

EXPERTISE AT YOUR SERVICE

ANY BRAND TRUCK, ANY TYPE OF INDUSTRIAL VEHICLE, ANY SERVICE REQUIREMENT, ANY TIME - WE'LL TAKE CARE OF IT

Raymond West offers perfectly tailored service and maintenance plans designed around the size of your fleet and the needs of your business. With over 400 technicians strategically located around the West our network offers a breadth of coverage and depth of expertise. We pride ourselves with industry leading response times and first time repair rates. We will collaborate with you to identify opportunities to further enhance the performance of your fleet, while striving to reduce your overall costs. Partner with us and discover a range of solutions.



FIVE LEVELS OF ADDED PROTECTION

Choose the level of service that's right for you—all include the additional 3,000 hours of coverage of a Standard Plus Warranty.

RAYMOND WEST FLEET SOLUTIONS—PLAN COMPARISON

SCHEDULED SERVICE Plans offer regular inspection and maintenance to minimize major mechanical issues before they happen.

COMPREHENSIVE SERVICE Plans offer complete coverage—from fork to bumper—for complete peace-of-mind.

PARTNERSHIP MAINTENANCE PROGRAM Plans for existing fleets.

Includes all essential inspections and maintenance recommended by Raymond, executed by your authorized Sales & Service Center.

FEATURES

	Essential	Essential Plus	Premier	Ultimate	PMP
Genuine Raymond Parts (Raymond Trucks Only)	✓	✓	✓	✓	✓
Durasource Parts (Alternate Brands)					✓
Scheduled maintenance	✓	✓	✓	✓	✓
Additional 3,000 hours of warranty	✓	✓	✓	✓	✓
OEM required fluids and filter changes		✓	✓	✓	✓
Wheels and tires		○	○	✓	✓
Fork to bumper coverage (including parts & labor)			✓	✓	✓
Damage			○	✓	✓
iTrack Reporting	○	○	○	✓	✓
Scheduled partnership meetings	✓	✓	✓	✓	✓
Single monthly invoicing	○	✓	✓	✓	✓
Battery and charger maintenance	○	○	○	○	○
iWarehouse maintenance	○	○	○	○	○
Safety On The Move	○	○	○	○	○
Attachments	○	○	○	○	○
Annual Rebate Offerings					✓

✓ INCLUDED ○ OPTIONAL



END-TO-END SOLUTIONS. TOP-TO-BOTTOM EXPERTISE.

- Experience - Service all types of trucks, not only Raymond
- Support - Over 400+Service Technicians
- Education - Ongoing education & certification for Technicians
- Quality - 80% first call completion rate
- Response - an average on-site time of 2.5 hours from initial call to our service dispatch



WARRANTIES

STANDARD WARRANTY

The best factory warranty in the industry—starts the moment your truck arrives at your facility and continues for three full years. Included with every Raymond truck.

2-3 Years

- Fork to bumper protection
- Wearable components (4 months/750 hours)
- Non-wearable components (12 months)
- Powertrain protection (up to 3,000 hours for parts and labor)
- Vehicle manager
- Traction power amplifier
- Lift power amplifier
- Steer motor assembly
- Hydraulic steer actuator
- Drive motor
- Drive unit

WHAT CAN WE DO FOR YOU? **800.NOW.LIFT**



MANAGE

- Fleet, Warehouse & Labor Management
- Systems (iWarehouse Telematics)
- Leasing & Financing



MOVE

- Lift Trucks
- Rentals
- Batteries, Chargers & Accessories
- Docks & Doors



STORE

- Warehouse Design, Configuration & Optimization
- Engineering & Project Management
- Racking, Storage Systems & Platforms
- High Density Pallet Racking Systems



PROTECT

- Parts & Service
- Tailored Maintenance Plans
- Training
- Extended Warranties