

TOYOTA MATERIAL HANDLING AUSTRALIA PTY LIMITED



WARRANTY POLICY AND
PROCEDURE MANUAL

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1 Purpose and Scope of Warranty Policies and Procedures Manual

Dealers are required under their respective Dealer Agreements to observe and adhere to the policies and procedures outlined in this warranty manual. The purpose of this manual is to provide dealers with an understanding of TMHA's warranty policies and procedures and to ensure that warranty matters are administered in a consistent manner.

This warranty policy and procedures manual applies to all Toyota Material Handling, BT Lift Trucks and Raymond products distributed by TMHA through its Dealer Network. This policy supersedes all previous policies (verbal or written) in respect of warranty administration and is effective immediately.

Warranty for all brands and for any replacement parts is administered by the Customer Service Department at TMHA.

All warranty claims will be administered by TMHA pursuant to this Warranty Policy. Dealers must confirm their acknowledgement of the above by signing and returning to TMHA the "Acknowledgement of Receipt of Manual" overleaf.

All warranty inquiries should be directed to the Warranty Administrator, Customer Service Department at TMHA. Please refer to the Warranty Contact List for details.

Dealers must not make any admissions of liability or make representations to customers about the warranty or any alleged fault with a product other than in accordance with this manual or with TMHA's prior written consent.

August, 2010.

Toyota Material Handling Australia Pty Ltd

Customer Service Department

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2 Definition of Terms

Listed below are various terms used within this manual and their defined meanings:

Dealer	Means an authorised TMHA Dealer granted the right to sell and/or service TMHA Products within a given territory.
Dealer Network	Means the network of Dealers given authority from TMHA to sell and/or service the Units.
Delivery Date	Means the date on which the Vehicle is delivered to its initial purchaser, provided that if the Vehicle is used by a Dealer for its own purposes before being retailed, the Delivery Date shall be the first date of such use.
EPC	Means Electronic Parts Catalogue as distributed by TMHC/TMHA from time to time.
Unit(s)	Means any Material Handling products distributed by TMHA.
Flat Rate Guide	Means the document outlining the maximum standard time to perform a repair as defined by the manufacturer from time to time.
TMHA Genuine Part	Means parts supplied or authorised by TMHA.
HST	Means the abbreviation for hydrostatic transmission.
Manufacturer	Means the company responsible for the design and production of the unit or product.
Major Warranty Repairs	Means any repair performed in accordance with this Warranty Policy section 3.6.
Parts Warranty	Applies only to TMHA Genuine Parts in accordance with the terms of the warranty outlined at Chapter 2 from the date the parts were sold by the dealer to the end-user.
Repair Date	Means the date on which the repair is completed. For the purpose only of warranty claim processing.
Repair Order/Job Card	Means the form completed by the dealer outlining the customer's details, unit(s) nature of the repair and parts used.
Service Campaign	A service campaign is where the dealer is requested to complete field upgrades, inspections and/or factory improvements.
Out of Warranty	Means request for authorisation for warranty repair costs outside the

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Policy Consideration.	Standard Factory Warranty.
Submission Time	Means period of time allowed to submit a warranty claim between the repair date and warranty claim submission date. 15 days.
SST	Means the abbreviation for special service tools.
Standard Factory Warranty	Means the warranty cover set out at Part 1 section 3.
Suppliers	Means the manufacturer or supplier of original units and Genuine Parts and/or accessories.
Territory	Means the area of market responsibility allotted to the dealer by TMHA in the Dealer Agreement or such other area of market responsibility as may be allotted to the dealer by TMHA from time to time.
TIC	Means TMHA warranty claim number.
TMHA	Means the abbreviation for Toyota Material Handling Australia Pty Limited.
TMHA Product	Means any material handling or warehouse product supplied by TMHA covered by this Policy, including but not limited to Toyota, BT Lift Trucks and Raymond branded products.
TMHC	Means as the context requires the abbreviation for Toyota Industries Corporation, Toyota Materials Handling Company (Japan).
Transient	Means Units operating away from original selling dealer's territory.
Warranty Booklet	Booklet or similar document that outlines the general conditions of applicable warranty.
Warranty Commencement	Means the delivery date of the unit(s) to the user.
Warranty Repair	<p>Repair on unit that is due to faulty workmanship or parts at manufacture of unit distributed by TMHA within the period of warranty cover,</p> <p>or</p> <p>Repair performed during the Warranty Period under the new Toyota Industrial Equipment Warranty to rectify a defect in materials or workmanship at the time of vehicle manufacture</p>
VOR	Mean Vehicle Off Road.

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3 Product Warranty Policies

3.1 Period of Warranty Coverage – Trucks

3.1.1 Raymond

Raymond Product Specialist Tools - Quick Reference Matrix (Current Production)					
Group / Model	Standard Warranty 12 Months / 2080hrs	Extended Warranty Intellidrive Warranty 36 Months / 3000hrs			
		Drive Motor	Drive Controller	Intellidrive Controllers	Logic Card in Handle
B/E Counter Balance Stand-up					
R30-C30QM	Yes	Yes	Yes	Yes	
R30-C30TF	Yes	Yes	Yes	Yes	
R30-C30TT	Yes	Yes	Yes	Yes	
R35-C35QM	Yes	Yes	Yes	Yes	
R35-C35TF	Yes	Yes	Yes	Yes	
R40-C40QM	Yes	Yes	Yes	Yes	
R40-C40TF	Yes	Yes	Yes	Yes	
R40-C40TT	Yes	Yes	Yes	Yes	
R50-C40QM	Yes	Yes	Yes	Yes	
R50-C50TF	Yes	Yes	Yes	Yes	
R50-C50TT	Yes	Yes	Yes	Yes	
B/E Narrow Aisle Deep Reach					
7400	Yes	Yes	Yes	Yes	
ES	Yes	Yes	Yes	Yes	
ET	Yes	Yes	Yes	Yes	
EZ-ACR	Yes	Yes	Yes	Yes	
EZ-ACT	Yes	Yes	Yes	Yes	
EZ-ECR	Yes	Yes	Yes	Yes	
B/E Narrow Aisle Reach					
4DR45TT	Yes	Yes	Yes	Yes	
B/E Order Picker					
212-OPC22	Yes	Yes	Yes	Yes	
218-OPC22	Yes	Yes	Yes	Yes	
233-OPC22T	Yes	Yes	Yes	Yes	
261-OPC30T	Yes	Yes	Yes	Yes	
261-OPC30TT	Yes	Yes	Yes	Yes	
OPC30TT-24V	Yes	Yes	Yes	Yes	
OPC30TT-36V	Yes	Yes	Yes	Yes	
5200	Yes	Yes	Yes	Yes	
5400	Yes	Yes	Yes	Yes	
5600	Yes	Yes	Yes	Yes	
B/E Pallet Truck					
102T-F45L	Yes				

Raymond Product Specialist Tools - Quick Reference Matrix (Current Production)

Group / Model	Standard Warranty 12 Months / 2080hrs	Extended Warranty Intellidrive Warranty 36 Months / 3000hrs			
		Drive Motor	Drive Controller	Intellidrive Controllers	Logic Card in Handle
111TM-F60L	Yes				
112TM-FRE60L	Yes				
113TM-FRC60L	Yes				
113TM-FRC80L	Yes				
114TM-TOW	Yes				
19-F60L	Yes				
19-F80L	Yes				
8300	Yes				
8400	Yes				
8500	Yes				
8600	Yes				
B/E Side Loader					
71-SL40TT	Yes				
71-SL60TN	Yes				
71-SLR20TT	Yes				
76-SL100TN	Yes				
76-SL100TT	Yes				
76-SL60TT	Yes				
B/E Turret Truck					
SA-CSR30T	Yes	Yes	Yes	Yes	Yes
SB-CSR30T	Yes	Yes	Yes	Yes	Yes
B/E Walkie Stacker					
EMB-S22	Yes				
EMC-F022	Yes				
RAS-S20SM	Yes				
RAS-S20TF	Yes				
RAS-S20TN	Yes				
RAS-S25SM	Yes				
RAS-S25TF	Yes				
RAS-S25TN	Yes				
RCS-C20TF	Yes				
RCS-C20TN	Yes				
RCS-C30TF	Yes				
RCS-C30TN	Yes				
RCS-C30TT	Yes				
RCS-C40TN	Yes				
RCS-C40TT	Yes				
RRS-R30TN	Yes				
RRS-R30TT	Yes				
RSS-S22TN	Yes				
RSS-S22TT	Yes				
RSS-S30TN	Yes				
RSS-S30TT	Yes				
RSS-S40TN	Yes				

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Raymond Product Specialist Tools - Quick Reference Matrix (Current Production)

Group / Model	Standard Warranty 12 Months / 2080hrs	Extended Warranty Intellidrive Warranty 36 Months / 3000hrs			
		Drive Motor	Drive Controller	Intellidrive Controllers	Logic Card in Handle
RSS-S40TT	Yes				
RWR300	Yes				
RWS300	Yes				
RWS400	Yes				

3.1.2 BT Lift Trucks


BT Product Specialist Tools - Quick Reference Matrix (Current Production)									
Group / Models	Standard Warranty 12 Months / 2000hrs	Life Time Warranty (Fork Frame)	Extended Warranty 24 Months / 3000hrs Applies to the Components Indicated Below Only						
			Drive Motor	Pump Motor	Drive Controller	Pump Controller	Drive Gear	Logic Box	Logic Card in Handle
Hand Pallet Trucks									
BT Lifter	Yes	Yes							
BT Stainless Lifter	Yes	Yes							
BT Pro Lifter	Yes	Yes							
BT Pro Lifter M	Yes	Yes							
BT High Lifter	Yes	Yes							
BT High Lifter Inox	Yes	Yes							
BT Mini Stacker	Yes	Yes							
Electric Pallet Trucks									
MiniMover LW13	Yes								
Orion LWE 180	Yes		Yes		Yes				Yes
Orion LWE 200	Yes		Yes		Yes				Yes
Orion LPE 200	Yes		Yes		Yes				Yes
Orion LPE 200 I	Yes		Yes		Yes				Yes
Orion LPE 240	Yes		Yes		Yes				Yes
Stratos SL / SLL	Yes								
LR 2.0	Yes								
LR 3.0 / 3.0T	Yes								
AutoPilot AS14 S	Yes								
AutoPilot AS20	Yes								
AutoPilot AL24	Yes								
Electric Pallet Stackers									
Ixion SWE 100	Yes		Yes		Yes				Yes
Ixion SWE 120	Yes		Yes		Yes				Yes
Ixion SWE 120 I	Yes		Yes		Yes				Yes
Ixion SWE 120 S	Yes		Yes		Yes				Yes
Ixion SWE 120 L	Yes		Yes		Yes				Yes
Ixion SWE 160 D	Yes		Yes		Yes				Yes
Ixion SPE 135 S	Yes								
Ixion SPE 125 / 160	Yes								
Ixion SPE 125 L / 160 L	Yes								
LSR 1200	Yes								
SR 1.35 - 1.6	Yes								
Stratos SP 16 D	Yes								
Stratos SPS	Yes								
Maxi PPH 1600 MX	Yes								
Reach Trucks									
RR M Series	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
RR B Series	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes

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BT Product Specialist Tools - Quick Reference Matrix (Current Production)									
Group / Models	Standard Warranty 12 Months / 2000hrs	Life Time Warranty (Fork Frame)	Extended Warranty 24 Months / 3000hrs Applies to the Components Indicated Below Only						
			Drive Motor	Pump Motor	Drive Controller	Pump Controller	Drive Gear	Logic Box	Logic Card in Handle
RR E Series	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
RR Cold Store	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Freflex	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Order Picking Trucks									
ErgoMover	Yes								
Opus OL25 / OL25 P	Yes								
Opus OSE 100 / OSE 100 W	Yes								
Opus OSE 120 / OSE 120 P	Yes								
Opus OSE 120 CB	Yes								
Opal OM	Yes								
Opal OMW	Yes								
OP 1000 SE / HSE	Yes								
OPW 1200 SE / HSE	Yes								
VNA									
RadioShuttle	Yes								
Veflex VR	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Veflex VR SF	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Vector C10	Yes								
Vector C12.5	Yes								
Vector C15	Yes								
Counter Balance Electric									
Cargo EC 10 - 15 T	Yes								
Cargo C3E 120 - 200	Yes								
Cargo C4E 120 - 200	Yes								
Cargo C4E 250V - 350V	Yes								
Cargo C4E 400V - 500V	Yes								
Cargo C4E 160 - 200 NL	Yes								
Cargo C4E 250 - 300 NV	Yes								
Counter Balance Gas / Diesel									
Cargo GT / DT 15 - 18	Yes								
Cargo CBD / G 15 - 20	Yes								
Cargo GT / DT 20 - 25	Yes								
Cargo GT / DT 30 - 35	Yes								
Cargo C4D / G 250 - 350	Yes								
Cargo CBD 40 - 50	Yes								
Tow Trucks									
Tow Truck	Yes								
ErgoMover	Yes								
Tow Truck TSE 300	Yes								

