

Your Trusted Service Provider

Keeping Your Fleet Moving,
Maximising Your Productivity



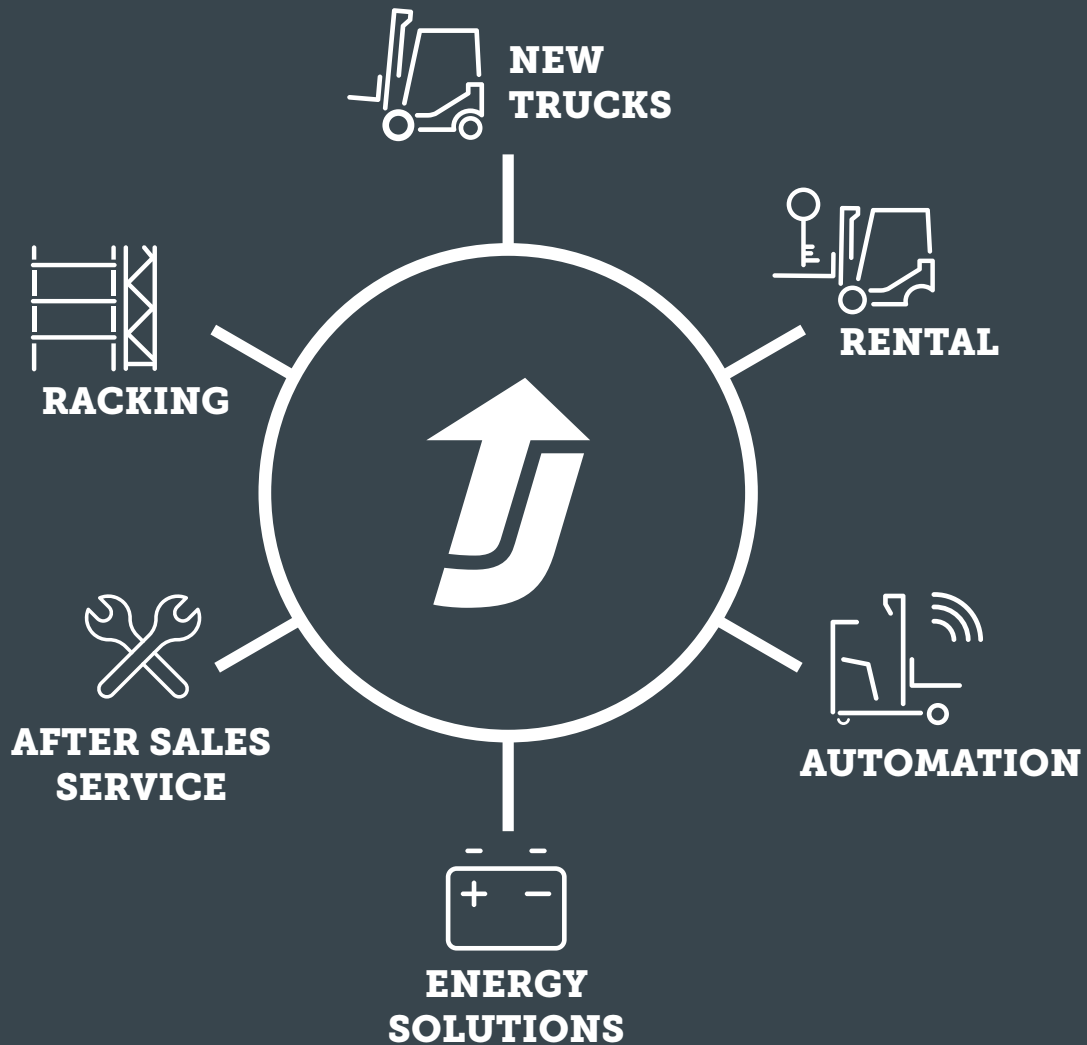
 **JUNGHEINRICH**

About Jungheinrich



- Established in **1953** in Hamburg, Germany
- Operating in **42** countries with **20,000+** employees
- Supplying material handling equipment in Australia since **1976**
- Partnered with TCM and Manitou
- Machinery ranging from pallet jacks to 25-tonne telehandlers
- Factory-trained technicians ensuring optimal performance
- Genuine high-quality parts for longevity and reliability
- Flexible fleet management solutions
- Extensive nationwide service network

Full-service warehouse solutions provider



Service Program

FULL SERVICE PROVIDER

The Jungheinrich service program is a fleet maintenance service offered to ensure you maximise the reliability and performance of your materials handling equipment. The essential service package is a maintenance support program offered by Jungheinrich to guarantee your fleet is kept in a superior operating condition and the Total Cost of Ownership of your materials handling fleet is completely optimised over its working life whilst never compromising your bottom line.

