

# Asset Protection



Protecting Your Fleet  
for Maximum Uptime  
and Performance

**RAYMOND**  
*Above. And beyond.®*

# Coverage That Fits Your Fleet

No one knows your lift trucks better than you do. So why shouldn't you choose the best service to keep them running efficiently?

That's the idea behind our *Raymond Asset Protection*<sup>™\*</sup> program. It lets you select the coverage that fits your fleet. So you can maximize performance while locking in affordable, predictable service costs.

## Standard Warranty Coverage

The best factory protection in the industry for your new truck. Year one begins with fork-to-bumper protection. The next two years provide Powertrain protection for up to a maximum of 3,000 hours.

## Three Levels of Added Protection

### Scheduled Service

All the essential inspections and maintenance recommended by Raymond and executed by your authorized Sales and Service Center. We inspect and maintain your trucks at specified intervals and help minimize major mechanical issues — before they happen.

### Comprehensive Service

Complete, expert service for every part of your truck including scheduled maintenance, parts and labor...at one fixed monthly cost.

### Optimal Service

The ultimate protection and productivity designed to fit your specific business needs. Select from a complete menu including fork-to-bumper protection, information analysis, and fleet optimization tools. Your Raymond Sales and Service Center will help you develop the right program to increase productivity and drive down costs.

\* Not applicable to all models. For applicability, consult with your Raymond authorized Sales and Service Center. For additional information about *Raymond Asset Protection* and its components (Standard Warranty Coverage, Scheduled Service, Comprehensive Service and Optimal Service) see topic specific pages in this brochure.



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# Asset Protection Brought To You By Raymond *CustomCare*<sup>TM</sup>

When you partner with Raymond you're not just purchasing the world's most reliable, energy efficient and productive lift trucks, you're investing in the ultimate warehouse optimization experience.

**The experience – *CustomCare*.**

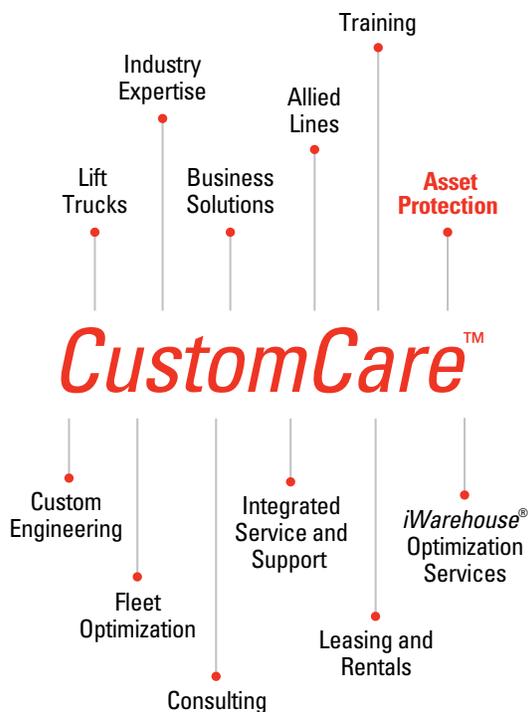
**The result – lowest cost per pallet move.**

From introducing the narrow aisle concept to the first AC-powered *Reach-Fork*<sup>®</sup> truck, we've delivered innovations that drive business forward. Now we're taking that to the next level with *CustomCare*.

*CustomCare* represents the culmination of nearly 90 years serving the material handling industry. And it's delivered by the Raymond Sales and Service Centers, the industry's most customer-focused, trained and experienced material handling professionals.

Raymond *CustomCare* helps you improve your material handling operation through a wide range of service offerings, insight, knowledge and consulting.

Raymond *Asset Protection* is an essential component of *CustomCare* — setting the industry standard for reliability, maximizing productivity and lower operating costs.





## Standard Warranty Coverage<sup>1</sup>

# The Best Factory Protection In The Industry

Raymond protection starts the moment the new truck arrives at your facility and continues for three years.