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3.1.3 Toyota Skid Steer

Toyota Skid Steer Product Specialist Tools - Quick Reference Matrix (Current Production)										
 Group / Models	Standard Warranty 12 Months / 1200hrs Engine 12 months / 2000hrs WOF	Extended Power Train Warranty 3 Years - 3000 Hours								
		HST Drive Motor	HST Drive Pump	Hydra ulic Pump	Hydraulic Control Valve	Lift Cylinders (Excluding Bent Rods)	Dump Cylinders (Excluding Bent Rods)	Hydraulic Hose Failure (Excludes Hoses Other Than Toyota Genuine)	Self Levelling Valve (If Applicable)	Other Associated Hydraulic Valves
Skid-steer Loader										
4SDK3	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
4SDK4	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
4SDK5	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
4SDK6	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
4SDK8	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
4SDK10	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES



Group / Model	Standard Warranty 12 Months / 1200hrs
30-5SDK5	YES
30-5SDK8	YES
30-5SDK9	YES
30-SDK10	YES
30-SDK11	YES

**12 MONTHS
1200 HOURS
WARRANTY**
**5SDK5, 5SDK8, 5SDK9,
5SDK10, 5SDK11**



Model	Class	Capacity
30-5SDK5	ERG SSL2: < 370KG, >500KG	430
30-5SDK8	ERG SSL3: <500KG, >650KG	650
30-5SDK9	ERG SSL4: <650KG, <850KG	730
30-SDK10	ERG SSL4: <650KG, <850KG	820
30-SDK11	ERG SSL5: <850KG, <1150KG	900

Competitor	Model	Policy	Competitor	Model	Policy	Competitor	Model	Policy
Bobcat	553	3 Years	Caterpillar		4 Years	Case		4years
Bobcat	S130	3 Years	Caterpillar	216B2	4 Years	Case		4years
Bobcat	S150	3 Years	Caterpillar	216B2	4 Years	Case	410 Series 3	4years
Bobcat	S150	3 Years	Caterpillar	216B2	4 Years	Case	410 Series 3	4years
Bobcat	S250	3 Years	Caterpillar	242B2	4 Years	Case	435 - 445	4years

**PLUS
EXTENDED (3 YEAR, 3000 HOUR) POWERTRAIN WARRANTY**

Inclusions:

Engine: (Toyota 1DZ-11, 2Z & Yanmar 3TNV88)

- Cylinder Block
- Heads
- Valve covers
- Crank case
- Fuel injection pump
- Timing gears and case
- Fly wheel and housing
- Manifolds
- Water pump
- Seals and gaskets
- Harmonic balancer
- All internal parts contained within

Hydrostatic Transmission System:

- Housing and all internal components
- Seals and gaskets
- Transmission hydraulic pumps
- Wheel motors
- Pilot control levers

Hydraulics:

- Hydraulic pumps
- Valves and internal seals

Axels:

- Housing
- Planetaries
- All internal parts
- Seals and gaskets
- Transfer case
- Stub/drive axle

Exclusions:

Engine: (Toyota 1DZ-11, 2Z & Yanmar 3TNV88)

- Pulleys
- Air cleaner/elements
- Hoses
- Pre-cleaner
- Lift pump
- Injector/nozzles/lines
- Muffler
- Cooling system
- Starter motor/solenoid
- Alternator/regulator
- Switches/sender units
- Wiring harness

Hydrostatic Transmission System:

- Levers and linkages
- Universal joints
- Drive line support bearings

Hydraulics:

- Hoses and tubing
- External seals
- Shafts and spools
- Cylinder rods and seals
- Cylinder tubes

Axels:

- Bearings

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3.1.4 Toyota

Toyota Product Specialist Tools - Quick Reference Matrix (Current Production)				
Group / Model	Standard Warranty 12 Months / 1200hrs		Extended 7 Series Warranty 3 Years / 3000 hours	All Components
Battery Electric, Cushion Tyre				
30-7FBCHU25	YES			
30-7FBCU15	YES			
30-7FBCU18	YES			
30-7FBCU20	YES			
30-7FBCU25	YES			
30-7FBCU30	YES			
30-7FBCU32	YES			
30-7FBCU35	YES			
7FBCHU25	YES			
7FBCU15	YES			
7FBCU18	YES			
7FBCU20	YES			
7FBCU25	YES			
7FBCU30	YES			
7FBCU32	YES			
7FBCU35	YES			
Battery Electric, CBR (FB#)				
40-7FB15	Yes			
40-7FB20	Yes			
40-7FB25	Yes			
7FB10	Yes			
7FB14	Yes			

7FB15	Yes	
7FB18	Yes	
7FB20	Yes	
7FB25	Yes	
7FB30	Yes	
7FBH10	Yes	
7FBH14	Yes	
7FBH15	Yes	
7FBH18	Yes	
7FBH20	Yes	
7FBH25	Yes	
7FBJ35	Yes	
Battery Electric, CBRE (FBE#)		
7FBE10	Yes	
7FBE13	Yes	
7FBE15	Yes	
7FBE18	Yes	
7FBE20	Yes	
Battery Electric, NAR (FBR#)		
7FBR10	Yes	
7FBR13	Yes	
7FBR15	Yes	
7FBR18	Yes	
Battery Electric, NARE (FBRE#)		
6FBRE12	Yes	
6FBRE14	Yes	
6FBRE16	Yes	
6FBRE20	Yes	
Tow Tractor, Battery Electric		
CBT4	Yes	

CBT6	Yes	
CBTY4	Yes	
Internal Combustion, 1.0 - 1.8 tonne		
02-7FD10	Yes	Yes All Components
02-7FD15	Yes	Yes All Components
02-7FD18	Yes	Yes All Components
02-7FG10	Yes	Yes All Components
02-7FG15	Yes	Yes All Components
40-7FG15	Yes	Yes All Components
42-7FG15	Yes	Yes All Components
42-7FG18	Yes	Yes All Components
7FD10	Yes	Yes All Components
7FD15	Yes	Yes All Components
7FG10	Yes	Yes All Components
7FG15	Yes	Yes All Components
Internal Combustion, 10.0 - 16.0 tonne		
4FD100	Yes	
4FD115	Yes	
4FD120	Yes	
4FD135	Yes	
4FD150	Yes	
4FDK150	Yes	
4FDK160	Yes	
Internal Combustion, 18.0 - 24.0 tonne		
4FD180	Yes	
4FD200	Yes	
4FD230	Yes	
4FD240	Yes	
Internal Combustion, 2.0 - J3.5 tonne		
02-7FD20	Yes	Yes All Components

02-7FD25	Yes	Yes All Components
02-7FD30	Yes	Yes All Components
02-7FDJ35	Yes	Yes All Components
02-7FDK20	Yes	Yes All Components
02-7FDK25	Yes	Yes All Components
02-7FDK30	Yes	Yes All Components
02-7FG20	Yes	Yes All Components
02-7FG25	Yes	Yes All Components
02-7FG30	Yes	Yes All Components
02-7FGJ35	Yes	Yes All Components
02-7FGK20	Yes	Yes All Components
02-7FGK25	Yes	Yes All Components
02-7FGK30	Yes	Yes All Components
40-7FG20	Yes	Yes All Components
40-7FG25	Yes	Yes All Components
40-7FGK20	Yes	Yes All Components
40-7FGK25	Yes	Yes All Components
42-7FG20	Yes	Yes All Components
42-7FG25	Yes	Yes All Components
42-7FGK20	Yes	Yes All Components
42-7FGK25	Yes	Yes All Components
60-7FD20	Yes	Yes All Components
60-7FD25	Yes	Yes All Components
60-7FD30	Yes	Yes All Components
62-7FD20	Yes	Yes All Components
62-7FD25	Yes	Yes All Components
62-7FD30	Yes	Yes All Components
7FD20	Yes	Yes All Components
7FD25	Yes	Yes All Components
7FD30	Yes	Yes All Components

7FDJ35	Yes	Yes All Components
7FDK20	Yes	Yes All Components
7FDK25	Yes	Yes All Components
7FDK30	Yes	Yes All Components
7FG20	Yes	Yes All Components
7FG25	Yes	Yes All Components
7FG30	Yes	Yes All Components
7FGJ35	Yes	Yes All Components
7FGK20	Yes	Yes All Components
7FGK25	Yes	Yes All Components
7FGK30	Yes	Yes All Components
Internal Combustion, 3.5 - A5.0 tonne		
02-7FD35	Yes	Yes All Components
02-7FD40	Yes	Yes All Components
02-7FD45	Yes	Yes All Components
02-7FDA50	Yes	Yes All Components
02-7FDK40	Yes	Yes All Components
02-7FG35	Yes	Yes All Components
02-7FG40	Yes	Yes All Components
02-7FG45	Yes	Yes All Components
02-7FGA50	Yes	Yes All Components
02-7FGK40	Yes	Yes All Components
7FD35	Yes	Yes All Components
7FD40	Yes	Yes All Components
7FD45	Yes	Yes All Components
7FDK40	Yes	Yes All Components
7FG35	Yes	Yes All Components
7FG40	Yes	Yes All Components
7FG45	Yes	Yes All Components
7FGK40	Yes	Yes All Components

Internal Combustion, 5.0 - 8.0 tonne		
5FD50	Yes	Yes All Components
5FD60	Yes	Yes All Components
5FD70	Yes	Yes All Components
5FG50	Yes	Yes All Components
5FG60	Yes	Yes All Components
5FG70	Yes	Yes All Components
60-5FD80	Yes	Yes All Components
Internal Combustion, Cushion Tyre		
7FGCU15	Yes	Yes All Components
7FGCU18	Yes	Yes All Components
7FGCU20	Yes	Yes All Components
7FGCU25	Yes	Yes All Components
7FGCU30	Yes	Yes All Components
7FGCU32	Yes	Yes All Components
7FGCU35	Yes	Yes All Components
7FGCU45	Yes	Yes All Components
7FGCU55	Yes	Yes All Components
7FGCU60	Yes	Yes All Components
7FGCU70	Yes	Yes All Components
Internal Combustion, Pneumatic Tyre		
7FDU60	Yes	Yes All Components
7FDU70	Yes	Yes All Components
7FDU80	Yes	Yes All Components
7FGU60	Yes	Yes All Components
7FGU70	Yes	Yes All Components
7FGU80	Yes	Yes All Components
Tow Tractor, Internal Combustion		
02-2TD20	Yes	
02-2TD25	Yes	

02-2TG20	Yes	
02-2TG25	Yes	
02-3TD35	Yes	
02-3TD45	Yes	
02-3TG35	Yes	
2TD20	Yes	
2TD25	Yes	
2TG10	Yes	
2TG20	Yes	
2TG25	Yes	
3TD35	Yes	
3TD45	Yes	
3TG35	Yes	
40-3TD35	Yes	
42-2TD20	Yes	
42-2TD25	Yes	
42-3TD35	Yes	
8 Series Release		
30-8FG10	Yes	Yes All Components
32-8FG10	Yes	Yes All Components
60-8FD10	Yes	Yes All Components
62-8FD10	Yes	Yes All Components
30-8FG15	Yes	Yes All Components
32-8FG15	Yes	Yes All Components
60-8FD15	Yes	Yes All Components
62-8FD15	Yes	Yes All Components
32-8FG18	Yes	Yes All Components
62-8FD18	Yes	Yes All Components
30-8FG20	Yes	Yes All Components
32-8FG20	Yes	Yes All Components

60-8FD20	Yes	Yes All Components
62-8FD20	Yes	Yes All Components
70-8FD20	Yes	Yes All Components
72-8FD20	Yes	Yes All Components
30-8FG25	Yes	Yes All Components
32-8FG25	Yes	Yes All Components
60-8FD25	Yes	Yes All Components
62-8FD25	Yes	Yes All Components
70-8FD25	Yes	Yes All Components
72-8FD25	Yes	Yes All Components
30-8FG30	Yes	Yes All Components
32-8FG30	Yes	Yes All Components
60-8FD30	Yes	Yes All Components
62-8FD30	Yes	Yes All Components
70-8FD30	Yes	Yes All Components
72-8FD30	Yes	Yes All Components
32-8FGK20	Yes	Yes All Components
62-8FDK20	Yes	Yes All Components
32-8FGK25	Yes	Yes All Components
62-8FDK25	Yes	Yes All Components
32-8FGK30	Yes	Yes All Components
62-8FDK30	Yes	Yes All Components
30-8FGJ35	Yes	Yes All Components
32-8FGJ35	Yes	Yes All Components
70-8FDJ35	Yes	Yes All Components
72-8FDJ35	Yes	Yes All Components

3.2 Types of Coverage

3.2.1 Labour

TMHA will compensate the dealer for the labour used to complete repairs to unit/s whilst covered by warranty at the Labour Rate. The time allowed is shown in the “Flat Rate Guide” and is the maximum allowed for the qualified technician to completely perform the specific operation listed, using the proper tools, techniques and service information.

If “Flat Rate Code” is not available then the dealer is to supply full details of the repair, parts used and justify labour hours.

3.2.2 Parts

TMHA will compensate the dealer for the “cost” of the TMHA genuine part used in the warranty repair. The “cost” is defined as the published list price less the applicable dealer discount. The cost of freight and handling for parts that are required for warranty repair and are not in dealer stock required for an emergency “VOR” shall be met by TMHA. Details of the cost of freight and handling should be included in the sublet field in the warranty claim system supported by proof of itemised freight costs.

Details and supporting documents will need to be supplied to TMHA at the time dealer lodges the relevant claim.

3.2.3 Travel

TMHA will pay to the dealer a maximum of 1 hour for travel per claim. The rate for travel shall be the same as the labour rate for warranty repair. No claim for travel can be made if the fault has been diagnosed and repaired during pre-delivery inspection. A maximum of 1 hour travel will be paid where more than one warranty repair has been carried out on the same day at the same customer’s site.

