

Service you can rely on

Welcome to Toyota Service



Toyota service

At Toyota we are committed to supporting your truck during its entire working life.

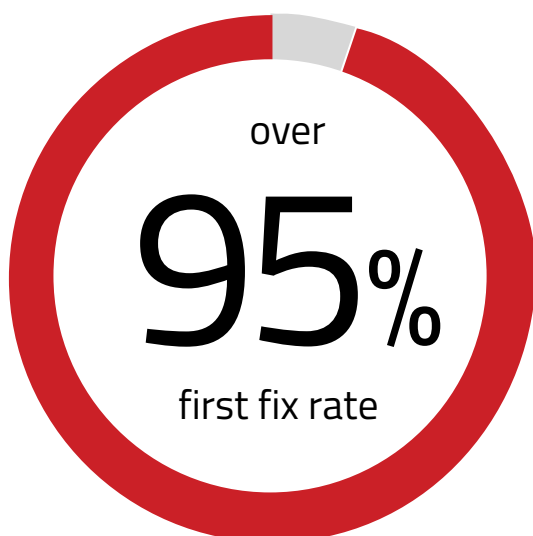
We provide a range of service solutions tailored to your individual requirements. From a routine service or Thorough Examination to tyre fitting and battery care, the supply of genuine parts to truck management, you can rely on a quality service to support your operation.

Local service support

We deliver local service support everyday to customers across the UK, with over 600 service technicians who provide truck services, preventative maintenance and safety inspections for all makes of truck.

We provide our customers:

- Tailored service plan to suit their needs
- Fast response to breakdowns
- Thorough Examination
- Hand pallet trucks support
- Toyota tyre fitting service
- Toyota battery care service
- Parts support
- Truck management solutions



Service plans
for all makes of
equipment, tailored to
your
individual requirements.

95%
First time fix
for reported
breakdowns

4 hour
response time

24 hour
Delivery on spare parts

Support
Tyre and battery care

Call us
0370 850 1402 or visit
www.toyota-forklifts.co.uk

What our customers say

Continuous Improvement (Kaizen) is an important part of how we work.

We request feedback every month from our customers about the levels of service we provide, from the first call to our service desk through to the service technician visit. We follow up on every survey to understand and put in place actions to help us continually improve the service we provide.

“ Fast agreed response time with professional, friendly and knowledgeable technicians. ”

“ The service technician who regularly visits is professional, efficient and very effective. He is a fantastic customer-facing technician who fills me with confidence that the truck will be back in service as soon as possible. He is an asset to your business. ”

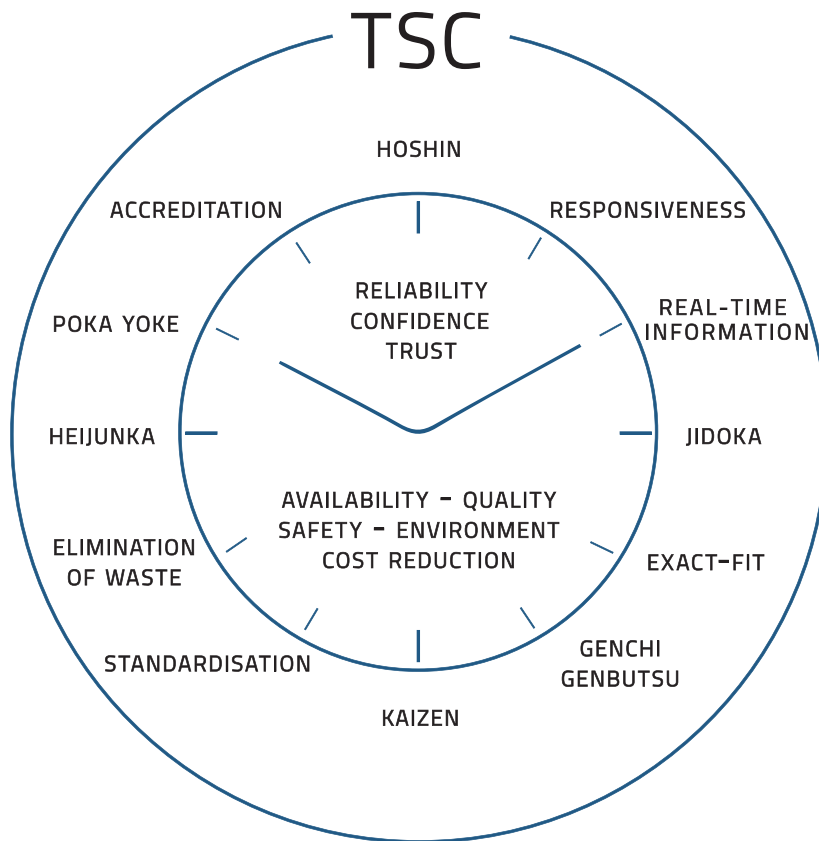
“ We always get the same technician so he knows our fleet. He is a credit to your team. Service is always friendly and helpful when a call out is made. All round good service...I can't recommend it highly enough. ”



