

# PARTS

YOUR SINGLE SOURCE SUPPLIER



# GET THE PART YOU NEED WHEN YOU NEED IT

## OUR TEAM

**The Associated Parts Team** helps our customers realize unprecedented efficiency and savings for all their material handling equipment.

- + Dedicated, experienced and responsive lift truck parts specialists whose primary goal is to find the part you need, when you need it
- + Whether it's a Raymond or other lift truck brand part need, Associated's parts availability and expertise expedites parts sourcing, management, reporting and measurement
- + No other parts source can speed up acquisition, replenishment and overall parts management at a lower cost like Associated
- + Access to all Raymond lift truck parts throughout the Raymond Sales and Service Center Network to address emergency situations

## OUR PARTS PROGRAM

To support our customers, we offer lift truck programs and features tailored to fit your individual needs

- + More control to your business with greater flexibility and integrity
- + A complete solution that manages parts replenishment, inventory, consignment levels and immediate delivery needs

We deliver 97% of parts in 24 hours or less. We'll even locate the hard-to-get items and expedite them to your site.

**So why should you have to wait for a part?**

## HIGHEST QUALITY SOLUTIONS

We sell only the highest quality parts that meet or exceed OEM quality standards.

Some of our solutions include:

**New Factory-Authorized Genuine Raymond Parts** are built to our exact standards and backed by an industry-leading warranty.

**RayBUILT® Remanufactured Motors, Drive Units, Casters and more.** These give you lower cost without sacrificing quality.

**DuraSource®** is our single-source program to provide one-stop shopping for all of your parts, regardless of the make or model of the truck.

**Lift Truck Attachments** create efficiencies and streamline processes by adding cost-effective attachment

**Online and Interactive Forklift Parts Manuals** to verify current part number requirements by lift truck serial number

**Lift Truck Parts Consignments and Other Forklift Parts Programs** tailored to individual customer needs. These are personally maintained by our Parts Support Representatives who replenish consignments automatically according to your requirements

**Dock Parts** keep your dock operating smoothly with our catalog of dock parts.

**Battery Accessories, Watering Systems and Changers** help to minimize the time it takes to keep your fleet up and running

**Competitive Lift Truck Parts Pricing**

**Boom and Scissor Lift Parts**

**Personnel Carrier Parts**





# ONE STOP SHOP

FOR ALL YOUR MATERIAL HANDLING PARTS AND SUPPLIES

## MORE THAN 3 MILLION PARTS AT YOUR DISPOSAL

**Raymond Parts is the industry's most comprehensive one-stop shop for world-class lift truck parts.** With factory-authorized Raymond Parts, RayBUILT, and DuraSource, you maximize your investment and uptime with quality parts and on-time delivery. Raymond supports your fleet with 100+ service centers in the United States and Canada so you can restore your lift truck productivity without delay, wherever you are. By adding more uptime, you increase productivity and improve cost savings... giving you the maximum benefit.

Raymond lift trucks have always been fueled by innovation. Our material handling parts mirror the same values and integrity of the Raymond name, proving that each part contributes to the performance and value of our lift trucks and ensures the lowest total cost of operation.

## RAYMOND PARTS™

When you purchase Raymond lift trucks, you get more than the industry's most technologically innovative and performance-built machines. You get a commitment to excellence from the company that has been transforming the industry for nearly a century.

Our global network of sales, service and support professionals are dedicated to only one thing—satisfying your every need, no matter how large or small.

## RayBUILT By Raymond

RayBUILT parts have the same precise quality criteria as factory-authorized Raymond Parts. RayBUILT remanufactured parts are an affordable alternative without sacrificing quality and dependability. Specializing in motors and drive units, we rigorously test and inspect each unit.

- + We guarantee our RayBUILT motors with a 1-year / 2,080-hour warranty
- + If, during that time, a RayBUILT part fails due to a defect in material or workmanship, you will receive a free replacement
- + Each RayBUILT part is backed by the Raymond name

### Need parts for a mixed fleet?

**Our DuraSource program can provide you with a single source of all your lift trucks parts.**

## DURASOURCE

DuraSource is a single-source supplier of more than 6 million parts and products for every make and model of electric and internal combustion (I/C) lift truck. From parts for electric and I/C trucks, tools for your service technicians, to cleaning products to make sure your facility remains spotless, we have the material handling products to meet all of your business demands.

DuraSource carries parts for a wide variety of lift truck brands, including but not limited to:

- |               |                |              |
|---------------|----------------|--------------|
| + Caterpillar | + Hyster       | + Linde      |
| + Clark       | + Jungheinrich | + Mitsubishi |
| + Crown       | + Komatsu      | + Toyota     |

Lift truck parts available through DuraSource include:

- |  |                      |
|--|----------------------|
| + Wheels and tires                     | + Exclusive parts    |
| + Motor and drive units                | + Accessories        |
| + Electric and hydraulic components    | + Racking            |
| + Tools, maintenance and shop supplies | + Warehouse products |

iPARTS™  
ONLINE PARTS ACCESS ANYTIME

**Exclusively Available** through Raymond, the iParts system is a web-based interactive system that provides real-time truck information. The search abilities in iParts allow you to find information about your trucks by model name or serial number to ensure you can find the proper parts for your trucks.

- + A truck-specific bill of materials enables a full listing of parts to be shown for your trucks
- + Service bulletins are also available on iParts to show all information pertaining to the components of your forklifts

**iParts Provides One-Stop Shopping** for both Raymond Parts™ and DuraSource® for every make and model and any other material handling item - we can get anything you request.

- + Our centralized ordering system makes it easy to order the parts you need and be sure that all of your locations are receiving consistent information
- + Get access parts and ordering information 24/7
- + View shopping cart order histories

Whether you need parts for an electric truck or an I/C truck, tools for your service technicians or cleaning products to make sure your facility remains spotless, iParts has all the information about your material handling products to meet all of your business needs.

**Exceeding customer expectations isn't just our mission, it's our goal.**



## INTEGRATED SUPPLY CHAIN SOLUTIONS DELIVERING RESULTS. EVERY DAY.

Celebrating more than 60 years of providing customers with innovative solutions that optimize space and order fulfillment operations within their supply chain, Associated understands that handling materials in the supply chain should be more than material handling. Utilizing their unparalleled experience and industry best practices, Associated is able to evaluate current methods and processes for storage, order fulfillment, labor and equipment utilization and recommend practical strategies to enhance effectiveness and reduce overall cost.

Featuring leading-edge engineering, fleet optimization and labor management solutions to complement industry-leading sales, service, rentals and parts, Associated has been the recipient of multiple awards in recognition of being a premier organization in the supply chain industry.

With decades of experience in satisfying our customers' needs on a daily basis, Associated is the company you can trust for supply chain solutions that make a difference.

For you. For your company. And for your bottom line.

### LOCATIONS

Addison, IL

Indianapolis, IN

Fort Wayne, IN

Eagan, MN

Urbandale, IA

Germantown, WI

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**RAYMOND**  
AUTHORIZED SOLUTIONS AND SUPPORT CENTER