3.2.4 Lubricants and Consumables

Claimable if they are directly associated with the warranty repair. All supporting documents must be supplied to TMHA at the time dealer lodges the relevant claim. TMHA has the right to deny claim for lubricants and consumables if it judges that they are not directly associated with the warranty repairs or if it feels the costs are excessive.

3.2.5 Cartage

Cartage costs to transport units back to workshop or suitable location to facilitate warranty repairs will be considered upon application to TMHA. The following general conditions would apply if dealer was seeking reimbursement for cartage costs:

- Repair site has not a suitable environment to complete repairs satisfactorily.
- Where lifting equipment is required and not available.
- Where onsite repair would be deemed unsafe.

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- Where the repair would affect environmental consideration.
- Where special tooling or equipment is required and not available.

3.3 Non-Warranty Items

The following items and circumstances are not covered by unit warranty:

○ Damage due to operator abuse or neglect.	○ Brushes	○ Ignition parts
○ Tyres - where tyre manufacturer has representation in Australia.	○ Diagnosis	○ Fair wear and tear
○ Attachments and modifications that were not directly supplied or authorised by TMHA.	○ Consequential loss or damage	○ Belts/Spark Plugs
○ Special tools not purchased through TMHA	○ Cleaning and cleaning fluids	○ Fuses/Fusible Links
○ Routine maintenance & those components and procedures that form part of the maintenance schedule for example but not limited to:-	○ Adjustments	○ Filters
○ Rework due to incorrect diagnosis and improper repair.	○ Lubricants	○ Clutch linings
○ Traction batteries and charges that were not purchased directly from TMHA.	○ Inspection and testing	○ Horns and light bulbs
○ Transport damage	○ Local suppliers	○ Contactor tips

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Components, accessories, workmanship and attachments that are not supplied by TMHA are not covered by TMHA's Warranty Policy. Claims should be made through the relevant supplier.

3.4 Warranty Labour Rate

It is TMHA's policy to compensate dealers adequately and fairly for warranty repairs performed. A number of factors are considered in determining a fair and reasonable labour rate including:

- Dealer's current and reasonable cost in performing the service to the customer.
- Dealer's current labour rate for non-warranty repairs.

The new warranty Labour Rate is **\$62.50**

TMHA will review the labour rate in April each year. To assist in the review TMHA will request from individual dealers information necessary for the review. Labour rates are determined by TMHA in accordance with its policy and decisions by TMHA regarding Labour Rate reviews are final.

The Labour Rate covers all TMHA products distributed by TMHA.

Warranty Policy Definitions

Standard Warranty - The period of warranty offered by the manufacturer from the registration/build date of a unit for which repairs will be performed at no charge to the customer that are identified as a product related or part failure.

Extended Warranty - The period of warranty offered by TMHA commencing at the end of a manufacturers standardised warranty that avails customers an extended period of non chargeable repairs through component and product failures.

Goodwill Warranty - A non specified period of warranty offered by TMHA to customers where a component or product is deemed repairable and non chargeable to the customer as a matter of "goodwill". This repair is not an acknowledgement by TMHA that the component or repair was a direct or indirect failing of the unit.

Parts Warranty - The warranty offered on replacement spare parts fitted to a unit and failing during a specified period. This applies only to parts "fitted" to a unit and then fails. If part is unusable on opening/receipt the parts must be returned for credit via parts department.

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3.5 Application for Out of Warranty Policy Consideration

A request for out of warranty policy consideration or goodwill consideration for units that fall outside the expressed warranty period may be applied for by submitting an out of warranty policy consideration application through the Toyota Material Handling Online Portal System (TOPS) <http://portal.toyotamaterialhandling.com.au/>. Full details must be supplied giving TMHA all the relevant details and circumstances surrounding the request. Flat rate warranty repair times will only be approved. If approved, an authorisation number will be issued by TMHA and this number must accompany the warranty claim. Submission for out of warranty policy consideration or goodwill consideration will be subject to factory or vendor review and the final decision will be at the discretion of TMHA. Authorisation by TMHA must be given before repairs are carried out unless special circumstances prevail. These circumstances must be outlined to TMHA through submission of an out of warranty policy consideration and agreed to by TMHA. Warranty claims for out of warranty policy consideration or goodwill consideration are subject to the same conditions and payment terms contained within the warranty policy manual unless agreed otherwise by TMHA and approved by TMHA. Application for out of warranty policy consideration or goodwill consideration does not guarantee that authorisation will be granted.

3.6 Major Warranty Repairs

As part of the warranty policy, TMHA Service Department reserves the right to control cost on major component failures. The following information is an addition to the warranty policy and must be adhered to from the time of dealer receipt of this publication, or warranty could be denied or delayed on major component failure/s.

Major Components:

- o Engine - \$5000.00
- o Transmission - \$5000.00
- o Differential - \$3000.00
- o Drive Axle / Final drive \$3000.00
- o Electronic Control Units/Cards \$3000.00
- o Electric motors - \$3000.00
- o Major HST system repairs - \$3000.00

All repairs to be conducted that the estimated cost may exceed \$3000.00 a Major Warranty Consideration will need to be submitted for approval, prior to any warranty submissions being accepted.

Procedure for major component failure:

Please submit a Major Warranty Request through the Toyota Material Handling Online Portal System (TOPS) where it will be reviewed. <http://portal.toyotamaterialhandling.com.au/> ALL supporting documentation for each claim need to be attached to the initial lodgement of request for support. Any "Major Warranty" requests received without full supporting documentation will be returned. Photos of each failed part is required. Supporting documentation includes the service history of vehicle, photos / video footage clearly displaying fault, sublet invoices/quotes.

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For sublet warranty claims format is labour, parts, cartage, travel distance and reason for claim. Flat rate warranty repair times will only be approved. Obtain oil samples and failed components for return to TMHA for failure analysis.

After request has been assessed TMHA will advise of the outcome and whether a warranty claim may be submitted. Warranty claims will not be accepted until authority has been granted and this duly authorised "Major Warranty" request will need to be submitted as part of warranty claim. These "Major Warranty" approvals are only valid for 30 days and need to be actioned prior to expiry date.

On approval the final approved document must be attached with the warranty claim to indicate pre-approval has been granted.

3.7 Record Retention

Records relating to warranty claims and service campaigns are to be kept for 7 years following the date of payment as they are subject to audit by TMHA. The following records must be retained:

- The repair order, warranty claim details, sublet invoices, pre-delivery & first free service work sheets.
 - Accounting details.
 - Technicians time cards.
 - Employee time & payroll records.
 - Parts purchase & disbursement records.
 - Invoices for new Toyota Material Handling products, parts and accessories..
 - Customer invoices for both new & used unit sales.
 - Warranty claims register.
 - Any other records used by the dealer to support the information submitted on the warranty claim.

3.8 Dealer Warranty Administrator

The Dealer must notify TMHA of the person responsible for the administration of warranty claims on behalf of the dealer including any changes.

3.9 Warranty Registration

The dealer must ensure units have been registered using the Online Warranty Registration System before a claim can be submitted for consideration. The system can be accessed through Toyota Material Handling Online Portal System (TOPS)

<http://portal.toyotamaterialhandling.com.au/>

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The Warranty Registration Form needs to be completed in electronic and hard copy format at the time of delivery of the unit. The hard copy registration form must be signed by the Customer. The registration needs to be completed and submitted to TMHA within 7 days of delivery to the customer.

The hard copy Warranty Registration Form must be retained by the Dealer.

3.10 Warranty Repair Checklist

To ensure that all relevant warranty information is obtained for the efficient processing of warranty claims TMHA recommends that the following checklist be adopted.

Identify the Unit:

- The Dealer must confirm that the unit details in the warranty booklet matches the details of the manufacturer's model & frame number stamped on the machine to ensure that the machine was imported and supplied by TMHA.

Verify the Unit's History:

- The unit's service / warranty history must be verified as part of the repair write-up process. This will ensure that previous repairs to the same component are recognised.
- In addition check whether or not the unit is designated for any Service Campaigns and whether the Service Campaign has been carried out. Ensure all steps are taken to finalise any incomplete campaigns.

Obtain Customer Details:

- The repair order must be completed in full, showing the owner's name, address & contact details. All the unit's details including the model & frame number, first registration date & hour meter reading. For the Toyota Product record key hours used ,for Raymond Product record the deadman hours & BT Products record the B hours.

Completing the Repair Order:

- Enter a detailed description of the work to be performed – we suggest writing it as the owner describes the concern. In other words, DO NOT diagnose the fault until you have had an opportunity to inspect the unit.

Example:

- Write "Check engine loosing coolant" Instead of "Replace water pump" as this suggests that the repair has not been diagnosed correctly. The unit's owner / user MUST sign the repair order. Their signature confirms that the owner is experiencing the concerns listed. This also protects the repairer by getting authorisation to work on the unit.

Repair Work:

- The technician must record a description of the fault, state the part that failed & a detailed description of the repair. The technician must record the commencement and completion time of the repair work on the Repair Order/Job Card.

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Replaced Parts, Lubricants & Other Materials:

- All parts used for warranty repairs must be clearly & accurately recorded by part name, number & quantity on the repair order. The type & quantity of lubricants & other workshop supplies are to be recorded on the repair order. All replaced parts must be cleaned, correctly tagged & kept in a tidy secure section of the service department to ensure easy access & inspection of the replaced parts by TMHA personnel.

Lubricants & other consumables are directly paid by TMHA provided they are associated directly with the warranty repair.

3.11 Warranty and Service Booklet

The dealer must stamp & date the relevant service schedule in the booklet to maintain the service history.

In the event that a unit has been altered in any way, which may affect the unit's warranty, the appropriate comments & amendments must be made in this booklet.

3.12 Period Maintenance Schedule

The dealer must explain fully the importance of the scheduled services to the owner at the time of delivery of the new unit.

After completing the service the Warranty & Service Booklet must be stamped, dated & the hour meter reading recorded. For battery electric units actual run time hours are required.

3.13 Transient Customer Warranty

Where an owner of TMHA product covered in this manual moves outside the territory of the original selling dealer, they shall be entitled to the same warranty terms, service, courtesy and consideration from the relevant TMHA dealer in the territory to which the product has been moved (the "Receiving Dealer").

Any warranty repairs are claimable from TMHA pursuant to the terms and conditions set out in this manual.

In such cases the servicing dealer is to complete and submit a warranty claim to TMHA in the same manner as they would generally do for customers to whom they sell equipment.

Note that it is a breach of this manual to advise a customer who has purchased a Transient Unit to initially fund the Warranty Repair and subsequently seek reimbursement from the selling dealer.

Where the selling dealer is made aware that a unit is being or has been moved outside its territory, the selling dealer must inform TMHA and the Receiving Dealers, in writing and provide the Receiving Dealer with copies of the service history and details of the transient unit.

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3.14 Transit Damage

The warranty shall not cover damage incurred during marine and overland transit and accompanying storage, or troubles attributable to such damage.

Should such damage or trouble occur, the dealer is requested to establish the party or parties responsible and undertake complete repairs and restoration of affected vehicles with the responsible party bearing the costs.

The dealer should also keep a record of the detailed description of the damaged vehicles and the nature of the repairs for future reference. It should be noted that TMHA does not extend warranty coverage to defects caused by inadequate repair work on such vehicles.

It is possible that depending on the extent of damage incurred, it may not be fit for sale as a new product even after complete repairs and restoration. In such a case, the Dealer is expected to exercise professional integrity in the handling of the sale of the vehicle.

It is recommended that you take out adequate insurance either independently or through the transport provider to prepare against such unforeseeable developments.

3.15 Storage

The dealer must ensure the proper storage and maintenance of the new units. Responsibility for the units is that of the dealer and the dealer must ensure that the key is removed.

All units must be stored in a dry, covered area, protected from direct sunlight and environmental fallouts at all times. Regular inspections and maintenance (including cleaning) should be undertaken to prevent rust and damage from foreign matter.

3.16 Long Term Storage

In addition, to the general storage requirements above the storage procedures outlined below must be followed where the unit is being stored by the dealer for a period of 30 days or more.

Dealers must follow any instructions in the Operators Manual regarding long term storage. In addition, Dealers should follow and maintain written records of the maintenance procedures outlined below.

COMPONENT	Maintenance Procedure
IC Engines	Engine should be started periodically and run until operating temperature is reached.
DC Motors	The brushes in each motor are to be lifted up and away from the commutator surface. When preparing the vehicle for use after storage, the surface of the commutator is to be inspected and polished. Whilst in storage the motor shafts are to be rotated and the bearings to be coated with lubricant to prevent corrosion and oxidation.