The Toyota Service Concept

The Toyota Service concept outlines how we work to provide a high quality service.

Inspired by our world-renowned Toyota Production System, The Toyota Service Concept (TSC) is your guarantee that we will provide a high quality and reliable service.

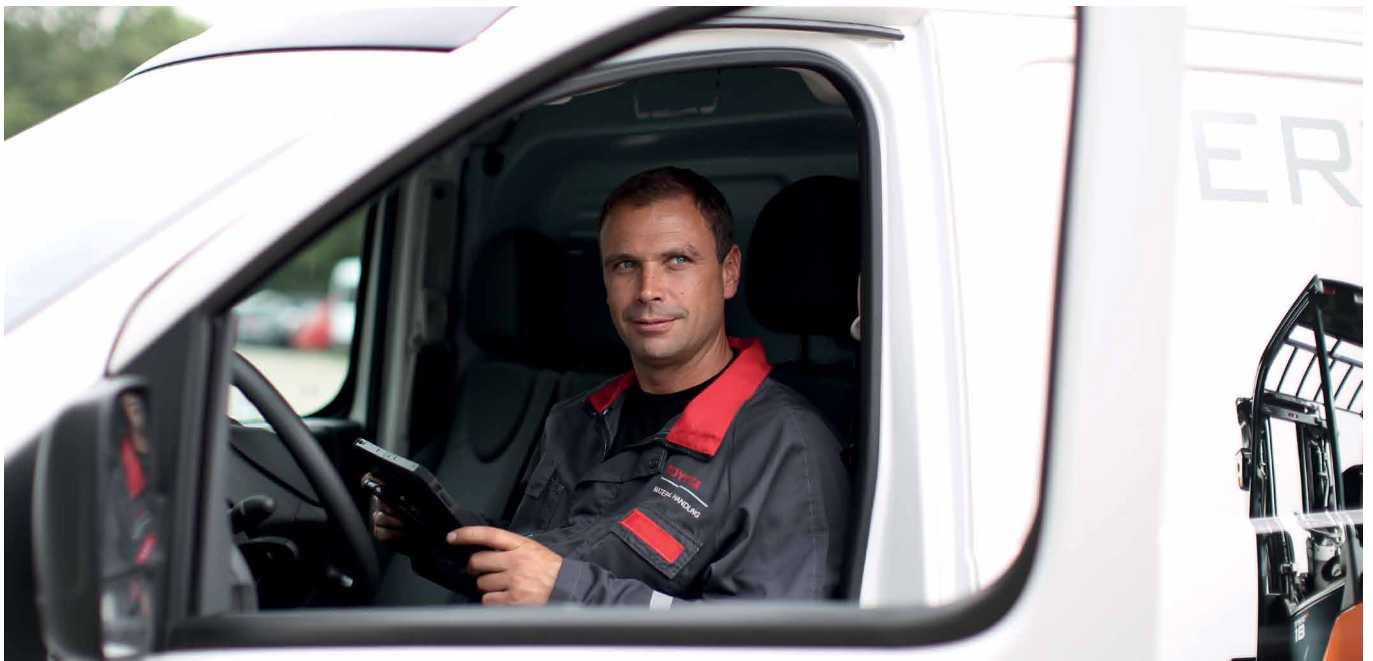


To know more about our Toyota Service Concept, please visit www.toyota-forklifts.co.uk

Connected and knowledgeable

Not only our technicians, but also our products can be connected in order for us to optimise servicing to suit your needs.

