

Discover The Difference In Parts, Service, Rental, Usage, and Pre-Owned Solutions



ABEL WOMACK
discover the *difference.*

Product Support Services with a Competitive Advantage.

Our mission is to maximize the customer experience while exceeding their expectations.

The Innovation Difference

Using the industry's most advanced technology, Abel Womack efficiently maintains our customers' equipment.

Our Product Support Group (PSG) is dedicated to maximizing uptime, keeping your fleet in proper operating condition, and lowering overall cost of ownership, 24 / 7 / 365.

Wireless technology empowers our mobile employees to make on the spot decisions. Applications such as *iTrack™*, *iParts™*, *iPick™*, and *iTech™* greatly increase the effectiveness and efficiencies of our Product Support organization resulting in faster response times, faster repairs done correctly the first time, and maximized equipment uptime.

Wireless technology also allows for the easy retrieval and distribution of information to our customers. Once a repair is completed, an electronic copy of a work order is emailed to our customers as a PDF for easy filing. Abel Womack retains all electronic records as a value added service.



Service.

Our Single Largest Investment

We invest more in Service Support than any other aspect of our business.

With 100 Factory Certified Technicians, GPS, wireless iTech™ service technology, as well as 2 state of the art customer response centers, our service department performs at a superior level.

- › Range of asset protection programs with unmatched breadth and flexibility
- › Long and short term service programs, as well as time and materials options
- › Software that reduces costs by increasing the effectiveness of maintenance service delivery
- › We service Raymond and all lift truck models, KardexRemstar storage systems, conveyors, and most mechanized warehouse equipment

Reporting that Makes a Difference

Abel Womack can provide a suite of reports that will aid in the decision making process. The data captured and reported upon empowers the customer to make fact based decisions. The suite starts at the highest levels with equipment composition and ends with granular details of every job performed on each piece of equipment. Utilization reports aid in determining whether the right kind of equipment is being used and whether the fleet is “right” sized, all in an effort to lower operating costs. The fundamental purpose of a strong fleet management program is to:

- › Monitor costs
- › Optimize utilization
- › Improve uptime
- › Reduce fleet size
- › Plan for seasonal demands
- › Aid in the planning of Material Handling equipment needs
- › Aid with determination of economic end of life of equipment

Fleet Maintenance and Service Programs For

Fleet Maintenance Management (FMM) Program

The purpose of the FMM Program is to create a value proposition with the customer which demonstrates that Raymond equipment, combined with the Abel Womack team, is the most cost effective choice to own, operate and maintain. The program includes:

- › All scheduled maintenance
- › All repairs
- › All damage up to a percentage of the total agreement value
- › Fleet reporting / Fleet management analysis
- › No deductibles, no above-contract charges
- › All wheels and tires
- › Maximized uptime
- › Consolidated invoicing
- › Reduced monthly lease payments
- › Maximized trade-in value
- › Fixed labor and parts pricing for agreement length

Comprehensive Fixed Price Maintenance (CFPM) Program

Abel Womack's CFPM Program provides a cost effective, user friendly approach to maintaining a fleet. This approach helps with budgeting and forecasting typical operational costs. It involves a close partnership between Abel Womack and the customer to contain costs.

It includes all of the benefits of the FMM program except for the following items:

- › Damage or abuse
- › Wheels and tires



Every Challenge

Scheduled Maintenance (SM) Program

Our Scheduled Maintenance Program ensures that routine scheduled service is performed according to the manufacturer's recommended intervals.

The purpose is to maximize uptime with a "fix it before it breaks" schedule. This service satisfies OSHA requirements as stated in 1910.178 *Powered Industrial Trucks*.

Abel Womack manages the schedule and ensures that it complies with any internal customer requirements including ISO-9000.

SM's are fixed price and any repairs are completed on a time and materials basis.

Resident Technician (RT) Program

Our RT Program was developed for customers with large fleets who want one or more of our certified technicians working on their equipment on a full time basis. These programs are customized and multiple shifts can be accommodated.

The program assigns technician(s) to the customer's location for a predetermined amount of weekly hours (usually 40). Abel Womack ensures that all sick/vacation time is covered by another technician.

Significant discounting of technician billing rates is extended due to the nature of the program. When deploying the RT program, other Abel Womack programs, such as parts support and consignment inventories, are usually deployed.

The assigned technician captures all data related to all repairs. All labor and parts used are tracked to the equipment serial number. Reports are generated to implement cost saving initiatives.



Parts Programs

That Keep You

Parts Programs

Abel Womack is a single source equipment, OEM parts, and service supplier for Raymond lift trucks, KardexRemstar storage systems, Hytrol, Automotion and Webb conveyors, Spacesaver Industrial ActivRAC, and many other types and brands of material handling equipment.

With over 20 members in our Parts Department, Abel Womack is ready to assist our customers with expert advice and services to find the correct genuine Raymond or other brand lift truck parts.

In addition to our extensive library of manuals, our Parts Representatives use Raymond iParts™. This software is an extraordinary web application developed by The Raymond Corporation to increase the search efficiency of replacement parts for lift trucks.

iParts™ can be made available to select customers that perform their own maintenance.

The Consignment Program (CP)

The CP Program is best suited for customers that perform their own maintenance and need an inventory on-site to ensure maximum equipment uptime.

Abel Womack meets with the customer's maintenance managers and determines the correct stocking levels for the customer fleet's equipment. A secure cabinet is provided for parts inventory stored for customer use. The inventory is owned by Abel Womack. The customer makes no capital investment to have the benefit of on site inventory. On a predetermined schedule, an Abel Womack Parts Courier will arrive, provide in-depth support and perform an inventory to ensure rapid replenishment of used inventory.