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Hydraulic System	Ensure that the reservoir in the hydraulic system is full prior to storage. This reservoir shall evaporate whilst the vehicle is left standing. Before starting the engine after storage, the reservoir is to be drained and refilled with new fluid and new filters. When first running the engine after storage let the engine run slowly to allow the parts to become re-lubricated
Hydraulic Cylinder	Where possible, hydraulic cylinders should be operated through their full stroke at each inspection to prevent corrosion. The vehicle should be stored with the cylinder in the retracted position. All visibly exposed chrome surfaces on the piston are to be coated with hydraulic oil.
Chains	Coat chains using oil to prevent rust and corrosion.
Electronics	All components are to be stored in a dry area whilst the units are in storage.
Battery	Batteries are subject to damage when they are discharged. It is the dealer's responsibility to ensure that batteries are protected by maintenance of a full charge and/or removal for storage. Please refer to the Battery Manufacturer instructions for storage requirements. By way of general comment the batteries are to be recharged as often as possible.
Paintwork	Inspect for corrosion on body components and foreign matter.
Wheels / Tyres	Visually inspect the tyres and, if the inflation is low, inflate and adjust tyre pressure. Refer to the Owners Manual for proper tyre pressure. The following trucks are to be blocked during storage: <ul style="list-style-type: none"> ○ Drive Tyre and load wheels ○ Swing Reach: Drive Tyre ○ Order pickers with counterweight attached: drive tyre only ○ Drive Tyre and Load wheels

In respect of Raymond products stored by the dealer TMHA must be informed in writing of the unit's date of installation, date of storage and expected return to service date. Failure to comply with these requirements may void the Raymond warranty.

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3.17 Field Upgrade/Retrofit Programs/Service Campaigns

3.17.1 Equipment Modifications

TMHA Products may not be modified without the express written permission of TMHA. Prior to modifying any TMHA Product, a Modification Request Form [D703B] must be filed with TMHA's Engineering Dept to the (Product Safety Standards and Engineering Manager) for approval. Approval of the modification request does not imply coverage under warranty.

The exchanging of a mast assembly on Toyota counterbalanced forklifts or attachment between identical TMHA models before the delivery by the dealer is not considered here as a modification. However, in cases where a genuine Toyota mast assembly or attachment sold as a single unit is installed on the unit before delivery, approval by TMHA of the exchange is required. Upon receipt of a Component Swap Form (Form no. TMHA 001-05) for a mast attachment, TMHA checks that the exchange is possible, the relevant manufacturers' production record and if the record does not match, no approval will be granted. Therefore, in cases as the above, the change must be clearly indicated on the Registration Monthly Report so that the TMHA production record may be corrected by TMHA.

If the Dealer knows that there will be an exchange of a mast assembly or attachment after delivery because of the dealer's stock or conditions at the time of delivery to the customer, the following phrase shall be entered in the "Alteration of Mast or Attachment" column of the Registration Report: "This mast is scheduled to be changed after delivery." After the exchange of the mast or attachment, the specifications and serial number of the mast or attachment exchanged must be registered by correcting the "Registration Report" submitted at the delivery date of the unit. Only where this procedure has been followed, the exchanged of mast or attachment after delivery is not considered as a modification. Please note that even in a case such as this, the Warranty Period commences from the delivery date of the unit.

Important Note: If the dealer exchanges or alters a mast or attachment the dealer must order a new rating plate from TMHA.

When a customer requests warranty repairs and it becomes evident that modifications have been made on the part in question and/or related parts, it is important to identify the party responsible for the fault. In the event, responsibility is attributed to the party undertaking the modification or fitting work the matter should be settled between the customer and that party.

3.17.2 Service Campaigns

A service campaign is a process where the dealer is requested to complete field upgrades, inspections and/or factory improvements.

Please note that owners of units included in the service campaign may approach your dealer in response to a newspaper advertisement requesting the campaign to be performed on their unit(s).

As these campaigns involve matters that maybe subject to Government regulation and may involve safety issues, it is important that all required actions be undertaken as soon as possible within the timeframe prescribed by TMHA.

Any dealer that submits deliberate fraudulent campaign claims risk potential criminal and civil legal penalties as well as franchise termination.

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When a service campaign is implemented by TMHA the following process applies:

1. Service Bulletin will be issued by TMHA outlining complete technical instructions, parts information (if required), deadline and reimbursement procedures.
2. A target list of all units involved in the campaign, which TMHA's records indicate are either in TMHA's buffer stock (located in the dealer's territory), dealer's stock, the dealer's hire fleet or has been sold by the dealer.
3. Review all dealer records and notify TMHA in writing of any unit(s) covered by the notification which has been transferred to other territories or any unit(s) that they have been unable to be located within two week of receiving the notification.
4. The dealer must make every effort to locate all units provided on the listing.
5. Successfully complete the work on all relevant units in accordance with the instructions contained in the campaign notification. Tag all replaced parts and hold/dispose as instructed by TMHA.
6. The dealer must update their records (where applicable).
7. Set up and maintain a separate campaign file for each campaign.

The campaign file is to contain the following information:

1. Complete campaign instructions
2. Listing of all potentially affected units
3. Details of all work performed on each unit
4. Record of any owner refusing to make unit(s) available for the service campaign and/or parts for rectification and any failure to keep and appointment for a campaign.
5. Correspondence to and from TMHA on the conduct of the campaign, its progress and finalisation.

The dealers campaign file is not to be closed until the service campaign has been completed, in other words all units the subject of the campaign have been inspected and/or corrected or classified as "unreachable" for one of the following reasons:

Uncooperative Owner: Owner refuses to respond to the initial notification of service campaigning or accept modification to their unit(s) after the appropriate steps of notification have been taken.

Equipment scrapped: the units are known to be out of service permanently either due to accident, age, flood, fire etc. and not available for inspection.

Can not locate owner or present owner is unknown: Where all efforts to locate the owner have been taken and have failed and a certified letter addressed to the owner has been returned as undeliverable. After a search of records fails to reveal whereabouts of the present owner,

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either due to the provision of an incomplete or incorrect address of unit(s) locations, traded-in, etc.

Equipment stolen and not recovered: If information indicates that the unit has been stolen and not recovered.

For all units that meet the following criteria;-

- **Uncooperative Owner:**
- **Equipment scrapped:**
- **Can not locate owner or present owner is unknown:**
- **Equipment stolen and not recovered:**

The following process applies;-

1. The branch/dealer must update their records within their campaign file.
2. A service repair order is to be opened providing detailed description as to why the service campaign cannot be completed.
3. Prepare a letter to support the reason of non completion of the service campaign. The letter will need to include the following detail:
 - Model
 - Frame
 - Service Campaign reference number
 - Owner detail
 - Reason for non completion
 - Signed by branch manager
4. A warranty claim is to be submitted at zero value with signed, scanned letter attached as the supporting document.

TMHA will only accept one claim per unit.

In the event that a dealer does not perform a mandatory service campaign within the prescribed time frame a warning notice will be issued. Non action will result in TMHA's refusal to pay the warranty claim – General Managers and Dealer Principals will be notified of units not completed.

Although the dealer remains obligated to complete the upgrade and register the work on the Warranty System, work done after this time period will not result in a reimbursement of the warranty claim. General Managers and Dealer Principals will be notified of units not completed.

3.18 Warranty Audit

Without limiting TMHA's rights under the Dealer Agreement, TMHA shall have the right at all reasonable times during business hours to inspect the dealer's facilities & to examine & audit warranty claims & service procedures of the dealer.

The objective of a warranty audit is to ensure compliance with TMHA's warranty policy & procedures. A selection of claims will be audited & if any errors exist a charge back will result.

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3.19 Dealer Warranties

In the event that a dealer gives a warranty in respect of any TMHA Product sold in addition to that given by TMHA, the Dealer must:-

- o Indemnify TMHA against any loss or damage flowing from such additional Warranty.
- o Inform the owner that the additional Warranty is given by the Dealer and not TMHA.
- o Advise the Warranty Administrator TMHA Customer Service Department giving the full equipment and owner details in respect of such warranty given.
- o The above applies in particular to dealer selling demonstration machines and granting the customer a full 12 months/1200 hours warranty – for the top up portion.
- o The dealer is reminded that the warranty commencement date is the date on which the unit is first sold to a customer or when placed into the Dealer Hire Fleet.

3.20 Denied Claims

TMHA policy across all units marketed by TMHA is that requests for additional consideration on denied claims will only be considered within 7 days of notification of denial together the dealer supplying all supporting evidence pursuant to the warranty claim(s).

3.21 Dealer Bulletin and Notices

TMHA Service Bulletins

When a Service Bulletin is published it will state specifically if warranty applies. If warrantable, payment for such work is limited to the amount stated. Dealers are responsible for furnishing the bulletin to customers who service their own TMHA Unit(s).

3.22 Demonstration Equipment

Units in dealer inventory that are used for demonstration purposes must be registered on the Online Sales Registration System found in the Toyota Material Handling Online Portal System (TOPS) <http://portal.toyotamaterialhandling.com.au/> at the time they are first used.

When a demonstration model is sold the dealer must update the customer information on the Online Sales Registration System and the balance of the warranty cover will be transferred to the customer.

3.23 Miscellaneous

3.23.1 Design Changes

TMHA reserves the right to make changes and improvements in the design and construction of its units and parts without the obligation of making these changes or improvements to previously manufactured units.

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3.23.2 Policy on Grey Imports

Any repairs to bring privately imported unit(s) to meet relevant Australian Standards or regulations/legislation and all service checks are chargeable in full to the customer.

TMHA does not warrant any privately imported equipment, engines, component parts or attachments nor does it issue rating plates for privately imported equipment – see TMHA Service Bulletin No. 0419 issued in December 2004.

Dealers should be aware of the penalties/implications for carrying out repairs which take the equipment away from Australian Safety Requirements and Standards as prescribed.

3.23.3 Denial of Warranty Claim

TMHA reserves the right, at its own discretion, to cease acceptance of Warranty Claims under the terms of this Policy whenever one of the following events occur:

- The Dealer has ceased to hold the franchise for TMHA.
- The Dealer has failed to fulfil an obligation stipulated in this Warranty Policy.
- The Dealer has filed a false report, registration or claim to TMHA.

3.23.4 Dealer Termination

Once a dealer has had its Dealer Agreement terminated, it has 30 days from the date of termination to submit all warranty claims. This includes return of all requested parts, submission of documentation and re-submission of returned warranty claims.

This Warranty Policy will cease to take effect in accordance with the date of the Dealer Termination Notice issued by TMHA. Any warranty claims arriving on and after the specified termination date shall be automatically deemed invalid.

3.23.5 Dealer must make claims under insurance

Dealer must make warranty claims under insurance in a case where:

- TMHA has covered or agreed to cover the costs for warranty repairs
- The Dealer has an insurance policy which may cover the dealer for the costs paid by TMHA then the dealer must make a claim on its insurance policy, keep TMHA informed of the progress of the claim, provide TMHA with any information it requires in relation to the claim on the insurance policy and pay any proceeds recovered by any such claim to TMHA. Nothing in this provision will entitle TMHA to be paid more than what TMHA has paid to cover the costs of warranty repairs, including any legal costs or other incidental costs that may have been incurred by TMHA.

3.23.6 Amendment

TMHA reserves the right, at its own discretion, to amend all or part of this Warranty Policy.

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This warranty is an addition to all other rights and remedies which the owners of TMHA Products have under the Trade Practices Act (Commonwealth) and other State and Territory Laws.

3.23.7 Improvements

Any improvements by the Manufacturers to the design of the product will not incur the same changes under warranty on unit(s) in the field.

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4 Parts Warranty Policy

4.1 Purpose and General Policy

TMHA warrants that TMHA Genuine Parts sold via TMHA's Spare Parts Department are free from defects in material or workmanship for the period set out in the table under section 4.2. This warranty extends to the original purchaser only. Authorised Satellite Service Agents may be exempt from this condition where parts were bought for stock purposes.

TMHA will, at its expense and discretion, replace or repair, any spare parts sold by TMHA or their authorised agent, which prove defective in material or workmanship. This obligation is subject to the purchaser giving notice of such alleged defective part and provides proof of purchase, hereby known as the "invoice" within the warranty period. TMHA may at its discretion request to inspect the alleged defect and make replacement or repair of the part subject to an investigation carried out by one of its representatives. As a consequence of replacing the defective part, the displaced parts are therefore deemed to be the property of TMHA.

The part's warranty is limited to the cost of the part replacement or repair only, i.e. Labour cost excluded. The period shall commence upon the date shown on the TMHA or TMHA Service Agent's invoice and cease subject to the following criteria:

This warranty does not apply:

- To attachments and accessories. These items are warranted separately by their respective manufacturers.
- To units or parts subjected to overload, misuse, neglect in servicing, alteration or accidental damage.
- To normal maintenance service items such as seals, gaskets, hoses, tube lines, wiring, electrical connections, motor brushes, brushes, bearings etc. due to fair wear and tear, application and environment.
- To hydraulic component failures caused by contamination with water, dust or neglect in servicing.
- To the maximum extent permitted by law, TMHA's obligation to repair or replace shall be the limit of its liability under this warranty and the sole and exclusive right and remedy of the original purchaser. In no event shall TMHA be liable for special, general, incidental or consequential damages to trade or business for breach of this warranty.
- To the maximum extent permitted by law, this sole and exclusive warranty is in lieu of all other warranties, whether expressed or implied, including without limitation, warranties of merchantability and fitness for a particular purpose.

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4.2 Period of Warranty Coverage

Toyota Material Handling Product Specialist Tools - Quick Reference Matrix (Current Production)			
Brand	Parts Warranty 12 Months - 1200 Hours	Parts Warranty 6 Months - 600 Hours	Parts Warranty - 4 Months - 695 Hours
Toyota Parts Warranty			
PARTS	YES		
Raymond Parts Warranty			
PARTS			Yes
BT Parts Warranty			
PARTS		Yes	

4.3 Parts Replacement under Warranty

Assemblies:

- If a defect develops in any of the major assemblies, the warranty repair work shall be performed by replacing or repairing defective component parts only. However, when replacement of an assembly itself is deemed advisable, the costs may be claimed when detailed reasons for the replacement are furnished and prior authorisation obtained from TMHA.

