

# Service Contacts Procedure - General Fleet

Dear Customer,

Please find below our service contacts procedure for all breakdown and service enquiries. This will ensure you receive the most efficient and helpful service and will also aid us in prioritising the nature of your request with the busy day to day schedule of the service department.

Our National Customer Solutions Centre trading hours are:

- Monday to Friday 7am to 6:00pm (AEST) Daylight Savings Time (Oct – April)
- Monday to Friday 7am to 5:30pm (AEST) Standard time (April – Oct)

## Breakdown Procedure

1. Call us on **13 22 54** (Australia only) or **0800 567 377** (New Zealand only)
2. When calling these numbers, you will reach one of our Customers Solution Consultants who will ask for some information from you to assist you in the best way possible.

### Please provide:

- Contact Name and Number
  - Company Name
  - Address of where the forklift is used
  - Forklift Number (painted on mast) or Forklift Serial Number (located on rating plate)
  - e.g., H12345
  - Nature of the breakdown e.g., Smoking and running very rough
  - Is the forklift still operating? e.g., Forklift tagged out
3. Should you require an additional repair on site while the technician is attending, it is preferred that you follow this procedure again by calling us, so that we can contact the technician and log the job accurately. This allows us to manage our service technicians more efficiently and effectively to provide accurate ETAs to you and give us the opportunity to arrange parts for further assistance. This in turn can have your equipment up and running in the shortest time possible with minimal impact on your day-to-day logistic tasks.
  4. Alternatively email us
    - Victoria and New Zealand - [vicservice@adaptalift.com.au](mailto:vicservice@adaptalift.com.au)
    - New South Wales - [nswservice@adaptalift.com.au](mailto:nswservice@adaptalift.com.au)
    - Queensland - [qldservice@adaptalift.com.au](mailto:qldservice@adaptalift.com.au)
    - South Australia - [saservice@adaptalift.com.au](mailto:saservice@adaptalift.com.au)
    - Western Australia - [waservice@adaptalift.com.au](mailto:waservice@adaptalift.com.au)
    - Tasmania - [tasservice@adaptalift.com.au](mailto:tasservice@adaptalift.com.au)

## Afterhours Calls

Our normal business hours are Monday to Friday 7:30am to 5pm. All calls processed outside these hours will be deemed an afterhours call and applicable charges will apply. Please follow the prompts when dialling 13 22 54 (Australia) or 0800 567 377 (New Zealand). This will direct you to our afterhours team. They will require the same information as above with the addition of a purchase order number. An on-call technician will be relayed with those details and will attend to your breakdown as soon as possible.

## Rental Customers

Rental customers forklift hire unit numbers are painted on the side of your unit's mast as per the example photo below circled in red.



## Forklift Owners

Forklift owners your unit's serial number can be located on the units rating plate, as per the example photo below circled in red.

Rating plates are most commonly found next to the operator's seat.

**WARNING**

**Trained Operators and Mechanics Only**

Read Operating Manual located on seat or in operators compartment

Failure to follow operating, inspection, and maintenance instructions can cause serious injury or death!

**CAPACITY WITH MAST VERTICAL AND EQUIPPED AS SHOWN**

**Yale** Lift Truck Model GDP155VXNJBV126  
**Serial No**

Attachment: 1981 mm (78 in) Carriage + Sideshifting Fork Positioner NMHG 70L-FPS-C205 + 1829 mm (72 in) Forks

Truck Weight 9750 kg (21480 lb)  
 Tread Width 1844 mm (72.6 in)  
 Back Tilt 10.0 Degrees

Tire	Front	Rear
Size	8.25-15/14-PLY Dual Pneu	8.25X15/14-PLY Pneu
Pressure	800 KPA(116 PSI)	800 KPA(116 PSI)

MAXIMUM CAPACITY	Load Height		Load Center	
	Dim. A	Dim. B	Dim. C	
6130 kg (13500 lb)	4400mm (173.2 in)	610 mm (24 in)	610 mm (24 in)	
0 kg (0 lb)	0 mm (0 in)	0 mm (0 in)	0 mm (0 in)	