

# BIG JOE SERVICE AND PARTS

At Big Joe we understand how important it is to have your equipment in use and ready to perform effectively and efficiently at all times. Our service team takes pride in the ability to keep your equipment operating reliably to enable operator productivity. Big Joe technicians are highly skilled and trained on the equipment you use, they are assigned to client accounts based on your type of equipment. Whether you have one or twenty trucks, feel assured that you will receive consistent and reliable service at an economical cost.

**24/7/365  
Superior Service**



## Some Of The Many Services Big Joe Offers

- ✓ Complete Certified Technicians
- ✓ Maintain And Service Multiple Brands
- ✓ Warranty Of All Parts Replaced
- ✓ Complete Battery / Charger Testing Services
- ✓ Discounted Rentals If Unit Has To Come In-Shop
- ✓ Planned Maintenance / Full Maintenance
- ✓ Fully Stocked Service Vans
- ✓ 95% First Time Completion Rate
- ✓ On-Site Evaluation And Service Estimates
- ✓ Tire Replacement And Disposal Service
- ✓ Cost Maximizing Service Packages
- ✓ Individualized Scheduled Services

QUESTIONS?

**ASK  
BIG JOE**



## BIG JOE SERVICE PACKAGES

### Planned Maintenance (PM)

Planned Maintenance regularly scheduled intervals for operational inspection and testing to keep equipment in good shape.

Can be scheduled for monthly, quarterly or semi-yearly intervals.

### Comprehensive Fixed Price Maintenance (CFPM)

CFPM is a fixed monthly charge which covers all basic service and PM Requirements. An efficient way to reduce emergency breakdown costs and keep equipment safe and operational.

### Full Maintenance Units (FMR)

FMR is a great way to get the equipment you need with all maintenance costs included. A fixed monthly cost is all that is charged for the equipment with maintenance. FMR allows one low monthly payment for full equipment utilization at a low fixed cost.

Big Joe specializes in providing fast and reliable breakdown service on all makes and models of forklifts.

- 24hr emergency service 365 days a year with "live" telephone support after 5PM
- Individual technician assigned to your account and a customer service representative to back them up
- Weekly information sessions keep our staff up to date about a client's unique problem or situation
- Competitive pricing and cost effective maintenance programs