Non Genuine Parts:

- Warranty coverage shall not extend to repairs using parts other than TMHA Genuine Parts and/or parts authorised by TMHA.

Replacement Parts Policy:

- New parts received from the TMHA Parts Distribution Centre which are incorrectly identified, broken, bent, crushed, wrong part ordered, wrong part received, incorrectly machined or incorrect quantity supplied are not covered by warranty. These parts are to be claimed back through the TMHA Spare Parts Department.

Parts Warranty Policy (over the counter):

- In respect of TMHA Genuine Parts sold over the counter that are not fitted by an authorised dealer, warranty coverage will apply to the part(s) only. The dealer needs to provide the original parts invoice or proof of purchase. The dealer must obtain, inspect, retain and tag the faulty part. Where requested, the dealer must return the faulty part to TMHA. When the dealer makes a judgement to replace a part(s) that they deem defective then the dealer must be satisfied that the replacement part is warrantable under the TMHA policy guidelines. If the part(s) are requested by TMHA the dealer must return these parts, properly packaged. If, after inspection the part(s) are found not be within the Policy guidelines then the dealer will be liable for the costs.

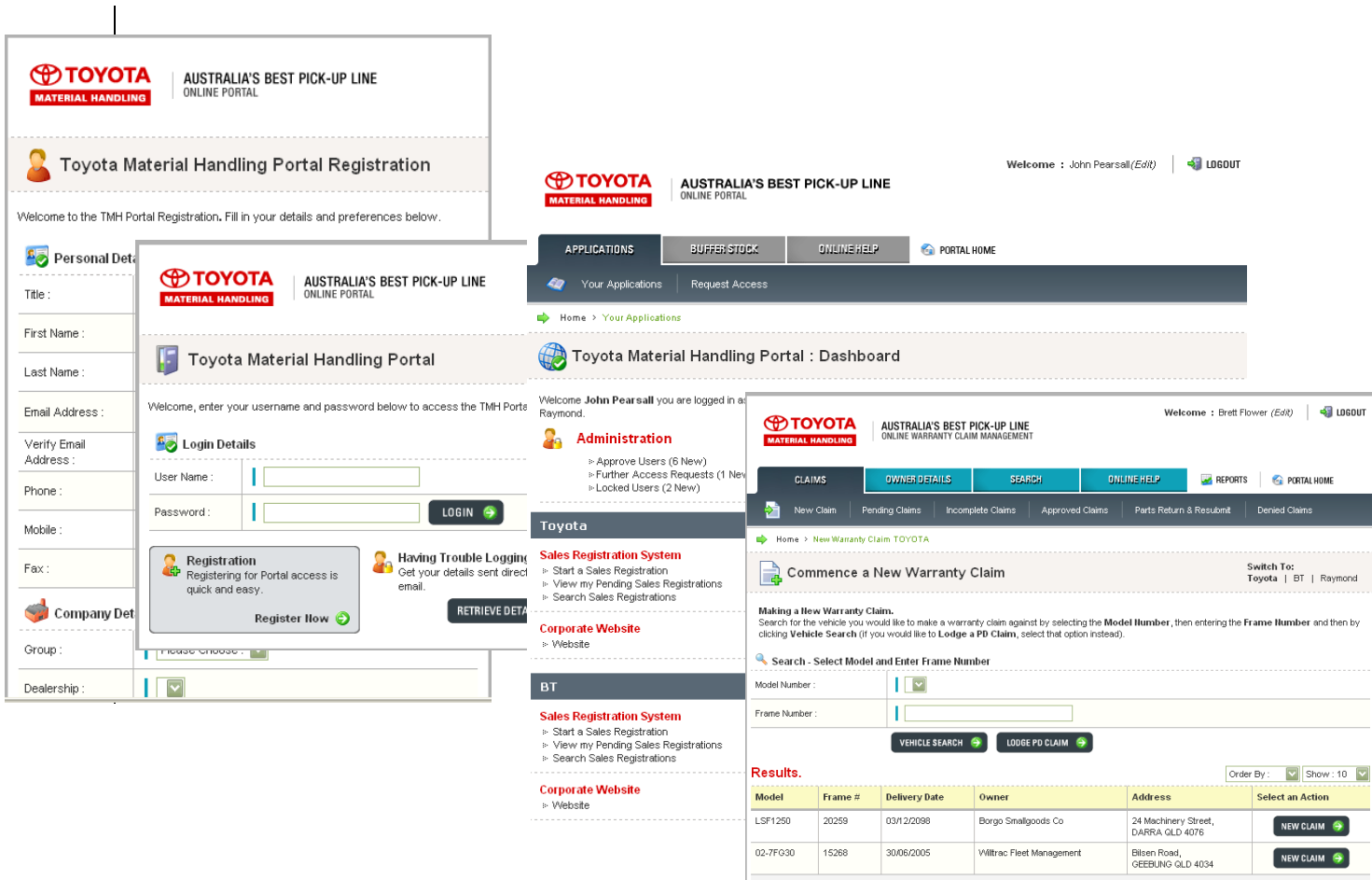
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5 Warranty Claims Procedure

Online Warranty System:

The user name and password have already been provided to each dealer after approval of system registration. Follow the comments & pointers at the bottom of each example throughout the claim entry process. Parts and unit warranty must be submitted through this system.

The screenshot below represents the online training option button and page. This training environment provides step by step training for submitting warranty claims.



The screenshots illustrate the user interface for the Toyota Material Handling Portal. Key elements include:

- Registration Page:** A form for personal and company details, including fields for Title, First Name, Last Name, Email Address, Phone, Mobile, and Fax. It also features a 'Register Now' button and a 'Having Trouble Logging In?' link.
- Dashboard:** A central hub with navigation tabs for 'APPLICATIONS', 'BUFFER STOCK', and 'ONLINE HELP'. It provides quick access to 'Your Applications' and 'Request Access'.
- Login Page:** A secure area where users can enter their 'User Name' and 'Password' to access the system.
- Warranty Claim Management Page:** A page titled 'Commence a New Warranty Claim' that allows users to search for a vehicle by 'Model Number' and 'Frame Number'. It includes buttons for 'VEHICLE SEARCH' and 'LOGGE PD CLAIM'.
- Search Results Table:** A table displaying search results with columns for Model, Frame #, Delivery Date, Owner, and Address. Each result has a 'NEW CLAIM' button.

Model	Frame #	Delivery Date	Owner	Address	Select an Action
LSF1250	20259	03/12/2008	Borgo Smaltgoods Co	24 Machinery Street, DARFOA QLD 4076	NEW CLAIM
02-7FG30	15268	30/06/2005	Willtrac Fleet Management	Bilsen Road, GEEBUNG QLD 4034	NEW CLAIM

6 Parts Warranty Procedures

6.1 Purpose

Part Two outlines the procedures to which dealers and their service departments are to adhere to when administering a warranty claim with TMHA. In so doing this section of the manual is designed to help dealers and their service departments understand and therefore comply with TMHA Warranty Practices.

Please note that the following Warranty Practices cover all products supplied by TMHA namely TMH, BT and Raymond.

6.2 Parts Retention and Return

Warranty parts storage at the dealer and recovery by TMHA is an important part of the dealers' overall service activities and responsibilities.

It is mandatory that the dealer develops a well organised parts tagging and storage arrangement to ensure that the specific warranty parts are readily available for shipment to TMHA or for inspection by Technical Service Staff or Warranty Audit Staff.

Storage of Warranty parts:

- All replaced parts must be cleaned and all fluids or lubricants must be thoroughly drained (unless felt necessary to establish reason for failure).
- Replaced parts should be placed in the carton of the newly installed part whenever possible.
- All parts that were replaced must be retained, including gaskets, nuts, bolts and washers etc. The parts must be clearly identified by attaching the WARRANTY PARTS TAG (Supplied by TMHA) securely to the part. It is not necessary to save the store fluids or lubricants but advisable in certain circumstances where fluids may contain evidence. Parts are placed in the warranty parts storage area, which must be clean, dry, readily accessible and secure. TMHA recommends the use of the five bin system. The bins are identified by month. Parts are stored by using the claim repair date related to the bin. Unless otherwise instructed, all parts replaced under warranty must be retained for 4 months in the dealer. Warranty claims for which parts are not available for return or inspection will be charged back to the dealer. The dealer should keep an accurate record of returned parts to avoid unjustified charge backs.

6.3 Warranty Parts Returns

TMHA has established a warranty parts recovery system for the purpose of requesting selected parts from dealers, this system may change from time to time.

Recovered parts are used for product evaluation, material analysis, defect evaluation, or for determining failure.

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Since all parts are recovered for specific purposes, they must not be removed from the dealer or scrapped. All dealers must return requested parts within ten (10) working days from the receipt date of request. Failure to comply with this request will result in claim reversal.

When returning Warranty parts, the Dealer must make certain that:

- All returned parts are thoroughly cleaned.
- All returned parts have fully completed WARRANTY PARTS TAGS attached. See tag below for Toyota, BT and Raymond.
- All returned parts are packaged or wrapped in such a way as to eliminate transport damage. Any returned part which is found to be damaged due to poor packaging may have the claim and freight costs reversed. The carton or crate in which the new part was received should be used for the return of defective part particularly static sensitive devices such as control boards.
- Heavy items are to be placed on a suitable pallet for transportation.
- All returned parts packages must have the shipping details clearly marked on them.

All returned parts must be sent to:-

TOYOTA MATERIAL HANDLING AUSTRALIA PTY LTD

8 Secombe Place

MOOREBANK NSW 2170

It is the dealers' responsibility to ensure that parts arrive at TMHA. TMHA will not be held responsible for any parts lost, misplaced or damaged in transit.

1. Warranty Claim Submission
2. Return of Claims or Decision
3. Warranty Claim Adjudication

Once the claim has been adjudicated by TMHA an e-mail is generated by the on-line system & sent to your dealer giving details about their decision. The messages are sent when the claim is:

- Approved
- Altered for payment variation
- Returned for correction
- Denied
- Resubmitting Warranty Claims

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Warranty claims that have been returned to the dealer for correction can be resubmitted within 7 days after the returned date. Using the On-line system select the claims listed in the "Claims Return" file. Select the claim; view the reason for the return on the last final page. Carry out the necessary amendments according to the Administrator's Comments. Be sure to save your amendments and resubmit the claim by selecting "Submit Claim" on the final screen.

Warranty Parts Return Tag:



- TOYOTA
- BT
- RAYMOND

TOYOTA INDUSTRIES CORPORATION AUSTRALIA

PARTS STORAGE CARD

T.I.C. No. _____

Date _____

Parts No. _____

Parts Name _____

Model _____

Frame No. _____

Engine No. _____

Hour Meter Reading _____

Dealer Claim Reference _____

Nature of Defect _____

Dealer Name _____

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6.4 Warranty Contact List

ADDRESS: Toyota Material Handling Australia Pty Ltd

8 Secombe Place

MOOREBANK NSW 2170

MAIL: Toyota Material Handling Australia

PO Box 786

MOOREBANK NSW 1875

PHONE: 02 8706 6100

FAX: 02 8706 6197

CONTACT PERSON: Warranty Service Administrator

Submission of Warranty claims and questions regarding policies and procedures, claim enquiries, administration concerns, general information.

CONTACT PERSON: Product Safety/Standards & Engineering Manager

Modification requests, Australian and ISO standards, OH&S, Risk Management and Compliance.

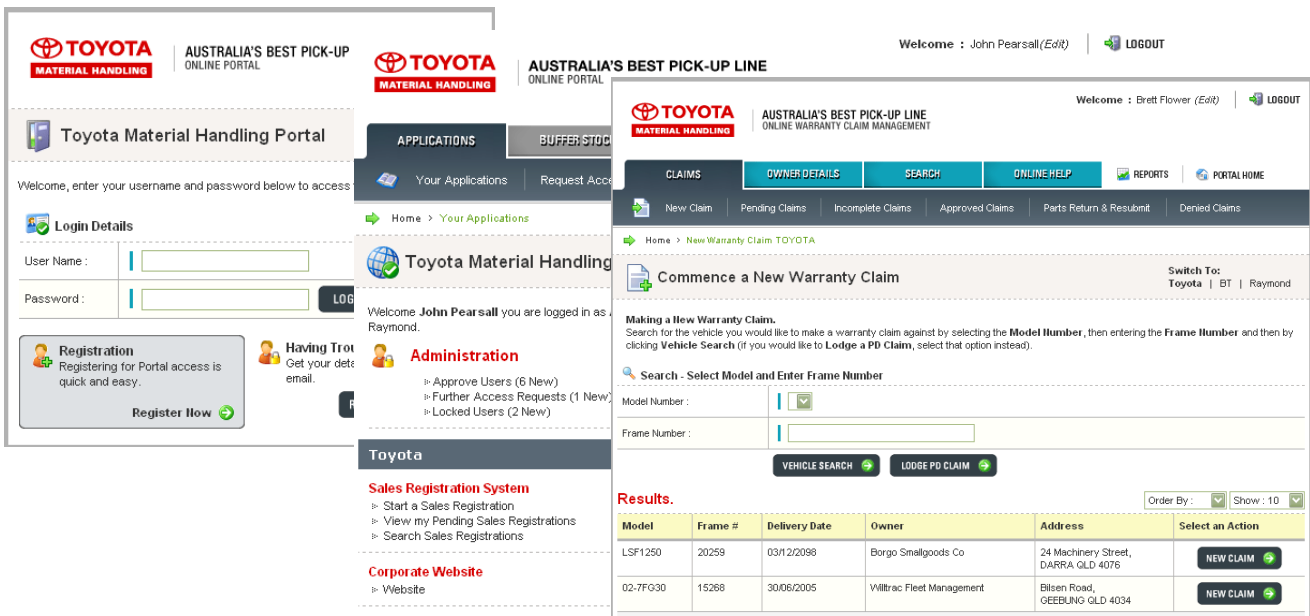
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6.5 Change of Ownership

Change of Ownership:

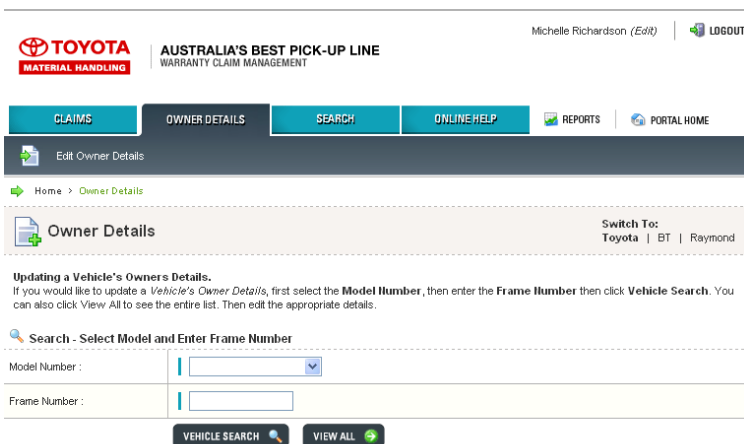
To maintain the customer database it is essential that the Change Of Ownership Registration Form is completed immediately after the sale of all pre-owned units. The form is located in the back section of the TMH warranty booklet.

