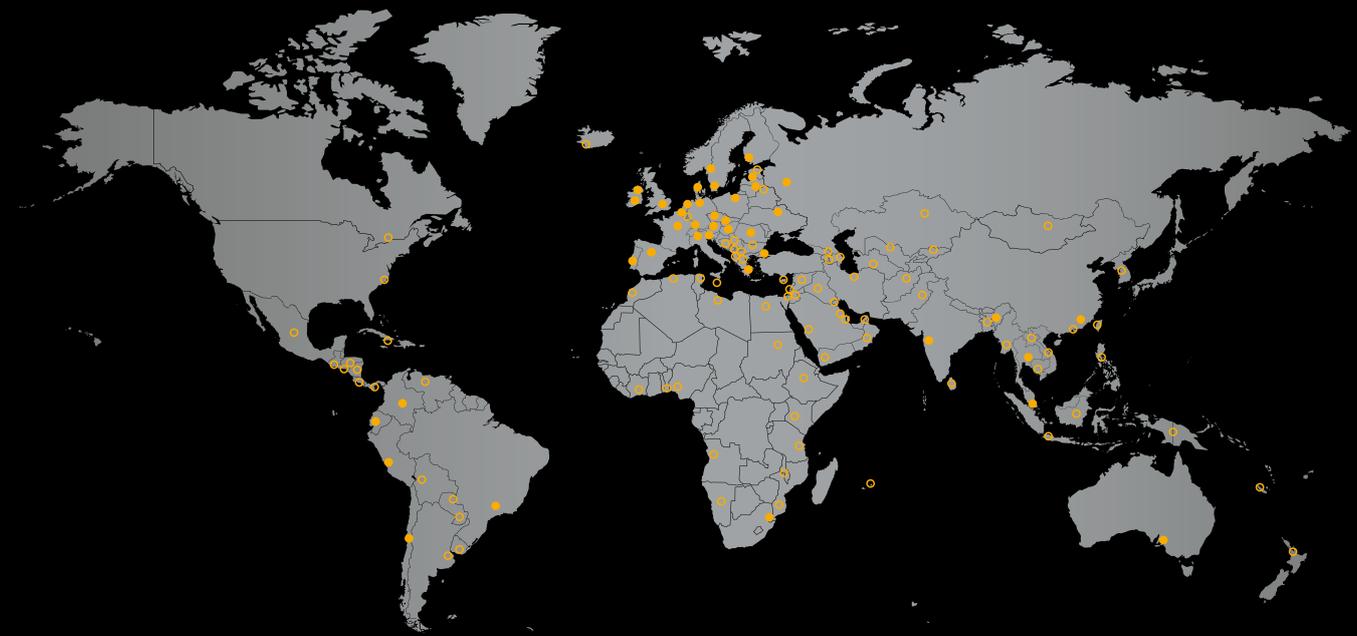


With the Jungheinrich driver training courses in accordance with DGUV, we train newcomers and professionals alike: in groups, by truck type, for special tasks such as order picking and during the annual safety training.



You can obtain your forklift truck licence with us in accordance with the DGUV regulations. We can answer questions about the theoretical and practical test as well as questions about the minimum age, the requirements, or the period of validity, either on our website or in a personal conversation.

# A leader in intralogistics. There for you across the globe.



● Our own direct sales companies in 42 countries.

○ Partner companies in around 80 other countries

More than 20,000 employees.

More than 6,100 service engineers worldwide.

Founded in 1953, Jungheinrich is one of the world's leading providers of intralogistics solutions. With a comprehensive portfolio of industrial trucks and automated components, as well as services, we offer tailor-made solutions that allow you to devote your full attention to your core business. With our unique direct sales and service network, you can call upon a reliable partner who is at your side at all times, wherever you may be in the world.



### **AUTOMATED SYSTEMS**

Based on our comprehensive process knowledge and extensive experience in a wide range of industries, we can provide you with tailor-made automated systems, ranging from semi to fully automated solutions. We will thus work together to raise your efficiency and productivity to a whole new level.



### **NEW TRUCKS**

Lifting, stacking, transporting, order picking – electrically, by combustion engine or by hand? Our product portfolio contains the perfect trucks for your needs.



### **WAREHOUSE EQUIPMENT**

From pallet racking to automated small parts warehouses, we have the right solution for every item and warehouses of all sizes. Combined with Jungheinrich industrial trucks and IT solutions, the result is a future-proof, integrated intralogistics concept of unique quality.



### **RENTAL**

Forklift truck rental is not just an ideal solution for addressing short-term or seasonal requirements. Jungheinrich offers "power on demand" for all companies, regardless of their size or industry. There are rental solutions available to suit all requirements, with trucks available instantly in a wide number of variants across the globe.



### **USED TRUCKS**

JUNGSTARS are used trucks from Jungheinrich, which are among the best on the market. With high-end reconditioning according to our 5-star principle, every truck is returned to an outstanding technical and visual condition to satisfy the highest safety and sustainability standards.



### **DIGITAL SOLUTIONS**

With intelligent software and sophisticated hardware components, we ensure complete digital networking within your warehouse. All processes can be monitored centrally and controlled with utmost efficiency. Systems from different manufacturers can also be integrated with ease.



### **CONSULTING**

Products and services must meet your exact requirements. That is why our consulting service combines a high level of technical ability with process knowledge and in-depth industry expertise. We can thus work together to identify the perfect complete solution.



### **FINANCING**

Jungheinrich Financial Services is your reliable partner throughout the entire life cycle of your Jungheinrich product. We offer individual solutions for trucks, racking, warehousing and system solutions, while taking your budget and the special requirements of your business into account.



### **AFTER SALES**

The trouble-free operation of your intralogistics solution is our top priority. That is why we offer reliable, global support for your trucks and systems with more than 6,100 qualified service engineers. This allows us to be on-site within a very short time frame to restore the availability of your trucks and systems.

**ISO 9001** The German production facilities  
**ISO 14001** in Norderstedt, Moosburg  
and Landsberg are certified.

 Jungheinrich trucks  
conform to the European  
Safety Requirements.

### **Jungheinrich Aktiengesellschaft**

Friedrich-Ebert-Damm 129  
22047 Hamburg  
Germany  
Telephone +49 40 6948-0  
Telefax +49 40 6948-1777

info@jungheinrich.com  
www.jungheinrich.com

 **JUNGHEINRICH**