

VITAL SIGNS™ | Performance Service Packages



# PERFORMANCE

## Service Packages



**MATERIAL  
HANDLING**

**Lower your cost of fleet ownership and administration by taking advantage of Hewitt Material Handling's repair and maintenance programs. With over 100 full-time, factory-trained service technicians, we have the experience to deliver dependable and responsive service – each and every time you call.**

It was in February 1952 that Robert Hewitt founded the dynamic company that grew into the Hewitt Equipment Limited of today. Originally, Hewitt started with only forty employees in 3 different locations in the province of Quebec.

Over the years, Hewitt has continually expanded its network and established 14 branches across the province of Quebec, western Labrador and Atlantic Canada. Today, Hewitt is organized into four major divisions: Material Handling, Energy & Engines, Agriculture and Heavy Equipment, which are broken down into several subdivisions to serve specific industry segments.

**Hewitt Material Handling Inc.**, a wholly owned subsidiary of Hewitt Equipment Limited, is the authorized Caterpillar lift truck dealer for Southern Ontario and much of Northern Ontario. The head office is located in the Toronto region and the company has four branches: Concord, Hamilton, Kitchener and London.

Hewitt Material Handling specializes in sales and rentals of Caterpillar Lift Trucks and Product Support for a wide range of material handling equipment and systems.

Hewitt Material Handling puts customer needs first, with the most comprehensive customer support programs in the industry.

**Experience first-class maintenance services. Call us at 800-563-LIFT to set up a truck service contract or one-time repair.**

## **Single source service for every truck in your fleet.**

We service all of your trucks regardless of make or model, so you have the benefit of top-quality service with the administrative convenience that comes with one invoice. Our ProMatch® program, exclusive to Cat® lift truck dealers, provides a single source of parts for any brand of truck. And every one of these parts is backed by the same six-month, unlimited-hour replacement guarantee as our OEM parts.

## **Can't come to us? We'll come to you.**

We stock more than \$2 million in onsite OEM and ProMatch parts inventory, and our well-equipped mobile vans are ready for almost any service need. We are available for service requests 24/7. Even better, your parts are available fast – or they're free. That way, you can spend more time planning your construction projects and less time worrying about your lift truck dependability.

## **Fleet Management Services**

We design our maintenance programs to lower your cost of ownership and maximize the value you get out of each truck in your fleet. We'll tailor your service contract to your fleet's needs. It all starts with an **Application Survey**, which analyzes the operating environment of your facility. This allows Hewitt Material Handling to properly assess your present and future needs by applying our expertise in the lift truck industry. The result is a reduction in the operating costs of your material handling fleet.

## **Fully Stocked Vans**

Enjoy onsite service and maintenance with our mobile service vans, stocked with parts to keep every truck in your fleet running in prime condition.

## **Safety and Training Courses**

Maintain a safe fleet and lower your liability in compliance with OSHA with our safety and training courses. To schedule a course for your workforce, call us at 800-563-LIFT (5438).

## **Preventative Maintenance**

A well-executed preventative maintenance program is the first and best line of defense against costly breakdowns. Hewitt Material Handling maintenance programs provide you with a customized program at a pre-determined price.

# Lift Service on Demand

For customers who have lower utilization Hewitt Material Handling offers a maintenance program based on the amount of time spent on maintenance (billed hourly).

## PM2 - Lift250™

The Lift250™ is a custom, planned maintenance package that is performed at intervals of 250 hours and is recommended for lift trucks that are used in rigorous field operations. To keep your trucks in top shape and lower the cost of untimely repairs, your dealership will design a Lift250™ preventative maintenance service program. The Lift250™ is priced at a set cost per visit and tailored to your lift trucks' specific needs

## PM5 - Lift500™

The Lift500™ is a custom maintenance package designed for lift trucks that operate under light to normal working conditions and need service at every 500 hours. Your dealership will custom-make a scheduled Lift500™ program that will keep your lift trucks in dependable working condition and prevent the cost of unexpected major repairs. Lift500™ visits are charged at a fixed, predetermined rate after 200 hours of use.

Lift250™ and Lift500™ services include:



**VISUAL INSPECTION  
ENGINE SYSTEM  
OPERATIONAL CHECKS**



**OIL & FILTER CHANGE  
LUBRICATION  
REPLENISH FLUIDS**



**CLEAN WITH COMPRESSED AIR  
FILTRATION SYSTEM  
AIR FILTER CHANGE**

To learn about the issues that each maintenance package prevents, match the number circle by each featured service with the corresponding number on the Vital Signs™ Reference Panel.

# Vital Signs™ Reference Panel



## 1 Steering System

Wheel bearings, tie rods and other steer axle components wear over time. Excessive wear can result in a “loose” or “wandering” steering condition.



## 7 Air Filtration System

Clogged air filters can result in low power, inefficient operation and high fuel cost. Improper system sealing, including air filter sealing, can result in dust bypassing the filter element and damaging the engine.



## 2 Transmission

Dirty or contaminated transmission oil could result in damage to clutch packs, seals and bearings. Broken or worn seals can result in oil leaking into the operating environment.



## 8 Lubrication System

Oil breaks down and accumulates contaminants over time regardless of engine hours. Heat cycles also break down additives in engine oil and deteriorate lubricating capabilities, which can result in accelerated wear and shorter engine life.



## 3 Engine System

An engine not tuned to optimal performance can result in low power, inefficient operation and high fuel cost. Failure to comply with EPA requirements where applicable can result in considerable fines.