- A single maintenance agreement for all makes of truck.
- Transparent service with no hidden costs: full worksheet display for secure sign-off.
- Accredited technicians, who have completed the STEP training programme.
- Fast response time.
- Full service history



Our technicians are fully accredited and trained so that they have the right knowledge and skill to support out customers.

They are connected to each other and the Toyota network and with the help of navigation systems, they know the fastest way to get to you.

Online tools allow our technicians to have the right information at their fingertips, including parts manuals, service manuals and your truck's history.

They can also order spare parts online, 24/7, and receive these parts in their service van within 24 hours.

What we offer - service packages

We deliver a service plans that is right for your business - here is an outline of our main packages

Full Service

We take care of all your service needs for the highest levels of operational performance and uptime. Full Service means a comprehensive parts and labour plan including preventive maintenance, breakdown cover and parts used in servicing and breakdown repairs.

Standard Service Plus

Prevent unplanned downtime and costly repairs. We take responsibility for maintaining your trucks according to an agreed plan and completed to manufacturers specification. We also cover the main service parts replaced during the service.

Standard Service

Low costs entry level service plan to prevent unplanned downtime and costly repairs, while also ensuring all safety requirements are met.

Thorough Examination

Thorough Examination accredited by the Consolidated Fork Truck Services Ltd (CFTS) can be added to any of these service plans - see page 7 for full details.

Toyota I_Site - My Fleet

My Fleet provides a complete overview of their materials handling operating costs. plus all service and rental information for your fleet. This can be added to any of our service or rental packages.

	STANDARD SERVICE	STANDARD SERVICE PLUS	FULL SERVICE
Maintenance/inspection	●	●	●
Labour: Service	●	●	●
Labour: Breakdown repairs			●
Parts: Service (oil, Main filters, lubricants, etc)		●	●
Parts: Normal wear and tear, component failure			●
Travel: Service	●	●	●
Travel: Breakdown repairs			●
Report with status and recommendations per visit	●	●	●
Thorough Examination	●	●	●
Battery and charger cover			●
Wheel and tyre cover			●
Out of hours support	●	●	●
On-site technicians	●	●	●
I_Site reporting - Paper report from PDA	●	●	●
24/7 service hotline	●	●	●

● INCLUDED ● OPTIONAL

Stay safe, Stay legal - Thorough Examination

Did you know? If you own or operate a fork truck, it is your responsibility to ensure it meets the safety requirements of a Thorough Examination.



A Thorough Examination is like an MOT for cars. It is required by law for all fork trucks including those you purchase, lease or hire. This includes: counterbalance, warehouse, telehandling, rough terrain and lifting accessories.

Toyota Material Handling UK are accredited by the Consolidated Fork Truck Services Ltd (CFTS) to carry out Thorough Examinations.

Our Thorough Examinations meet and exceed the current legal requirements of LOLER98 and PUWER98 by including a full safety inspection of the truck.

We can carry out Thorough Examinations on all materials handling equipment regardless of manufacturer, so we can support your entire fleet.

What we offer - options

We know some of our customers need more support from their service provider - which is why we offer additional value service options to support your business.

Out of hours support

If you work around the clock, so can we. Every Toyota service plan provides basic cover for evenings and weekends. But if you need further 'out-of-hours' support, your cover can be extended to provide support 24/7.

On-site service technician

We can support larger or more intensive operations, with an on-site service technician who works full-time as part of your team.

Single agreement for all makes of truck

We can provide support for all makes of material handling equipment.

Hand pallet truck specialists

Toyota have a team of dedicated specialists who provide a low-cost fast-response for the repair and preventative maintenance for all popular makes of hand pallet trucks.



