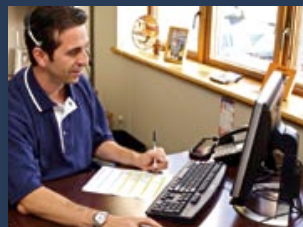


MARINE  TRAVELIFT inc.

CustomerCare

SERVICE • SUPPORT • SOLUTIONS



We're there when you need us.

The best CustomerCare

- ▶ **Genuine peace of mind with Marine Travelift's CustomerCare.**
No one understands your Marine Travelift boat hoist better than our highly dedicated service team of lifting professionals. Trust the experts for convenient service.
- ▶ **Superior service and repair assistance.**
Our service team is there to help you maintain and repair your equipment and minimize costly downtime. These highly trained and experienced lifting professionals have been hand-picked to provide exceptional customer service with care and integrity.
- ▶ **Worldwide support.**
By working with our CustomerCare service team, you get the benefit of online parts ordering and customer service and support anywhere in the world you need it.



WHAT'S THE POINT of having the world's best mobile boat hoist if you can't operate it for lack of parts or service? Good service and support shouldn't be an option. That's why Marine Travelift has developed a comprehensive program to support every boat hoist we sell with the best in parts, service, technical training and support. No matter where you are in the world, there's a Marine Travelift dealer and service team ready to provide you with the parts and

and support in the world. Standard.



service you need to get your boat hoist back into operation with a minimum of downtime.

Providing maximum operating efficiency from your Marine Travelift boat hoist requires more than great field support. It also requires operator and service training before the boat hoist is ever put into service. This ensures safer operation and a longer service life. When it comes to training, our staff and dealers are the best.

At Marine Travelift we take great pride in the quality construction of our boat hoists. That is why we offer a 2-year, 2000-hour limited warranty. Add our outstanding CustomerCare program and you've got the best built, best backed and best supported boat hoist in the world. And it all comes as standard.

▶ **Extensive aftermarket parts inventory.**

We maintain an extensive in-house inventory of parts meaning lead times are drastically reduced to fill parts orders. Expedited shipping is also available anywhere in the world, reducing costly downtime.

▶ **Factory parts technicians.**

Our in-house parts technicians are available to ensure that the correct parts are shipped when you need them.

▶ **Same day order processing.**

Orders are processed immediately to provide faster parts delivery.

▶ **Genuine Marine Travelift parts.**

Marine Travelift replacement parts are made specifically to match the original specifications of your machine. Only genuine Marine Travelift parts are used and each part we sell is warranted for six months.



AT MARINE TRAVELIFT we make sure that all common wear and proprietary parts are in-stock and ready for immediate shipping. Our parts technicians, order entry process and shipping system are dedicated to getting you the part you need whenever and wherever you need it. What's more, every Marine Travelift replacement part is made to the same exacting quality standards as the original that came with your boat hoist. Marine Travelift also provides a convenient online parts ordering system which extends access to parts ordering information from anywhere in the world, anytime of day.

Technical Support and Service



▶ Local dealer support.

Every boat hoist we sell is backed with Marine Travelift's team of factory experts, who work hand in hand with your local dealer to diagnose and coordinate repairs. We recognize the high cost of downtime and will work relentlessly to get you and your boat hoist back to work.

▶ Field service technicians.

Our highly trained, in-house service technicians are ready to be dispatched rapidly for on-site analysis and repairs.

▶ Machine inspection.

Our field service team is able to inspect your boat hoist and provide detailed recommendations about extending the life of your investment.

▶ Technical phone support.

In-house service technicians are available to answer your questions over the phone. With decades of boat hoist experience, our technical support team will work hand in hand with you and your local dealer to resolve issues and get your hoist back to work.

▶ CRM tracking.

Marine Travelift's web-based Customer Relationship Management system ensures that communication between our sales, parts, and service departments are fully integrated to meet the expectations of our customers.



IF YOUR BOAT HOIST is out of service it's your money on the line. That's why our CustomerCare program is designed to respond to your needs as rapidly as possible with expert technical assistance either on the phone or on the job site. Our highly trained engineers and technical staff work with our distributors and dealer partners around the world to provide the support you need when you need it.

▶ **Operator training.**

Our expert trainers are able to teach the fundamentals of boat hoists, including proper usage of all advanced features. Operator training will help you maximize your machine's benefits, increase productivity and lower operating costs.

▶ **Maintenance training.**

Maintenance training is key to the long life and productivity of your machine. Marine Travelift's in-house factory experts are able to show your service personnel how to properly maintain your Marine Travelift boat hoist.

▶ **Upon delivery or at the factory.**

On-site training is provided for both operators and maintenance personnel upon delivery. Additional consultation by trained experts is available for an additional cost at the factory or at your site.