Jungheinrich Australia's forklift service and repairs are carried out in accordance with leading industry standards, by highly accredited service technicians to keep your fleet in operation. Jungheinrich Australia's fully equipped mobile technician vans operate nationwide with access to an extensive inventory of genuine OEM parts. With over 40 years' experience in the Australian forklift industry, you can be confident that Jungheinrich Australia is an expert on your forklift.

The Benefits



PRIORITY CUSTOMER STATUS

Jungheinrich Australia's service program ensures your servicing and maintenance needs are our priority. Jungheinrich's complete service members are given priority status and take precedence when requiring service and breakdown assistance, with guaranteed next day service and a 4-hour response time.



DEDICATED SERVICE SALES REPRESENTATIVE

Access to an dedicated Service Sales Representative who can provide expert advice and industry knowledge as well as ensuring reliable and consistent communication in relation to your materials handling fleet maintenance request.



SAFETY CHECKS

Comprehensive safety checks specific to your make and model of equipment are conducted and any safety related issues are communicated immediately.



FIXED SERVICE PRICING

Fixed service pricing on labour and parts for the duration of the agreement to meet with the budget management for your business.



CLEAR PRICING STRUCTURE

Any additional repairs outside of the agreement are quoted and sent to your company with a clear outline of pricing for review and approval prior to the commencement of work.



WASTE REMOVAL

Waste removal from your site by our service technicians in accordance with Jungheinrich's duty of care and local EPA regulations.



PLANNED MAINTENANCE SCHEDULING

A planned schedule of maintenance and servicing tailored to your business needs, shift patterns and hours of business. Repairs and servicing are pre-booked to ensure minimised impact to your business operations.



24/7 SERVICE SUPPORT

In the event of a maintenance requirement on site, our technicians are available 24/7.

Additional Supply and Fit Options

Additionally, Jungheinrich Australia supplies and installs a wide range of aftermarket products for all makes and models of forklifts. Ask your Service Sales Representative about the following options:

Fork Tyres: Jungheinrich supplies a wide range of forks including extended length forks, long drop forks, timber and steel forks as well as tapered forks. Whether you are replacing a worn set of forks or you need something extra, Jungheinrich can assist.

Attachments: Jungheinrich supplies a wide range of forklift attachments ranging from slide on attachments like work baskets and tyne extension slippers to hydraulic attachments including paper roll clamps, white goods clamps and twin pallet handlers. Whatever your operational requirements are, Jungheinrich can supply an attachment to get the job done right.

Traction Batteries, Chargers and Maintenance: We offer a range of battery and charger maintenance, repair and replacement services to suit your equipment.

Tyres: Replacing wheels and tyres at the optimal time ensures your forklifts remain productive and efficient as well as avoiding safety hazards. Jungheinrich stocks a wide range of wheels and tyres ranging from polyurethane, cushion, pneumatic, solid and non-marking to suit your operational needs.

Weight Scales: Jungheinrich analogue and digital weight scale systems as well as calibration services ensure that you can accurately weigh your loads.

Fleet Management and Telemetry Systems: The SmarTrack® system combines comprehensive safety features with high levels of fleet operating visibility. Our fleet management system delivers reduced running costs, instant monitoring and fleet control, live web-based reporting and operator accountability.

Camera systems: Operator visibility can have a direct impact on business efficiency and safety.

Jungheinrich offers a number of camera systems including load monitoring as well as reverse camera and 360 degree halo-camera systems to assist operators to maximise their efficiency when working.

Pedestrian Management Systems: Operational safety and the management of pedestrian and plant equipment interaction is paramount for businesses. Jungheinrich offers a number of systems to assist in managing pedestrian safety ranging from AI camera systems to RFID proximity scanners and halo lighting to ensure your staff and visitors are safe at work.

Accessories Catalogue: Scan the QR code to check out our latest accessories brochure.



Service Packages Inclusions

The Jungheinrich Service Program offers a standard service for your materials handling fleet, providing a thorough safety check, OEM and Australian standard compliant preventative maintenance servicing and peace of mind. Our service options can also be further tailored to meet your company's specific requirements.