Toyota Genuine Parts Support

We guarantee to use genuine parts in all of our service contracts, and we provide these direct to customers.

With 95% of spare parts always available in stock, we can deliver genuine parts anywhere in the UK within 24 hours.

Genuine parts are designed and tested to be safe and to prevent equipment failure, providing you with a lower downtime risk and repair costs. All our genuine parts are recyclable and environmentally friendly.

Call parts direct on **0370 850 1404** for sales and advice

What we offer - options

We can offer a specialist support service for tyres and battery care direct from Toyota.

Toyota Tyres Support:

We provide a national mobile tyre fitting service for all your wheel and tyre replacements.

- Full range of quality tyres to suit all budgets and applications.
- We have a dedicated support team who manage the process from enquiry to delivery.
- Our national mobile tyre fitting service is carried out by BITA trained & certified tyre technicians.
- In addition to the standard tyre replacement, you can also opt for our account management and contract tyre service, which allows you to budget more effectively and ensure your tyres do not present a health and safety or operational risk.
- Free tyre checks

Call Toyota Tyres direct on **0371 964 2290**.

Toyota Battery Care:

We provide new batteries and battery support for all your forklifts and warehouse equipment.

- We provide battery and charger service, maintenance, repairs and breakdown support
- Full range of battery replacement and ancillaries - plugs, leads, watering, safety kits
- Training on battery care, battery handling and health & safety
- Purchase and rental options
- Quick, national response
- Experienced team of technicians
- Simple process for all materials handling battery support whether you are a one truck user or a major fleet operator - just call our service desk on **0370 850 1402**.



What we offer - I_Site

Real time information at your fingertips.

Toyota's I_Site truck management system provides you with real-time information about your truck and driver performance.

It allows you to authorise trained drivers on specific trucks and monitor truck deficiencies, goods damage, battery status and other data.

You get easy access to your fleet data thanks to a user-friendly web portal that is also accessible on your phone or tablet.

With I_Site truck management you can combine your service contract with our truck management solution, in order to positively influence your costs, health, safety and environment.

I_Site allows you to be in complete control of your material handling business by providing you with essential fleet data.

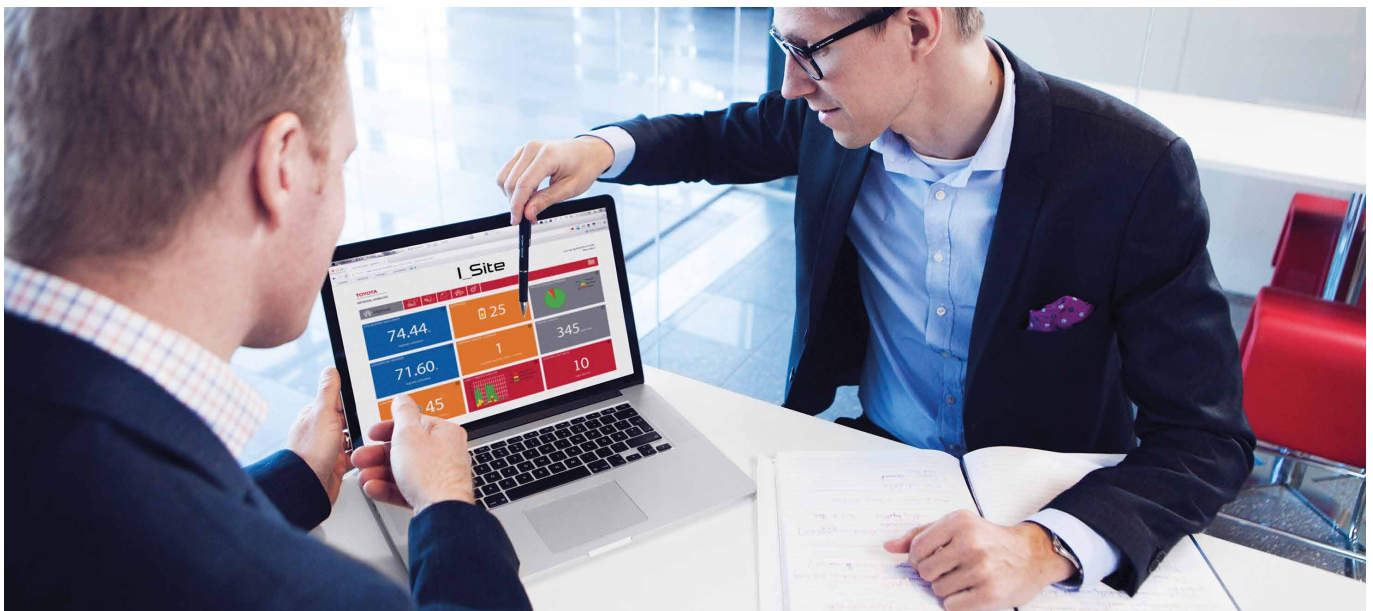
Customers who are using our I_Site truck management system have instant access to all aspects of their operation including truck details, utilisation levels, driver performance and operating costs,