Please submit your change of ownership request through TMH Online Portal System (TOPS) where it will be reviewed. <http://portal.toyotamaterialhandling.com.au/> within the warranty claim system. ALL supporting documentation for each change of ownership needs to be attached to the initial lodgement of request for support. Any change of ownership requests received without full supporting documentation will be returned.



The screenshot shows the 'Commence a New Warranty Claim' page in the Toyota Material Handling Online Portal. The page includes a navigation menu with options like CLAIMS, OWNER DETAILS, SEARCH, and ONLINE HELP. Below the navigation, there are input fields for Model Number and Frame Number, and buttons for VEHICLE SEARCH and LODGE PD CLAIM. A results table is displayed below, showing search results for two models: LSF1250 and 02-7FG30.

Model	Frame #	Delivery Date	Owner	Address	Select an Action
LSF1250	20258	03/12/2098	Borgo Smallgoods Co	24 Machinery Street, DARRA QLD 4076	NEW CLAIM
02-7FG30	15268	30/06/2005	Willtrac Fleet Management	Bitzen Road, GEEBUNG QLD 4034	NEW CLAIM



The screenshot shows the 'Owner Details' page in the Toyota Material Handling Online Portal. The page includes a navigation menu with options like CLAIMS, OWNER DETAILS, SEARCH, and ONLINE HELP. Below the navigation, there are input fields for Model Number and Frame Number, and buttons for VEHICLE SEARCH and VIEW ALL.

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6.6 Related Documents

- BT Industrial Truck Flat Rate – Part 3015533-000 – Dated Sept 88.
- Raymond Flat Rate – EWS – Menu Option #30
- TIE WIN Flat Rate Manual – As per EPC
- Modification Request For Authorisation Appendix A

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7 Acknowledgement of Receipt of Manual

I as authorised representative of the Dealer acknowledge receipt of the TOYOTA MATERIAL HANDLING AUSTRALIA PTY LTD WARRANTY POLICY AND PROCEDURES MANUAL, NO. ___ and agree to adhere to this manual regarding any warranty matters and follow any instructions from TMHA.

Date:

Dealers Name:

Territory:

Name:

Signature:

Title:

We, TMHA, confirm the agreement of the above Dealers acceptance to comply with the Toyota Material Handling Australia WARRANTY POLICY and PROCEDURES MANUAL.

Date:

Name:

Signature:

Title:

Note:

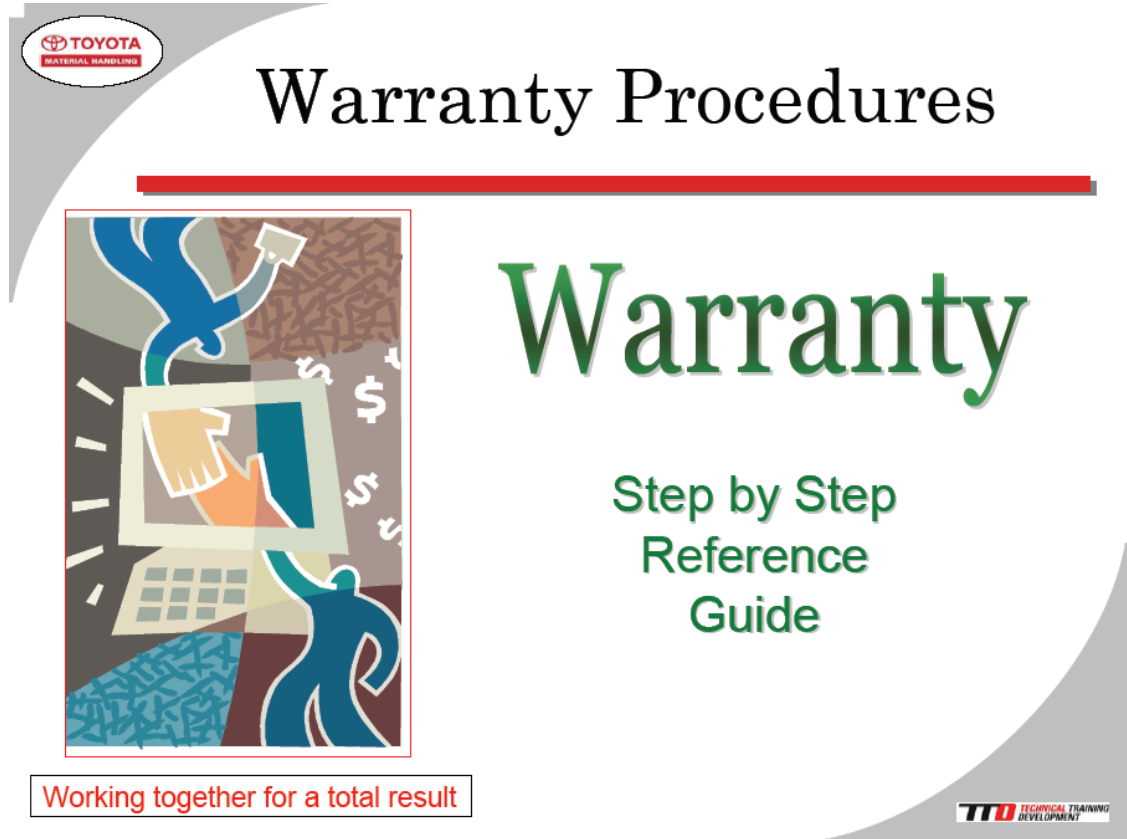
Please prepare two originals and forward them to TMHA.

One original shall be returned from TMHA with its signature. Please keep this copy for your file

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8 Appendix

8.1 Warranty Submission Step Guide

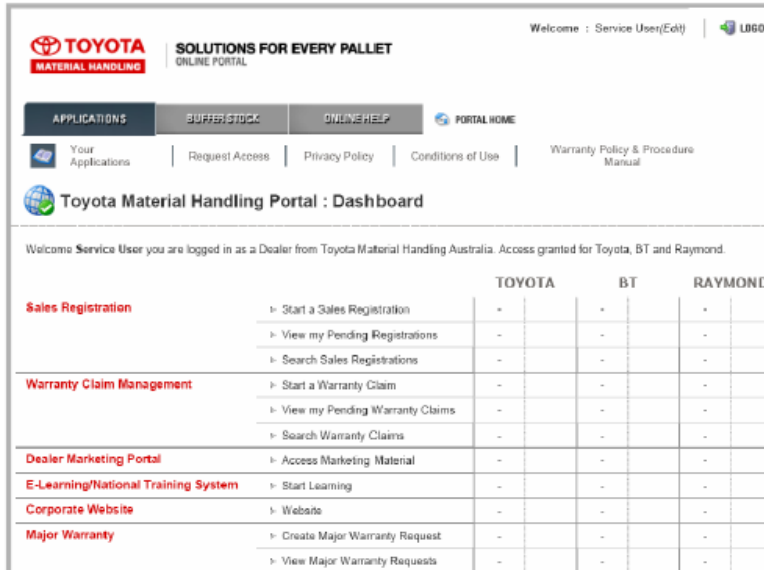


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Warranty Submissions

Step by Step Reference Guide



The screenshot shows the Toyota Material Handling Portal Dashboard. At the top, it says 'SOLUTIONS FOR EVERY PALLET ONLINE PORTAL' and 'Welcome : Service User(Edit) | LOGOUT'. Below this are navigation tabs for 'APPLICATIONS', 'BUFFER STOCK', 'ONLINE HELP', and 'PORTAL HOME'. A secondary navigation bar includes 'Your Applications', 'Request Access', 'Privacy Policy', 'Conditions of Use', and 'Warranty Policy & Procedure Manual'. The main heading is 'Toyota Material Handling Portal : Dashboard'. A welcome message states: 'Welcome Service User you are logged in as a Dealer from Toyota Material Handling Australia. Access granted for Toyota, BT and Raymond.' Below this is a table with columns for 'TOYOTA', 'BT', and 'RAYMOND'. The table lists various functions under categories like 'Sales Registration', 'Warranty Claim Management', 'Dealer Marketing Portal', 'E-Learning/National Training System', 'Corporate Website', and 'Major Warranty'.

	TOYOTA	BT	RAYMOND
Sales Registration	Start a Sales Registration	*	*
	View my Pending Registrations	-	-
	Search Sales Registrations	-	-
Warranty Claim Management	Start a Warranty Claim	-	-
	View my Pending Warranty Claims	-	-
	Search Warranty Claims	-	-
Dealer Marketing Portal	Access Marketing Material	-	-
E-Learning/National Training System	Start Learning	-	-
Corporate Website	Website	-	-
Major Warranty	Create Major Warranty Request	-	-
	View Major Warranty Requests	-	-

Dashboard



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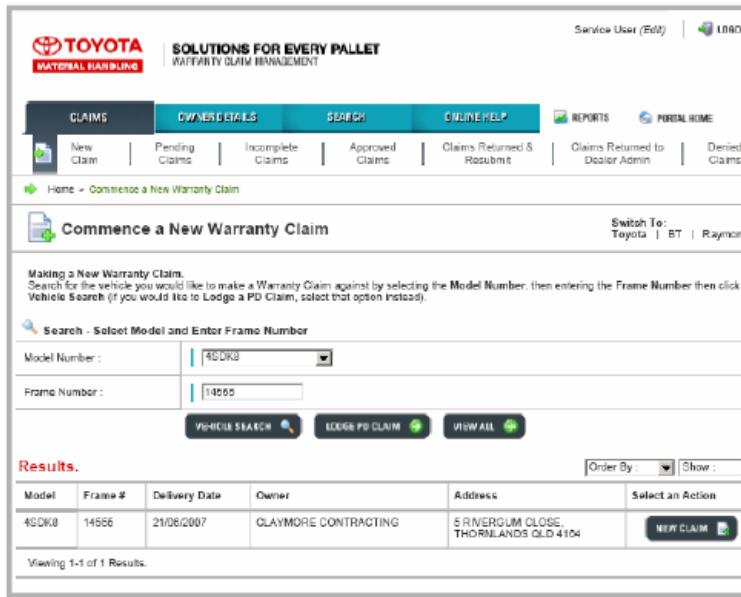
- From Dashboard select
New Warranty Claim and brand by column
- Choose Model by drop down box
- Enter Frame Number
- Select Vehicle Search

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Warranty Submissions

Step by Step Reference Guide



The screenshot shows the 'Commence a New Warranty Claim' page in the Toyota Warranty Claim Management system. The page includes a navigation menu with options like 'CLAIMS', 'OWNERS DETAILS', 'SEARCH', and 'ONLINE HELP'. Below the menu, there are buttons for 'New Claim', 'Pending Claims', 'Incomplete Claims', 'Approved Claims', 'Claims Returned & Resubmit', 'Claims Returned to Dealer Admin', and 'Denied Claims'. The main content area is titled 'Commence a New Warranty Claim' and provides instructions on how to make a new warranty claim by selecting a model number and entering a frame number. A search form is visible with 'Model Number' set to '4SDK8' and 'Frame Number' set to '14566'. Below the search form, there are buttons for 'VEHICLE SEARCH', 'LOGGE PD CLAIM', and 'VIEW ALL'. A 'Results' section shows a table with one entry for Model '4SDK8', Frame # '14566', Delivery Date '21/06/2007', Owner 'CLAYMORE CONTRACTING', and Address '5 RIVERGUM CLOSE, THORNLANDS QLD 4104'. A 'NEW CLAIM' button is present next to the result.

