

## Equipment Maintenance Management

Regardless of the make or model of your lift truck, rail car mover, aerial lift platform, trailer spotter, rough terrain vehicle or any other type of materials handling equipment, PHH Arval will do the service, and do it right.

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### The networks and expertise to effectively manage all your trucks and equipment.

PHH has been taking care of our clients' truck and equipment needs for nearly 60 years. The powerful combination of convenience, consultative expertise, and comprehensive maintenance assistance means your drivers will have the help they need on the road. And you'll have proven administrative and cost control support for your entire fleet of vehicles.

- **Comprehensive maintenance network.** Our extensive supplier network of material handling specialists spans the US and Canada and ensures the highest quality service, no matter what kind of equipment is in your fleet.
- **Expert maintenance management.** PHH's ASE-certified Service Specialists are available 24/7 and provide multi-lingual services. They assess maintenance problems, direct your drivers to PHH's conveniently-located network suppliers, and follow up with repair facilities to ensure you're not overcharged.
- **Flexible maintenance alternatives and authorization limits.** We consult with you to determine the level of authorization and service that best supports your maintenance policy and program objectives. Then we implement your policies to ensure compliance.
- **Inventory management.** PHH enables you to manage all your inventory from one centralized location, enabling better decision making regarding total equipment maintenance costs, replacement cycles, and make and model decisions.
- **Maintenance cost control.** Our Service Specialists ensure that your vehicles receive only necessary maintenance and repairs at fair prices. We audit every supplier invoice to ensure that only authorized work was performed and billed, correct any discrepancies, and consolidate your maintenance and repair charges into your PHH invoice.

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### Preventive maintenance

PHH provides a wide range of quality preventive maintenance (PM) services tailored to your needs regardless of the brand of material handling equipment.

- PHH provides a complete site and application survey, and consults with you to build an appropriate PM schedule based on usage patterns
- PM performed on time, every time
- Safety inspections with each PM
- Written report prepared for services recommended after each PM
- Labor, rental, and training services

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## Warranty services and parts program

PHH provides warranty and post warranty management to ensure your equipment is operating safely while ensuring you don't pay any unnecessary costs. Our services include:

- **Recall management:** Notification, tracking, and monitoring
- **Management of out-of-warranty negotiations** to ensure you receive the appropriate savings
- **Consolidated billing:** Auditing of every supplier invoice to resolve any discrepancies and consolidate all maintenance and repair charges into your monthly PHH invoice.

In addition, PHH's parts program is fast and comprehensive: You get an off-the-shelf availability guarantee on common parts.

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## Comprehensive information and reporting available online

Maintenance data based on ATA coding is updated in PHH InterActive<sup>®</sup>, PHH's online information management system, minutes after a transaction is posted. This real-time data enables you to monitor transactions, costs, trends and exceptions for better, faster decision-making.

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## For more information

PHH Arval is the one-stop truck expert, with 60 years of experience and engineering know-how, proprietary analytical tools, and the best relationships and networks in the business. Contact us to learn more about how we can help you increase fleet productivity while lowering overall costs.

PHH Arval

Visit us at [www.phharval.com](http://www.phharval.com)

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