▶ **Late model machine training.**

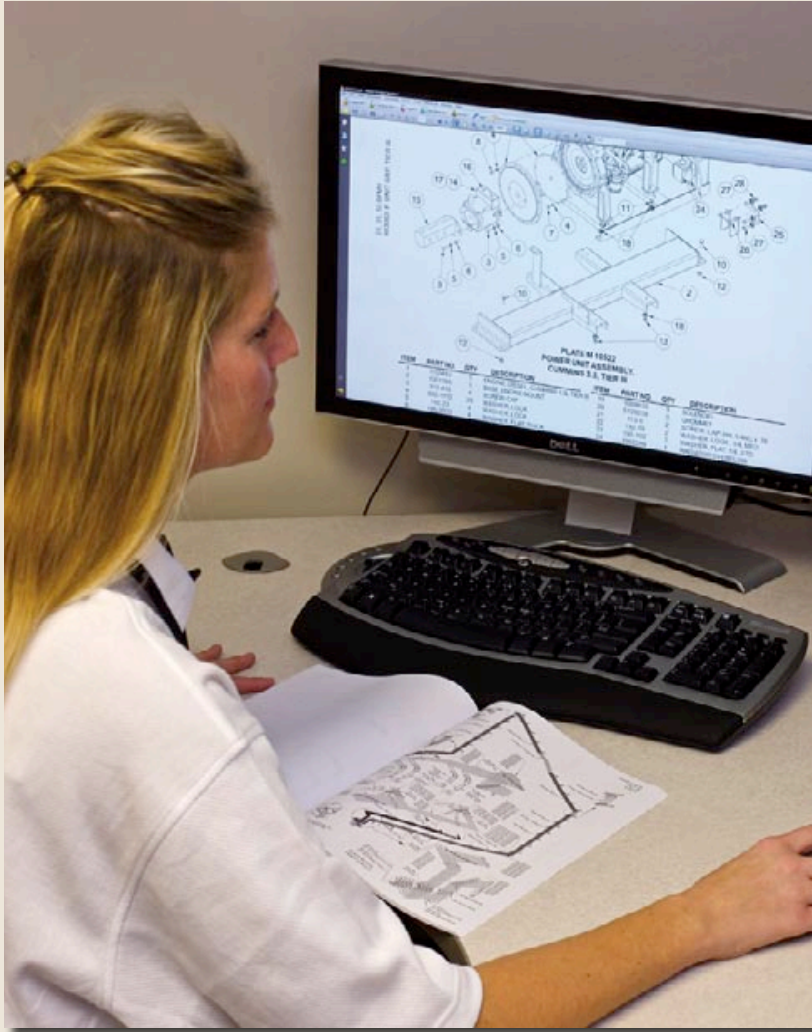
Training is also available for older machines by factory trained technicians with years of experience.



OUR TRAINING STAFF is there to help you improve boat hoist safety and efficiency and to limit downtime caused by inadequate maintenance procedures. Operator and maintenance training can either be scheduled on-site, or at the Marine Travelift factory in Sturgeon Bay, Wisconsin. Marine Travelift also provides operator and maintenance training programs for older machines.



Technical Publications



▶ Operator and maintenance manuals.

Operation and maintenance manuals are valuable tools designed for each specific model. These instructional guides have been created by our factory experts and offer detailed diagrams and troubleshooting procedures for maintenance and repairs.

▶ Illustrated parts manuals.

Anyone who's ever worked on a machine or had to order a part knows the value of an illustrated parts manual. Exploded view drawings of each major component enable you to clearly identify every part to reduce errors when parts ordering.

▶ Online resources.

Marine Travelift has invested in state-of-the-art online tools, including an online library of parts plates and an online parts ordering interface. These tools streamline our ability to support our dealers and customers worldwide.



MARINE TRAVELIFT MAINTAINS a complete library of operator and maintenance manuals for current as well as older boat hoists. These manuals provide detailed instructions for operational safety as well as machine maintenance and repair. Exploded view illustrations make it easy to identify individual components and parts, making incorrect parts ordering a thing of the past.

Superior manufacturing and service.

How we build them is why they perform so well.

At Marine Travelift, the attention to detail used when building our machines shows in our finished product. Each of our employees gives the utmost care to building our equipment and our quality control department is always looking out for our customers by discriminating against the slightest defects. When you combine highly focused people with great engineering design, you get the best boat hoist available on the market today. Marine Travelift, you can believe in us!

Technology to streamline support.

By working with your Marine Travelift dealers, you get the benefit of a customer service team that is dedicated to helping you find the right part and coordinate repairs as soon as possible. We have made a substantial investment in information and web technology to improve our customer service and help our customers receive the necessary parts to keep their equipment up and running. Marine Travelift will continue to make investments that add value to our customers in both service and parts capabilities. Our service department is staffed with qualified and experienced people that care deeply about the success of their customers.

Our dealers make the difference.

Marine Travelift has a deeply experienced network of dealers to help install and continue to service your equipment. Our dealers are highly qualified lifting professionals that we have selected distinctly to be on our team. We have chosen these dealers because they embody our beliefs about customer service and commitment. A Marine Travelift boat hoist is an investment for your business and we understand how critical it is that you are up and running when you need to be. We keep this in mind when selecting dealers to represent our product.

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