Step One



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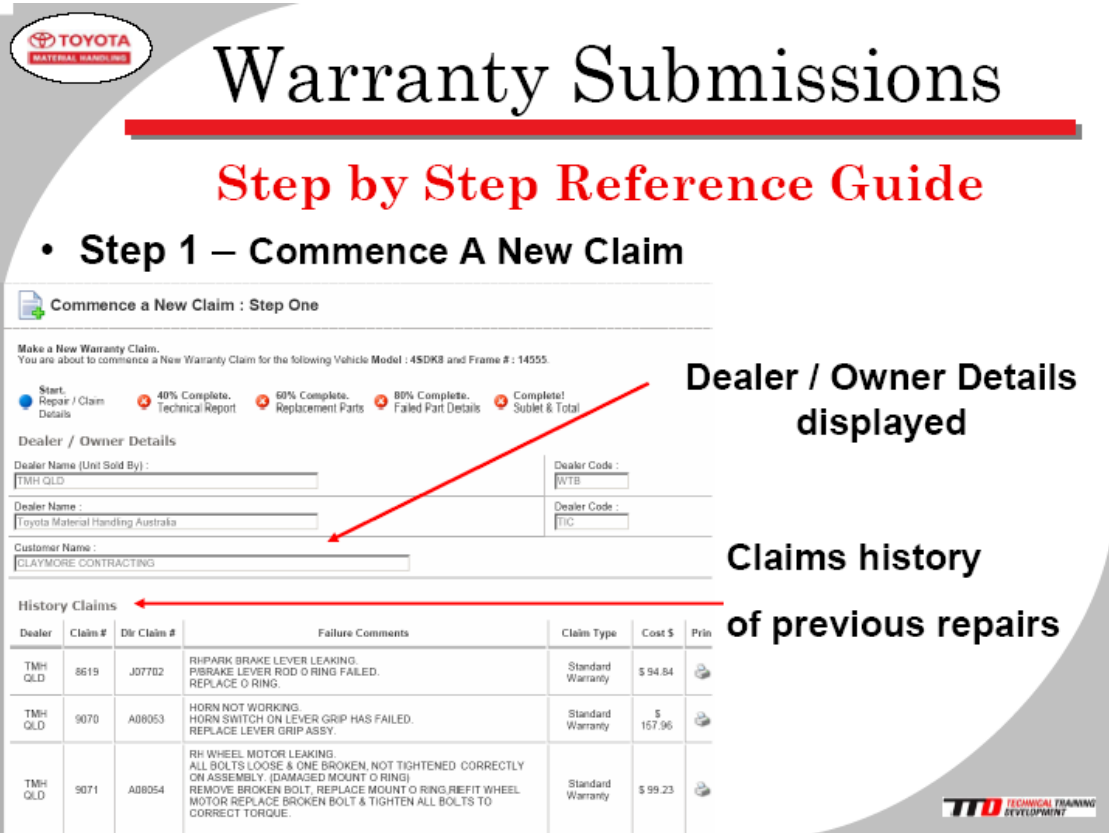


Warranty Submissions

Step by Step Reference Guide

- **Check Results** – Customer name & details, delivery date
- **If No Result, check delivery date.**
- **Unit not delivered, select lodge PDI Claim.**
- **Unit delivered & not available, contact Sales Support Department for database updating.**
- **Proceed to “New Claim” if vehicle search brings up appropriate unit.**
- **To Step 1 – Commence a New Claim**

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Step by Step Reference Guide

- **Step 1 – Commence A New Claim**

Commence a New Claim : Step One

Make a New Warranty Claim.
You are about to commence a New Warranty Claim for the following Vehicle Model : 45DK8 and Frame # : 14555.

Start, Repair / Claim Details
40% Complete, Technical Report
60% Complete, Replacement Parts
80% Complete, Failed Part Details
Complete! Sublet & Total

Dealer / Owner Details

Dealer Name (Unit Sold By): Dealer Code :

Dealer Name : Dealer Code :


Customer Name :

History Claims

Dealer	Claim #	Dir Claim #	Failure Comments	Claim Type	Cost \$	Print
TMH QLD	8619	J07702	RHPARK BRAKE LEVER LEAKING. RIBRAKE LEVER ROD O RING FAILED. REPLACE O RING.	Standard Warranty	\$ 94.84	
TMH QLD	9070	A08053	HORN NOT WORKING. HORN SWITCH ON LEVER GRIP HAS FAILED. REPLACE LEVER GRIP ASSY.	Standard Warranty	\$ 157.95	
TMH QLD	9071	A08054	RH WHEEL MOTOR LEAKING. ALL BOLTS LOOSE & ONE BROKEN, NOT TIGHTENED CORRECTLY ON ASSEMBLY. (DAMAGED MOUNT O RING) REMOVE BROKEN BOLT, REPLACE MOUNT O RING,REFIT WHEEL MOTOR.REPLACE BROKEN BOLT & TIGHTEN ALL BOLTS TO CORRECT TORQUE.	Standard Warranty	\$ 99.23	

Dealer / Owner Details displayed

Claims history of previous repairs



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Warranty Submissions

Step by Step Reference Guide

- **Repair / Claim Details**

All items with a blue block adjacent to the data field are mandatory for completion.

Repair Number – Branch internal job number

Repair Date – From calendar

Claim Type – From drop down box (standard, campaign, parts).

Claim Number – Allocated Dealer Reference Number - unique

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- **Truck Details are displayed except for Hour Meter Reading – from job sheet recording – which needs to be entered.**

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Warranty Submissions

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- **Mast Information**

Review all information stated. Identify any blank fields especially mast number field if mast type & size reported.

Report in text comments the missing mast number & details, especially relevant for mast repairs.

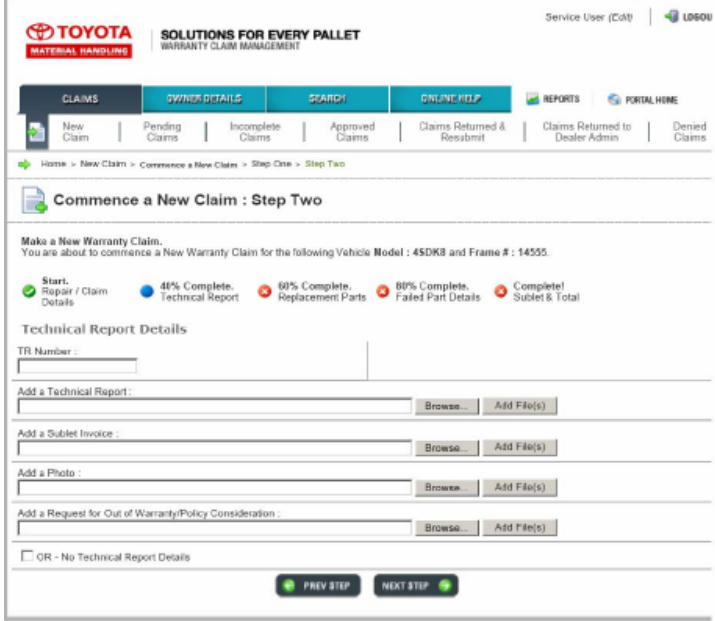


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Warranty Submissions

Step by Step Reference Guide



TOYOTA MATERIAL HANDLING SOLUTIONS FOR EVERY PALLET WARRANTY CLAIM MANAGEMENT

Service User (C&T) | L0600

CLAIMS | OWNER DETAILS | SEARCH | ONLINE HELP | REPORTS | PORTAL HOME

Home > New Claim > Commence a New Claim > Step One > Step Two

Commence a New Claim : Step Two

Make a New Warranty Claim.
 You are about to commence a New Warranty Claim for the following Vehicle Model : 45DK8 and Frame # : 14555.

Start. Repair / Claim Details
 40% Complete. Technical Report
 60% Complete. Replacement Parts
 80% Complete. Failed Part Details
 Complete! Sublet & Total

Technical Report Details

TR Number :

Add a Technical Report :

Add a Sublet Invoice :

Add a Photo :

Add a Request for Out of Warranty/Policy Consideration :

OR - No Technical Report Details

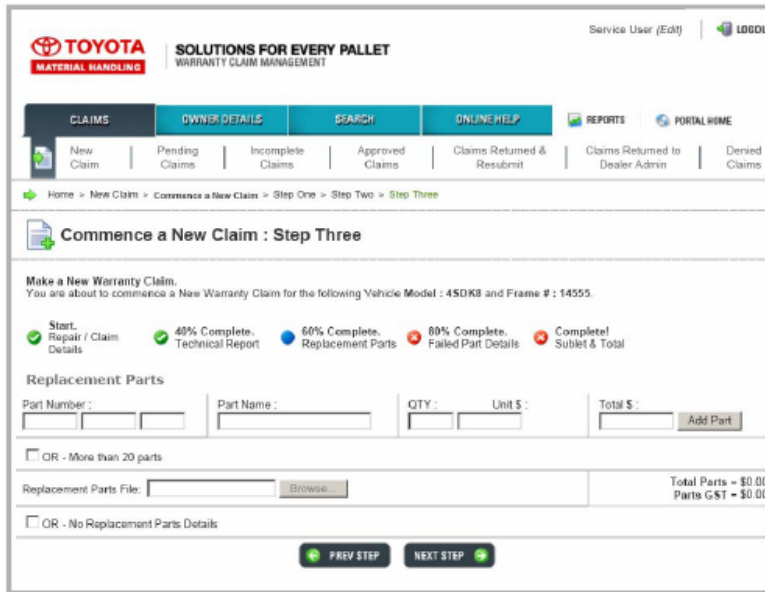
Step Two

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Warranty Submissions

Step by Step Reference Guide



TOYOTA MATERIAL HANDLING SOLUTIONS FOR EVERY PALLET WARRANTY CLAIM MANAGEMENT

Service User (Edit) | LOGOUT

CLAIMS | OWNER DETAILS | SEARCH | ONLINE HELP | REPORTS | PORTAL HOME

New Claim | Pending Claims | Incomplete Claims | Approved Claims | Claims Returned & Resubmit | Claims Returned to Dealer Admin | Denied Claims

Home > New Claim > Commence a New Claim > Step One > Step Two > Step Three

Commence a New Claim : Step Three

Make a New Warranty Claim.
You are about to commence a New Warranty Claim for the following Vehicle Model : 45DK8 and Frame # : 14555.

Start Repair / Claim Details
 40% Complete Technical Report
 60% Complete Replacement Parts
 80% Complete Failed Part Details
 Complete Sublet & Total

Replacement Parts

Part Number	Part Name	QTY	Unit \$	Total \$
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

OR - More than 20 parts

Replacement Parts File:

Total Parts = \$0.00
Parts GST = \$0.00

OR - No Replacement Parts Details

Step Three



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Step 3 – Replacement Parts

Enter Industrial Equipment 12 digit part number of genuine parts installed to complete warranty repair.

- **Part Name** – Full detail
- **Quantity**
- **Unit \$** – Ex gst price, per item cost of purchased part
- **Total Part** - Calculates quantity x \$unit
- **Add Part Button** – Replacement part details entered will be shown under data entry field.
- More than 20 parts – An excel spreadsheet with the same required details can be attached.
- No Replacement Part Details If no genuine Toyota parts installed to complete the repair

NEXT STEP 

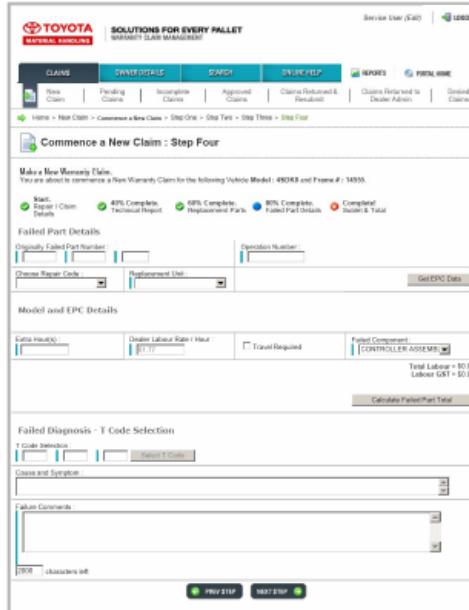
TTE TECHNICAL TRAINING
DEVELOPMENT

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Warranty Submissions

Step by Step Reference Guide



TOYOTA SOLUTIONS FOR EVERY PALLET
WARRANTY CLAIM MANAGEMENT

Service User (540) | Logout

CLAIMS | **CLAIMS HISTORY** | **CLAIMS** | **CLAIMS REPORT**

Home > New Claim > Commence a New Claim > Step One > Step Two > Step Three > Step Four

Commence a New Claim : Step Four

Make a New Warranty Claim
You are about to commence a New Warranty Claim for the following Vehicle Model: 4500K8 and Frame #: 14935.

Start: New Claim | Pending Claim | Incomplete Claim | Approved Claim | Claims Returned & Rejected | Claims Returned to Dealer Admin | Closed Claim

Progress: 40% Complete: Report Claim | 40% Complete: Technical Report | 60% Complete: Replacement Parts | 80% Complete: Failed Part Details | Completed: Submit & Test

Failed Part Details

Originally Failed Part Number: Operation Number:

Phone Repair Code: Replacement Unit:

Model and EPC Details

Data Head(s): Dealer Labour Rate / Hour: Travel Required | Failed Component:

Total Labour = \$0.0
Labour GST = \$0.0

Failed Diagnosis - T Code Selection

T Code:

Class and Symptom:

Failure Comments:

2/28 |

Step Four



Warranty Submissions

Step by Step Reference Guide

Step 4

Note – Top of page % percentage complete.