### Three Year Protection

**Year One** provides fork-to-bumper protection, including:

- Wearable Components: 4 months or up to 750 hours (whichever occurs first)
- Non-Wearable Components: 12 months

**Years Two and Three** provide Powertrain protection up to a maximum of 3,000 hours for parts and labor, including:

- Vehicle Manager
- Traction Power Amplifier
- Lift Power Amplifier
- Steer Motor Assembly
- Hydraulic Steer Actuator
- Drive Motor
- Drive Unit

### Standard Warranty<sup>2</sup>

Double your Powertrain protection from 3,000 hours to a maximum of 6,000 hours for parts and labor by adding **Scheduled Service** when you purchase a new *Raymond* lift truck.

Read on to learn more about **Scheduled Service**.



<sup>1</sup> For complete details, refer to the Raymond Standard Warranty.

<sup>2</sup> For complete details, refer to the Raymond Standard + Warranty.





## Scheduled Service<sup>3</sup>

# Uptime Achieved On Time. Every Time.

Proper maintenance of your trucks is critical to maximizing productivity and uptime.

With Scheduled Service, we inspect and maintain your trucks at specified intervals and help you minimize major mechanical issues — before they happen.

- › Includes essential maintenance and inspections
- › Over 25 critical performance check points inspected including electrical, wiring, electronics, motors and more
- › Work is performed to fit within your schedule
- › Available for as long as you own your trucks



## Standard Warranty<sup>4</sup>

**The best warranty in the industry gets even better!**

When you purchase your new *Raymond* truck sign up for Scheduled Service and automatically receive **Standard  Warranty.**

Year One provides the same great fork-to-bumper protection as the Standard Warranty.

**Years Two and Three, the Powertrain protection doubles from 3,000 hours to a maximum of 6,000 hours for parts and labor.**

<sup>3</sup> For complete details, contact your local Raymond Sales and Service Center and see the terms and conditions of the Scheduled Maintenance Agreement or its equivalent.

<sup>4</sup> For complete details, refer to the Raymond Standard + Warranty.