## 9 Hydraulic System

Dirty or old fluid, clogged screens or filters can damage hydraulic pumps, control valves and hydraulic cylinders. A clean system may extend component life.



## 4 Cooling System

Coolant deteriorates, reducing the effectiveness of additives and changing the pH factor. Both can damage the water pump, radiator and aluminum components. A damaged fan blade may damage the bearings and radiator.



## 10 Front End System

Worn or cracked forks can fail without warning. Replace chains worn beyond 2%. Improper mast sequencing may prohibit the mast from operating smoothly. Retire lift trucks whose heel thickness is reduced to 90% of its original thickness. Source: ASME B56.1 of the American Society of Mechanical Engineers Safety Standards for Low Lift and High Lift Trucks.



## 5 Braking System

Contaminated brake fluid may cause steel components to rust, which in turn may cause leaks. Worn brake components can cause brakes to fail.



## 6 Differential

Dirty or contaminated transmission oil could result in damage to clutch packs, seals and bearings. Broken or worn seals can result in oil leaking into the operating environment.

# VitalFour™

## MAJOR INTERVAL SERVICE 1

The VitalFour™ package covers routine maintenance on four systems essential to the performance of your lift truck. Proper upkeep of these major components will significantly increase the service life and promote the smooth operation of your lift truck. Ask us about the optimal service interval for your lift truck; the average lift truck service interval for the VitalFour™ is 1,200 hours.



### HYDRAULIC SYSTEM

- replace return oil filter
- wash strainer



### DIFFERENTIAL

- oil change



### AIR CLEANER

- replace element



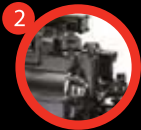
### SERVICE TRANSMISSION

- oil change
- wash strainer or replace filter

# VitalSix™

## MAJOR INTERVAL SERVICE 2

The VitalSix™ combines the above-listed VitalFour™ with a hydraulic system oil change, cooling system service and a fuel filter change. Ask your dealer about the optimal service interval for your truck; the average lift truck service interval for the VitalSix™ package is 2,700 hours.



### SERVICE TRANSMISSION

- oil change
- wash strainer or replace filter



### HYDRAULIC SYSTEM

- replace return oil filter
- wash strainer
- oil change



### FUEL

- fuel filter replacement



### DIFFERENTIAL

- oil change



### AIR CLEANER

- replace element



### COOLING SYSTEM

- drain and refill radiator

To learn about the issues that each maintenance package prevents, match the number circle by each featured service with the corresponding number on the Vital Signs™ Reference Panel.

## Convenience 2 Package

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To simplify your maintenance requirements combine a PM program together with our Vital 4 and Vital 6 service intervals for one set price.

The service intervals will be performed at intervals of 250 hours. Vital 4 will be done at 1,250 hours and Vital 6 at 2,750 hours.

## Convenience 5 Package

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This convenience package is similar to package 2 but at intervals of 500 hours.

The service intervals will start at 200 hours (mandatory Cat® recommended) with 500 incrementals. Vital 4 will be performed at 1,200 hours and Vital 6 at 2,700 hours.

## Annual Safety Inspection

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Ministry of Labour guidelines state that a powered lift truck needs to have an Annual Safety Inspection based on a single shift operation, or every 2,000 hours. Our safety is performed on a yearly basis at one set price.

## Emission Testing

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Emission testing can be performed on any make of lift truck to assure that no harmful emissions exist and to assure that health and safety conditions in your place of business are respected.

## Total Maintenance and Repair Program

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This program offers all services covered in the PM Program and all designated repairs including parts for a fixed monthly rate. The advantage is that you can budget in advance for operating costs associated with your lift trucks. Let us take care of your material handling needs!

Our Total Maintenance and Repair program begins with a complete analysis of your current operations allowing us to measure the actual outcome against expected performance.

**Vital Signs™ Performance Service Packages maximize uptime and extend the service life of your lift trucks through planned, preventative maintenance. We have created packages specifically designed to minimize the cost of lift truck ownership.**

## **Comprehensive Maintenance Reports**

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You can request detailed data on your fleets cost and utilization. By sharing our knowledge and identifying long-term business benefits, we can create world-class solutions for your operation.

## **Parts Fast or Parts Free Guarantee**

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Ensures next business day delivery (at dealer location) for Caterpillar and Promatch parts.

## **Free Loaner Service Guarantee**

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Provides a lift truck until the repair is done if your lift truck is not repaired right the first time.

## **Rental fleet**

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Choose from over 500 rental fleet units. Whether you're looking for indoor or outdoor applications we have what you need. For fast service and quality material handling equipment, contact our nearest location.



## **MATERIAL HANDLING**

### **TORONTO & AREA**

425 Millway Ave.  
Concord, ON L4K 3V8  
Tel: 905 669-6590  
Toll Free: 800 563-LIFT (5438)

### **HAMILTON**

369 Glover Road Unit #2  
Stoney Creek, ON L8E 6C9  
Tel: 905 643-6072  
Toll Free: 888 769-LIFT (5438)

### **KITCHENER**

500 Trilium Drive Units #9 & 10  
Kitchener, ON N2R 1A7  
Tel: 519 893-1622  
Toll Free: 888 769-LIFT (5438)

### **LONDON**

59 Intrepid Court  
London, ON N5V 4N8  
Tel: 519 659-2616  
Toll Free: 888 769-LIFT (5438)

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