INTERNAL COMBUSTION & BATTERY ELECTRIC SERVICE INCLUSIONS:

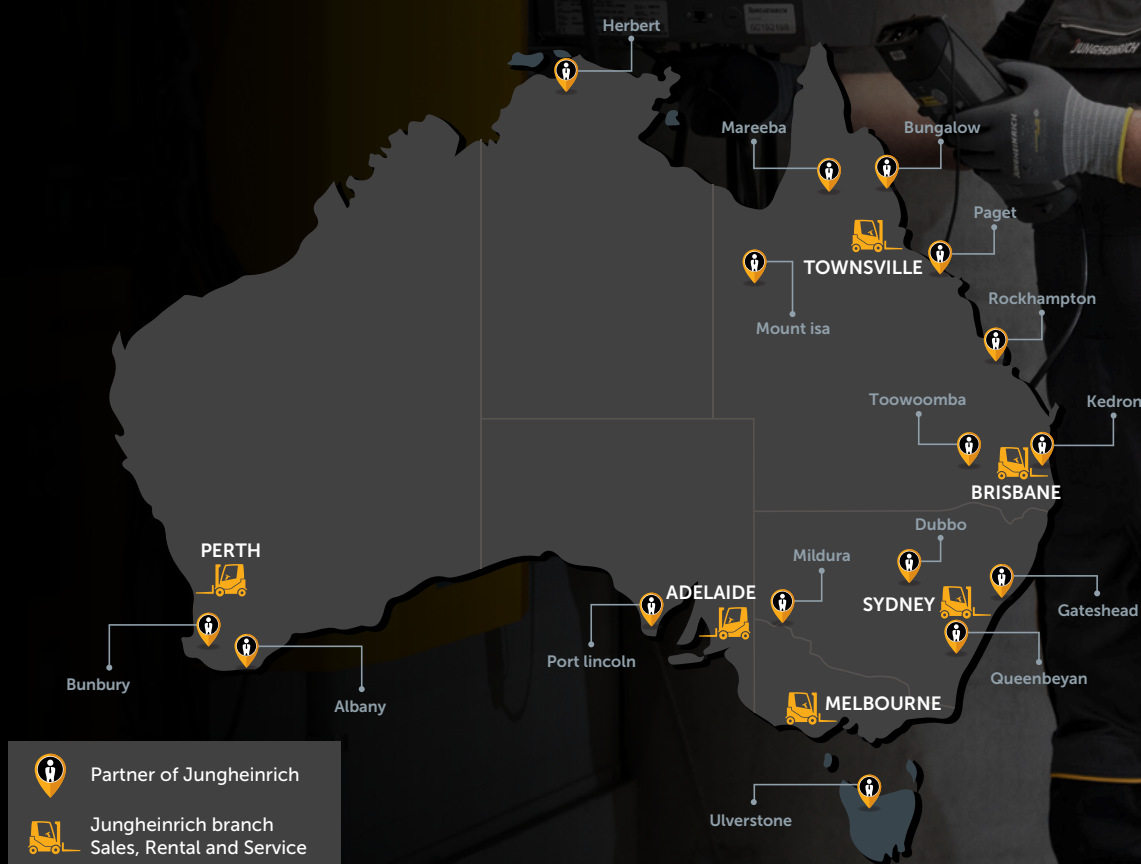
The Jungheinrich Service Program includes these features and is followed by all our friendly technicians to make sure your forklift is maintained in line with manufacturer recommendations and Australian Standards.

Internal Combustion Service	
Seat, switch & seat belt operation	✓
Lights & Alarms	✓
Air & fuel filters	✓
Transmission, differential & hydraulic oils	✓
Front and Rear axle	✓
Exhaust system	✓
Operational system	✓
Frame and cross member	✓
Control linkages	✓
Tyre, fork arm wear	✓
Hose Condition	✓
Lubricate all grease points	✓
Ignition/injection system	✓
Hydraulic cylinders, pivot bearings	✓
Mast & carriage & chains	✓
Vee belts	✓
Brakes	✓
Tyres	✓
LPG Compliance	✓

Battery Electric Service	
Software	✓
Seat, switch & seat belt operation	✓
Lights, Horn & Alarms	✓
Master driver unit, final drive hydraulic oil	✓
Front and Rear axle	✓
Motor brushes	✓
Operational system	✓
Frame and cross member	✓
Control linkages	✓
Tyre, fork arm wear	✓
Hose Condition	✓
Lubricate all grease points	✓
Gravity, cell voltages and water levels across entire battery	✓
Hydraulic cylinders, pivot bearings	✓
Mast & carriage & chains	✓
Brakes	✓
Tyres	✓
Electrical cables and connections	✓
Static strap	✓

National Service Network

There for you across Australia



GENUINE PARTS

The right parts, at the right price, at the right time is critical no matter how large your fleet is. Jungheinrich has an extensive branch and partner network across Australia that stocks genuine Jungheinrich, TCM and Manitou parts. We offer a wide range of breakdown parts, accessories and attachments.

EXTENSIVE SUPPORT NETWORK

Jungheinrich Australia's support network extends nationwide with 6 branches and 16 partner sites across Australia. Our service coverage is supported by a fleet of over 100 service vans and fully trained service technicians. Our extensive service network means that no matter where you are, our technicians are available to assist.

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