



WHITE PAPER

Planned Maintenance, the Key to Peak Performance

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Introduction

Planned maintenance is the key to keeping your equipment—and your operation—running at peak productivity. Following a program that is tailored to your equipment, the way it is used, and the environment in which it operates, you can cut 10% - 40% off your total maintenance costs. When the right tasks are performed at the right time by trained service professionals, you not only avoid costly repairs, you avoid the single most expensive cost associated with a forklift: downtime. Minimizing these costs maximizes your ROI.

Our recommended planned maintenance programs are based on a comprehensive understanding of how your equipment operates. In developing these programs, we consider not only hours of use but how your equipment is used in your operating environment. We make sure only

trained service technicians from authorized Yale® dealers complete your work. And at each visit, our service pros monitor the condition of your equipment and adjust your program to fit your experience.

Maintenance performed after the fact—reactive maintenance—is maintenance performed too late. If you're waiting to see signs of wear before you maintain your equipment, you may find yourself reacting to a breakdown.

Predictive maintenance starts by considering your operation in total, how much your vehicles are used in a day, the conditions in which they operate, and the jobs they perform. With this knowledge, your Yale service team recommends the maintenance plan that fits your business best.



Missed Maintenance Is Missed Opportunity

Whether small or large, every business wants to operate at full capacity. And businesses tend to operate best when they focus their resources on keeping customers happy. Often, this means that resources are not devoted to scheduling and dispatching Planned Maintenance at the proper intervals. Times between routine maintenance can get stretched. Key maintenance tasks may be missed. These failures can lead to additional repairs, rentals, and costly unplanned downtime. When equipment isn't available, personnel costs increase, and operational supply chain KPIs—such as sales and inbound/outbound logistics—get missed. Lost time makes it even harder to satisfy customer demands and can lead to lost business.



Planned Maintenance Is Planning For Success

When your equipment is properly maintained, you maximize operational efficiency. With an Yale Fleet Planned Maintenance Program, you can:

- Keep your equipment up and running at its most productive

- Maximize your Warranty recovery
- Cut your cost per hour of use
- Avoid of costly repairs
- Lower fuel consumption
- Make sure only trained and Certified Technicians perform your services, based on OEM recommendations, with OEM Parts
- Keep your equipment inspected and get professional predictive maintenance recommendations
- Extend the life of your equipment—and enjoy higher residual value at term end
- Avoid lease end repairs

Yale® Fleet Planned Maintenance Program

A Yale Fleet Planned Maintenance program is more than just oil changes and lubrication service.

It is a comprehensive maintenance plan that extends across the full life of your trucks, designed by Yale Service Engineering based on your applications and hours of use. Your program begins when the truck is delivered to your site and is tailored to your business and your operating environment to optimize your uptime and productivity.

Understanding Equipment Costs

SMALL THINGS CAN CREATE BIG PROBLEMS

A sideshifter carriage bearing is a small thing. In every forklift that has a sideshifter there are four sideshifter carriage bearings. They are an inexpensive part; the cost of the bearings is less than twenty dollars. An experienced technician can replace them in under an hour. However, they perform a big job. Every time you shift the carriage to pick up a pallet, they ensure that the carriage moves smoothly and properly into position. You don't see them. You don't think about them. They just work. But like every other moving part on every other machine, they are subject to normal wear and tear. At some point, that wear and tear will cause failure. You don't want to reach that point. When a sideshifter carriage bearing fails, the sideshifter no longer operates, which gets in the way of your goals. - This may happen as you're shifting to pick up a load. It may happen while the carriage is loaded. In the best case—if it happens before you pick up a load—you're just down a forklift until you can get this one repaired. On average, this repair will cost you about \$325— more than 15 times the cost of replacing the worn parts. In worse cases, the carriage may be damaged, the load may be damaged, surrounding materials and equipment may be damaged, and you lose not only the value of everything that was damaged, but also the time it takes to clean up the mess and repair all the damage. Losing that time can put you behind schedule, cause missed deadlines, create unnecessary customer dissatisfaction, and lead to lost business.

Under your Yale Fleet Planned Maintenance program, each sideshifter carriage bearing will be lubricated every six months or 500 hours of use, whichever comes first. If, in the process of lubricating the bearings, our technician discovers abnormal wear, the bearings will be replaced—and replacement is required at every 2000 hours of use.

In addition to your sideshifter carriage bearings, your Yale Fleet Maintenance Program makes sure your mast chains are properly cleaned, lubricated and adjusted every six months or 500 hours of service. This is especially important because your normal operating environment—an outdoor operation or one where dust and dirt are prevalent—may place stresses on the mast chain that cause abnormal



wear—wear that can lead to failure. On average, the cost of repairing a failed mast chain is about \$400, and that does not count any damage caused by the failure or the downtime you suffer while waiting for the repair.

Summary

A properly designed Planned Maintenance program is key to optimizing the performance of your operation. It keeps your equipment working at maximum efficiency and empowers your people to maximize their productivity. However, developing and implementing a maintenance program can take time away from your most important task—keeping your customers happy.

With more than 60,000 trucks under Yale® Fleet Maintenance programs, authorized Yale dealers have the expertise and ability to develop a plan that is right for your equipment, your operating environment, and your schedule. We are ready to dispatch trained maintenance technicians to your facility today, and ensure that you enjoy the benefits of operating at peak performance for many years to come.