Failed Part Details

- Originally Failed Part Number – 12 digit Industrial Equipment part number. Actual part failed causing repair to be required. Can be identified via EPC Electronic Parts Catalogue
- Operation Number – Relevant to originally failed part number. Will only correctly look up if data correct.
- 99 override in cases where no appropriate code available. Part of component utilise the code for adjacent part. Mention in comments use of 99 code to support.

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Step 4

- **Repair Code** – Drop down box – As per EPC
- **Replacement Unit** – Drop down box – As per EPC
- **Get EPC Data** – Displays the allowed labour according to EPC if all 4 above fields completed.

An Error Has Occured

We have found some errors in what you are trying to submit. We have marked the fields which are not correct or the system will not accept in red. Try re entering the correct data and submit again.

 No EPC Data Found. Please review the Repair Code and the Replacement Unit selection and then if no result replace last 2 digits of the Operator Number with '99' and click 'Get EPC Data' again. e.g. 123499

NEXT STEP 

TTD TECHNICAL TRAINING
DEVELOPMENT

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Warranty Submissions

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Step 4 Cont'd

Extra Hours – Quote 2nd operation code applicable in text of failure comments. If submitting please provide a full explanation to assist in assessment of fair & reasonable labour reimbursement.

- **Travel** – If required for breakdown for warranty repair only.
- **Failed Component** – Drop down box. Utilised for production & fault reporting. List can be added to. Simply email request of addition to Customer Service Department for us to regularly review requests and pass to programmers for addition in need.
- **Select** – Calculate Failed Part Total

Displays labour content total payable.



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Step by Step Reference Guide

Step 4 Cont'd

Failed Diagnosis – T Code selection by drop down box, when failed part total calculation complete.

- **Cause & Symptom** – Shows the choices selected in text.
- **Failure Comments** – Reason for inspection, diagnosis of fault, repair conducted.

**Remember - start dates, repair delay reasons, late lodgement reasons, additional hours comments, sublet repairer comments and all information which will help us to assess claim for approval without requiring queries causing time delay in approvals & processing.

NEXT STEP 

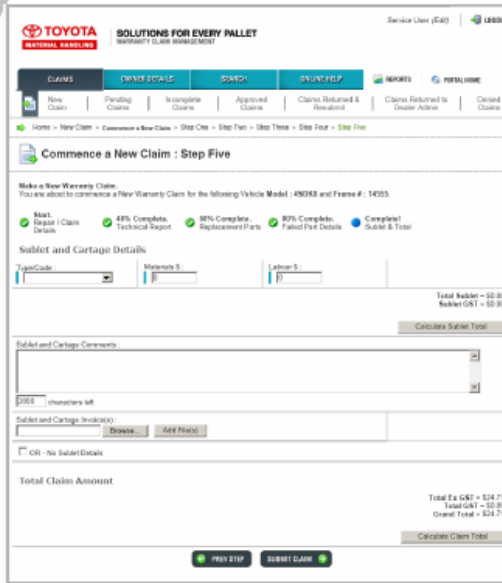
TTD TECHNICAL TRAINING
DEVELOPMENT

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Warranty Submissions

Step by Step Reference Guide



The screenshot shows the 'Commence a New Claim : Step Five' interface. It includes a progress bar with steps: Home, New Claim, Commence a New Claim, Step One, Step Two, Step Three, Step Four, and Step Five. The current step is Step Five. The interface displays a progress indicator for various stages: Start, Repair Claim Detail, 45% Complete (Technical Support), 85% Complete (Replacement Parts), 80% Complete (Failed Part Details), and Complete! (Submit & Total). Below this, there are input fields for 'Type Code', 'Material S', and 'Labour S'. A 'Calculate Sublet Total' button is present. A text area for 'Sublet and Cartage Comments' is also visible. At the bottom, there are 'PREV STEP' and 'SUBMIT CLAIM' buttons.

Step Five

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Warranty Submissions

Step by Step Reference Guide

Step 5

Sublet & Cartage Details

- **Type / Code** Drop down box
- **Materials & Labour** List separately


- **Calculate Sublet Total**

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Warranty Submissions

Step by Step Reference Guide Step 5 Cont'd

- **Sublet & Cartage Comments.**
- Consumables – Part name, quantity & value per unit. Same as replacement part parts area, ex gst amount. * If multiple items, list each individually.
- * Cartage – Reason for transport, distance, attach invoice showing model/frame.
- * Locally Purchased Parts - same as consumables – part name, quantity,\$ per unit, total, reason for use.
- * Sublet Repairer – Invoices itemised by breakdown of material & labour. Labour number of hours claimed, hourly rate of charge, material ex gst amounts, travel listed separately.
- * If in doubt, please call us at Customer Service Department 

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Warranty Submissions

Step by Step Reference Guide

Step 5 Cont'd

- **Total Claim Amount**
- Consumables – Part name, quantity & value per unit. Same as replacement part parts area, ex gst amount. * If multiple items, list each individually.

Submit Claim – Reason for transport, distance, attach invoice showing model/frame.

*

CONGRATULATIONS

Claim has now been submitted and sent for adjudication

An email will be generated to confirm the submission & details

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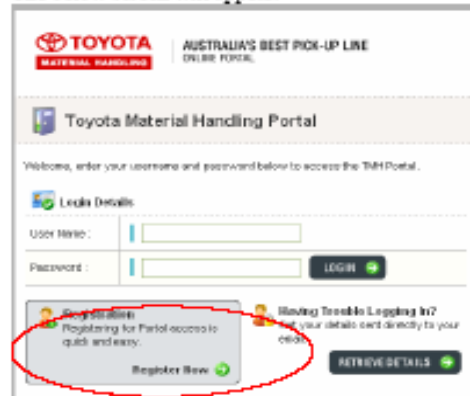
8.2 New User Registration

Portal Access Entry

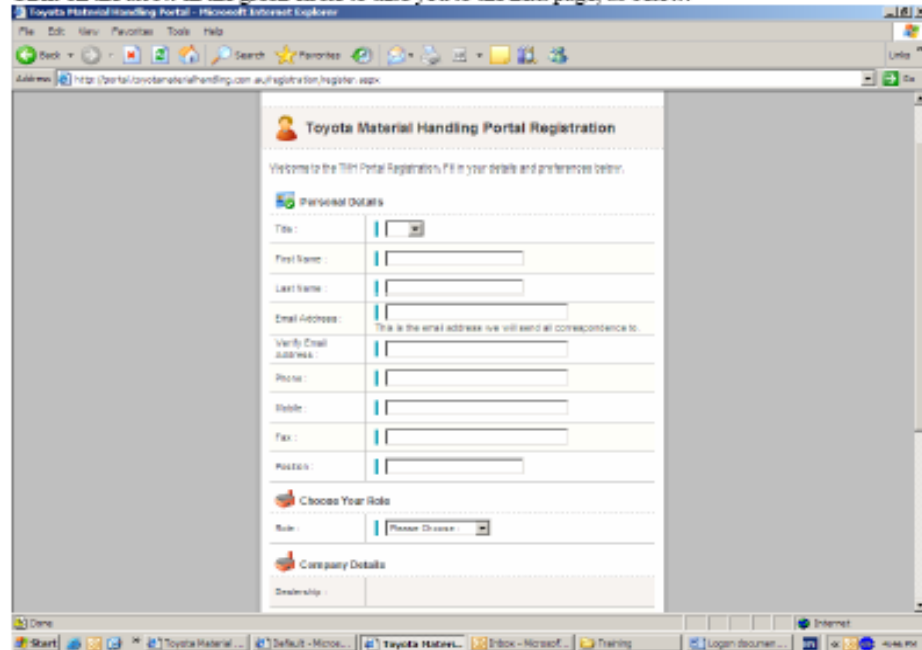
To Log on to website for access to portal applications.

Type <http://portal.tovotamaterialhandling.com.au> into browser address.

The below screen will appear.



Click on the arrow in the green circle to take you to the next page, as below.



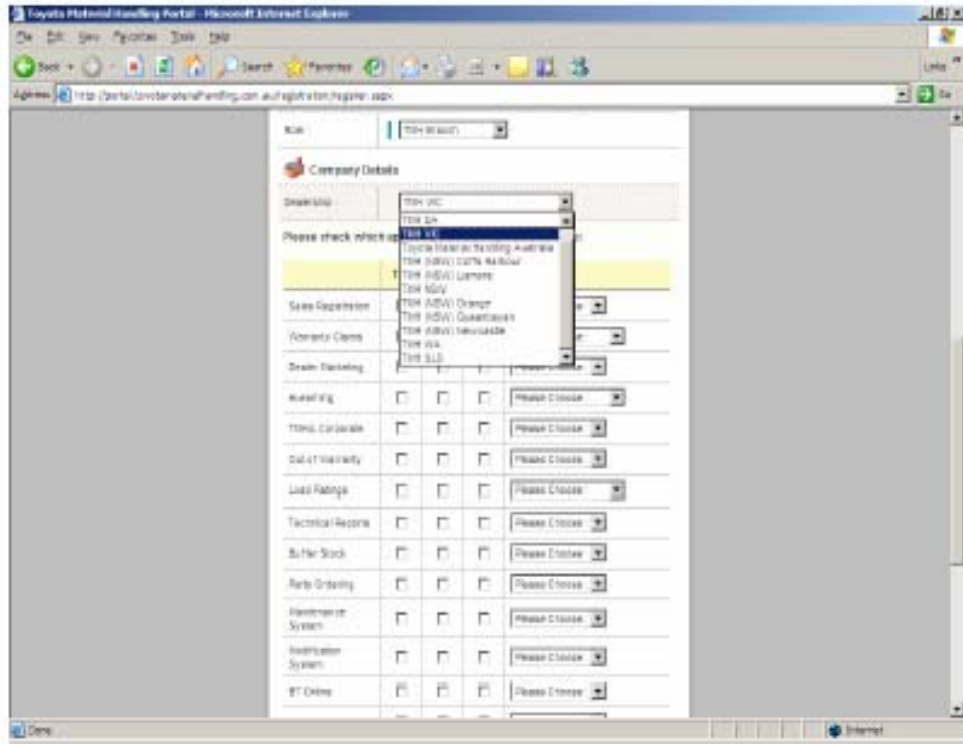
Complete all the details and then submit at the very bottom of the page.

To apply a unique business email address will be required.

Complete all the fields with the blue bar adjacent to them, they are mandatory fields.

Ensure all the details are accurate especially the Role.

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After selecting “Role” a new window will appear allowing you select which branch dealership you are attached to.

Select the branch and then nominate application access required by ticking the boxes of applications you require and then choosing access level from the “Please choose” drop down box. In most cases this will be dealer unless you have had administrator training and are acting as administrator for that application.

At the bottom of the page you will then be asked to input a password. Input an appropriate password and then re-enter as requested for checking.

A message will appear stating the application for access has been submitted and you should allow overnight for access to be approved.

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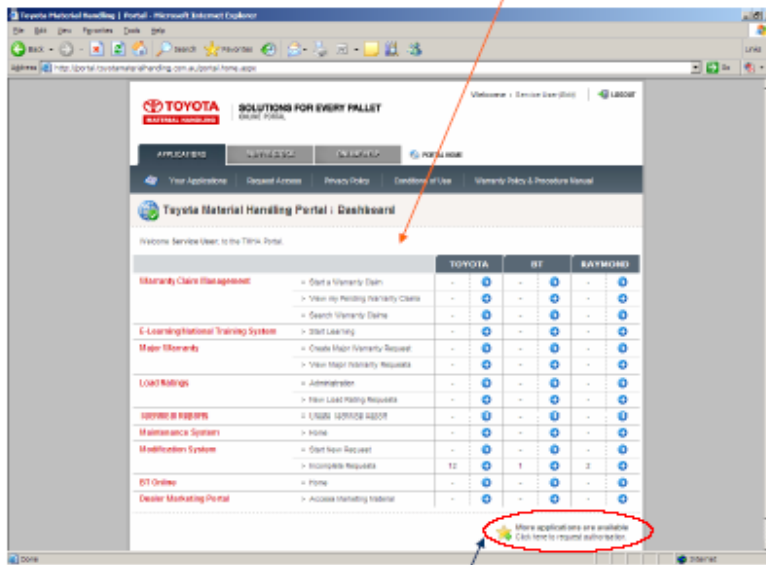
8.3 Further Access Request

User Further Access Request

To Log on to website for access to additional portal applications.

Type <http://portal.tovotamaterialhandling.com.au> into browser address and login as normal.

The below screen will appear, which is known as your dashboard.



On appearance of dashboard, the user selects the message:-
More applications are available
[Click here to request authorisation.](#)

Which is at the bottom right hand side of dashboard.

User is linked to the new page:-
Request Access

User then selects new access applications by clicking the relevant boxes by brand & application.
 A tick will appear in each new box selected.
 At completion user then selects the Request Access key at the bottom of the page.
 An auto generated message of thank you for your application is presented to the applicant, where it states the request will be actioned within 24 hours.

An auto generated message of new application is emailed to the portal administrators of TMHA.

TMHA Portal Administrators review each application relevant to their department and action/update the application.

On approval of application an auto generated email is sent to the applicant advising of the applications within the portal approved along with their login name & password.

User now has revised access to the portal and an advice of all applications approved.

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8.4 Portal Overview

8.5 Warranty Issues Overview

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