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CERTIFIED  
TECHNICIAN

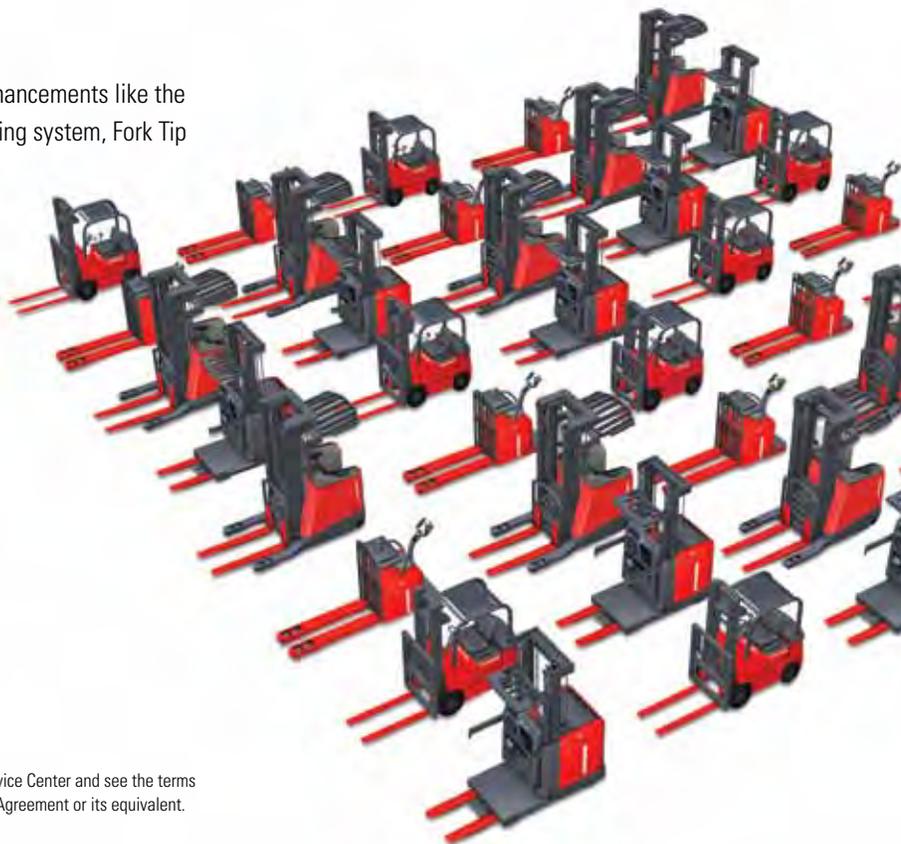
**RAYMOND**  
Above. And beyond.®

## Comprehensive Service<sup>5</sup>

# Get Expert Service At One Fixed Cost

Comprehensive Service provides complete expert coverage for every part of your truck. It starts with everything covered under Scheduled Service but takes it one step further — guaranteed fixed monthly costs on parts and labor.

- › Fixed parts and labor rates
- › Guaranteed monthly cost
- › Expert service for every truck
- › Scheduled maintenance and parts and labor
- › Optional wheel and tire coverage
- › Optional coverage on productivity enhancements like the *Vantage Point*<sup>®</sup> high-level color imaging system, Fork Tip Laser Guide and more



<sup>5</sup> For complete details, contact your local Raymond Sales and Service Center and see the terms and conditions of the Comprehensive Fixed Price Maintenance Agreement or its equivalent.



REMOTE LIFT / LOWER (L/L)  
OPERATIONAL WARNINGS

- DON'T REMOTE LIFT ABOVE 60"
- KEEP ALL HANDS & FEET  
BACK FROM CARRIAGE AND  
BASE LEGS WHILE OPERATING L/L
- KEEP PERSONNEL AWAY WHEN  
OPERATING

The Raymond Corporation is

**ISO 9001  
14001**

QUALITY MANAGEMENT SYSTEMS  
SAFETY & HEALTH

RAYMOND

Warehouse

NO [Up Arrow] [Down Arrow] [Left Arrow] [Right Arrow] YES

SHOCKWATCH 200-11  
NO 06/14/19 08:14:19

1 2 3 4 5  
6 7 8 0

EMERGENCY  
DISCONNECT



PUSH

ACR

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## Optimal Service<sup>6</sup>

# Total Support Designed Around You

Optimal Service provides coverage personalized to your specific business needs. It is a combination of both the Scheduled and Comprehensive Service with additional customized tools, services, and resources to create one-of-a-kind programs. Optimal Service is total fleet optimization support to help you get more from every truck and your operation — every day.

- › *iWarehouse*<sup>®</sup> fleet optimization, a complete program that offers unparalleled visibility into your operations, performance and lowest cost per pallet move
- › Customized services, tools and resources:
  - Consulting
  - Reporting
  - Productivity enhancements
  - Asset management
- › Fixed parts and labor rates
- › Guaranteed monthly cost
- › Expert service for every truck
- › Scheduled maintenance and parts and labor
- › Optional wheel and tire coverage

Your Raymond Sales and Service Center will work with you to create a customized package under a single fixed-price agreement. Ask about the services, tools and resources you need to optimize your business.



<sup>6</sup> For complete details, contact your local Raymond Sales and Service Center and see the terms and conditions of the Comprehensive Fixed Price Maintenance Agreement or its equivalent, *iWarehouse*<sup>®</sup> Software License Agreement, Master Services Agreement for *iWarehouse Gateway*<sup>™</sup> and any third party hardware warranties.





To optimize your warehouse and achieve the lowest cost per pallet move, it pays to work with people who truly know your business.

This is an approach we call *CustomCare*. It combines 90 years of material handling innovation with the world's most reliable, energy-efficient lift trucks and a comprehensive package of enterprise solutions with personalized support. This expertise is delivered by the Raymond Sales and Service Center network — comprised of the industry's best-equipped, best-trained and most customer focused material handling professionals.

Let us put *CustomCare* to work for you — and help your business run smarter.

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