Using powerful automated equipment, Abel Womack provides insightful parts usage reports. Customers use this data to make fact based decisions to improve the overall cost savings for parts purchased. Corrective action includes sourcing of different manufacturers' parts, technician training and stock level adjustments.

As a fleet changes, Abel Womack will change the inventory to match the equipment. We provide parts for all brands, including Raymond, Crown, Yale, Hyster, Toyota, Barrett, Nissan, Clark and Linde, to name a few. Our staff can source any part for any manufacturer.



Up And Running

The Over the Counter Program

For customers that would rather purchase their parts, we offer our Over the Counter Program. Customers are set up in our computer system and a line of credit is extended to purchase parts. Customers receive the full support of our parts and technical staff which includes part number searches, parts availability and any technical documentation that applies to parts.

A regular visit schedule will be determined to provide the best support for the program. Once scheduled, our Parts Courier will deliver the parts. This delivery option saves our customers freight expenses.

In-depth usage reporting is available and can be provided on demand.

The Walk-in Program

Abel Womack has three convenient locations in MA, CT and NY for any customer that would like to pick up a part. We store approximately \$3.5 million worth of inventory, with a fill rate of well over 90%.

The Walk-in Program is available between 7:30am to 5:00pm Monday through Friday.

We can provide emergency services for afterhours and weekends if faced with an urgent parts need.



Rental Solutions



Our Rental, Usage and Leasing programs offer flexible alternatives that reduce term commitments, keep capital fluid, and offer the ability to exchange equipment as your needs change.



That Fit Your Budget

Abel Womack Rental Program

Abel Womack's rental organization consists of Raymond trained professionals and approximately 600 pieces of equipment. The fleet is deployed to meet customers' short term (less than 12 months) and long term (less than 24 months) rental needs. Other programs provide flexibility for customers that need longer terms, including terms as long as 36 months.

The fleet is on a replacement schedule in which 20% of our rental fleet is replaced every year. This keeps the fleet current and ensures our customers receive the benefits from the latest technology. Our late model fleet provides the maximum uptime and effectiveness to meet our customers' needs.

Short Term Rental Program

The Short Term Rental Program is meant for a customer that has unexpected or seasonal needs. When an unexpected need occurs, the customer simply calls our Rental department for information on all the options available. In addition to our own fleet, we have access to thousands of trucks through our Service Center network. Most specifications can be met with deliveries on the next day.

For seasonal requirements, it is best to reserve the equipment in advance to ensure prompt delivery when needed.

Long Term Rental Program

The Long Term Rental Program is meant for customers in need of additional equipment when the duration of the need is not known. This program is perfect for needs such as increased business levels without certainty of duration.

Usage Program

The Usage Program is an intelligent option to consider in this fast paced and ever changing world. It is universally flexible and tailored to your specific situation. You select your preferred term for new or late model pre-owned equipment and Abel Womack provides low monthly pricing, guaranteed low maintenance costs AND the ability for you to swap trucks, change specs or return underutilized equipment.

Raymond equipment has tremendous marketplace value and we leverage that to provide our Usage customers with unprecedented pricing and agility.



Reconditioned to Raymond's

The Risk is All on Us:

Like a new truck, most of our reconditioned forklifts are offered with multi-year fixed price maintenance.



Exacting Standards

Raymond RENEWED Certified, Pre-Owned Lift Trucks

Abel Womack proudly offers the full line of Raymond RENEWED Certified, Pre-Owned lift trucks, each reconditioned to Raymond's exacting standards by factory-certified technicians with OEM parts. Only top-performing trucks are selected to undergo our rigorous quality inspection that covers all aspects of the truck from structure to paint. Get an exceptional value with Raymond RENEWED from Abel Womack.

Rebuilds And Rentals To Supplement Your Fleet

Abel Womack can recondition your lift trucks to ensure you have the equipment you need when you need it, at a price you can afford. Like a new one, most of our reconditioned forklifts are offered with multi-year fixed price maintenance - so the risk is all on us.

Our Rental, Usage and Leasing Programs offer flexible alternatives that reduce term commitments, keep capital fluid, and even offer the ability to exchange equipment as your needs change.

With consolidated monthly invoicing, our customers can focus on their own business, instead of managing their fleet. Customers benefit by reducing administrative efforts and removing unexpected repair costs from their operating budgets. We seek to understand our customers' unique business challenges and apply our considerable resources, experience and creativity to designing programs that get them the equipment they need, only when they need it, and at the lowest possible cost.

Abel Womack Offers A Range Of Financial Programs To Suit Your Needs

As your trusted partner, we work closely with you to provide the financing that best suits your budget. Customized, flexible and convenient, Abel Womack will become your single source for equipment as well as acquisition options.



ABEL WOMACK
discover the *difference.*

RAYMOND
Above. And beyond.®

Authorized Sales and Service Center



Your Most Valuable Asset Not On Your Payroll...

After more than 90 years in business, our vision is to have so much *game*, everyone wants to partner with us. We will continue to work hard to achieve that vision and look forward to our next opportunity to work with you.

If we can be of service, contact us at 800.554.2887 or email us at solutions@abelwomack.com.

Headquarters - 1 International Way, Lawrence, Massachusetts 01843

Toll Free Phone: 800.554.2887 | Web: www.abelwomack.com

Farmingdale, NY

800.554.2887

Wallingford, CT

800.554.2887