

A man with short grey hair and a beard, wearing a grey work shirt, is focused on working on a car's engine. He is leaning over the engine, which is partially visible in the foreground. The background shows a workshop setting with a computer monitor and other equipment. The lighting is bright, highlighting the man's concentration and the details of the engine.

**Jungheinrich**  
**at your service.**

 **JUNGHEINRICH**

# Jungheinrich at your service.

As a Jungheinrich customer, you are at the centre of our thoughts, decision-making processes and everything we do.

By listening to and understanding your needs, we offer world-class levels of expertise and best practice advice to ensure that our products and services add real value to what you do.



## As standard

- ✓ 24hour / 365 day facility for logging of breakdowns
- ✓ Call-4-Service App and online fault reporting
- ✓ Regional customer service support centres
- ✓ National UK coverage with local support
- ✓ Industry leading first time fix rate
- ✓ Circa 450 academy trained engineers, with an average 14 years' service
- ✓ Comprehensive parts stock on each engineer's vehicle
- ✓ Digital copies of all repair, service and inspection documentation
- ✓ Comprehensive inspection check sheet
- ✓ Manufacturer's diagnostics software
- ✓ 24 hour delivery of genuine Jungheinrich parts
- ✓ UK Parts Centre



**KEY**  
Included.....✓  
Extra cost..... £  
Not available..... -

## Our plans.

	★★★ THOROUGH EXAMINATION	★★★★ PREVENTATIVE MAINTENANCE	★★★★★ FULL SERVICE	
	Labour required for service inspection	✓	✓	
	Travel time to your location for service inspection	✓	✓	
	Scheduled service inspection visits	✓	✓	
	Planning of remedial work (if required)	✓	✓	
	Parts required for the service inspection	£	✓	
	Lubricants required for the service inspection	£	✓	
	Environmentally safe disposal of service inspection consumables	✓	✓	
	Hydraulic oil replacement	£	✓	
	Discounted Labour Rates	✓	✓*	
	Discounted call out charges	✓	✓*	
	Attachment inspection	£	£	
	Breakdown cover for attachment incl. parts, labour & call-outs	£	£	
	Guaranteed response time - 4 Hours	✓	✓	
	Out of hours call-out facility	£	£	
	Labour required for breakdown repair	£	✓	
	Travel time to your location for breakdown repair	£	✓	
	Parts required for the breakdown repair	£	✓	
	Environmentally safe disposal of breakdown repair consumables	£	✓	
	Full parts cover	£	✓	
	Lead-acid battery clean	£	£	
	Lead-acid battery topped with de-ionised water at required intervals	£	£	
	Battery repair	£	£	
	Charger repair	£	£	
		Replacement tyres / warehouse equipment wheels	£	£
		Complete wheel exchange service when rubber tyres are worn	£	£
Inspection of tyres for wear		✓	✓	
	Operator training	£	£	
	PUWER Compliance	✓	✓	
	LOLER compliance	✓	£	

\* Applicable for required remedial work not covered under this plan e.g. customer misuse or damage

For further information, please refer to our full terms and conditions available on request.

## What is InSite?

Shine a spotlight on your entire warehouse with a Jungheinrich InSite survey.

As part of InSite, a member of our Customer Service team will conduct a complimentary site survey at your premises. Once complete, we will provide you with tailored recommendations on potential ways to enhance the safety and efficiency of your warehouse operations.

InSite can help you to:

- Optimise your fleet's operating environment.
- Identify and understand any operational challenges.
- Understand the legal requirements associated with the efficient and safe operation of forklift trucks.
- Analyse your maintenance schedule to maximise the uptime of your forklift fleet.




## The seven steps of InSite.




**1 2 3 4 5 6 7**


Discuss requirements    Carry out InSite    Make recommendations    Report summary    Provide proposal    Product demonstration (if requested)    Implement measure(s)

**Collision Protection**


Stability  Load Protection  
Prevention    Reaction

**Thorough Examination**


Repair Service  Full Service  
Preventative Maintenance


Refresher  
Operator Access  Instructor  
**Specialist**  
Safety Management


**Battery Care**

Batteries  Battery Change  
Energy Consumables    Chargers  
**Li-ion**

**Pneumatic**

Puncture Proof  Drive wheels    Load wheels  
Non-marking

Galvanised  Quick Lift  
**Hi-Lifters**

Fleet Management  Dash Cams  
**Call-4-Service**    Shock Sensors  
Keypad Access



**CUSTOMER**  
AT THE HEART OF OUR THOUGHTS

**LISTEN**  
UNDERSTAND MY NEEDS AND ADD VALUE

**PEOPLE**  
SHOW ME THEY ARE THE BEST

**CUSTOMER SERVICE**  
EASY TO DEAL WITH

**“Customer Service is not a score on a survey. It’s how we make our customers feel through our attitude and approach.”**

**Steve Shakespeare - Director, Jungheinrich UK**

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