This can be accessed through a simple online system that can be accessed by computer or mobile device.

Toyota I_Site - My Fleet

My Fleet is a feature of I_Site. It provides you with a complete overview of your materials handling fleet and operating costs, including service and rental information.

It allows you to view the contract types per machine, and gives you an overview of planned and unplanned costs.



Operator Training

Training for your team not only helps you to stay safe and legal, it can also help your operators be more productive and reduce damage.

Our operator training team provide:

- Driver training courses at all levels
- RTITB and in house certification
- Safety courses including manual handling and safety for supervisors
- Training at your site or one of ours

How we work



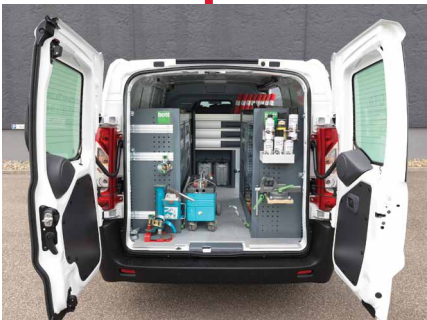
One call is all it takes

Service visits are planned electronically, but the Toyota service team check with customers to ensure smooth scheduling. If there is an issue on site, customers can call or email our customer service centre, where our team will arrange for a local service technician to visit within 4 hours.



Efficiency on the move

A technician who has been trained on your equipment will be selected to attend the truck, based on technical qualifications and location. They will be informed of the job on their mobile device. Travel distance and time is minimised through online route planning.



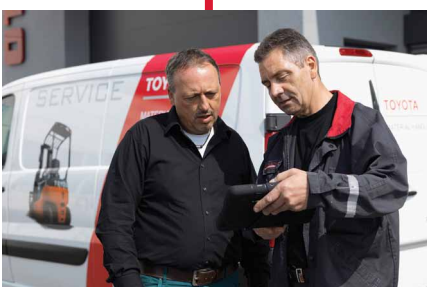
Faults solved first time

Our technicians are supported by access to essential information including truck history, parts information and technical support. Each of our service vans have tailored stock that reflect the local needs of their customers to fix the problem fast.



Exact-fit parts

If a part is not available on the van, our technicians can place an immediate order online with overnight delivery so that downtime is kept to a minimum. Our genuine parts are an exact-fit for your truck, our suppliers are accredited and all parts are quality-tested.



Minimum paperwork

When the work is complete just check and approve the electronic service call report with a digital signature on the technician's mobile device. Details of the work are automatically updated on the truck service history and you will be provided with a copy of the service report in your preferred format.

Toyota

The total business solution



New & used trucks
0370 850 1409



National service support
0370 850 1402



Short-term hire
0370 850 1403



Parts support
0370 850 1404



Operator training
0370 850 1405

For more information
www.toyota-forklifts.co.uk

For tips and advice
toyota-forklifts-blog.co.uk

To buy online, anytime
shop.toyota-forklifts.co.uk



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