




**TVH - THERMOTE & VANHALST**

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## **INTRODUCTION**

*This corporate brochure by **TVH - Thermote & Vanhalst** briefly explains what the group stands for worldwide. TVH is a group of companies with a long, rich history, built for and by people.*

*No matter how large the group is, our eye for customers' needs and expectations will continue to be the guiding principle in all our activities.*

***It's the people that make the difference.***

*The families Thermote and Vanhalst*





## **MISSION / STRATEGY**

- **Ambition**
- **Leadership**
- **Innovation**
- **Customer delight**

With a **workforce of over 2,200 people** and subsidiaries on all continents, **TVH** is the ambitious worldwide market leader in replacement parts for material handling and in-plant industrial vehicles, new and used lift trucks, new and used aerial platforms and internal handling equipment and accessories.

**TVH** is committed to providing a true **one-stop shop experience** and continually strives for operational excellence through innovative business practices and never-ending measured improvements.

**TVH - Thermote & Vanhalst** sets the benchmark for **continuous innovation** and **excellence in quality and service** in this segment of the industry and remains fully focused on **delighting** customers and stakeholders.

**TVH** is committed to fostering a **challenging** and **rewarding environment** for its employees who keep in mind teamwork, growth & development, creativity and initiative.

Everyone within the organisation, regardless of nationality, religion, culture or background, supports this **mission** and these **values**.





## **HISTORY**

**1969**

Paul Thermote & Paul Vanhalst set up their agricultural machines & lift trucks repair business.

**1973**

Incorporation of the company THERMOTÉ & VANHALST pvba (purchase, sales & repair of 2<sup>nd</sup>-hand lift trucks)

**1974**

Start of rental and local service & repair activities

**1980**

Set-up of the cross-reference system according to OEM references

**1987**

First presence at the 'CeMat' trade show in Hannover

**1987**

Incorporation of MANUPIECE sas & first representatives in France

**1989**

Incorporation of TVH FORKLIFT PARTS nv and the start of the Parts Division as a separate business unit

**1995**

Incorporation of TVH SOUTH AFRICA Pty Ltd

### **FROM LOCAL ENTREPRENEUR TO WORLDWIDE CONCERN**

In just 40 years, the Belgian Waregem-based company, Thermote & Vanhalst has grown from a local repair business for agricultural machinery to a leading worldwide group of companies for lift trucks and replacement parts.

### **THE ENTRY OF THE LIFT TRUCK**

In 1969, the long-time school friends, Paul Thermote and Paul Vanhalst, set up a business for the repair and maintenance of agricultural machinery, including flax machines and tractors. It doesn't take long before they realise that agricultural business in Belgium has a limited future. They change to the import and service and repair of second-hand lift trucks. This turns out to be an excellent move. Increasing industrialisation leads to a growing need for lift trucks, a demand that Thermote & Vanhalst is very capable of handling. In 1973, Thermote & Vanhalst becomes the importer for the Italian company, MORA.

### **THE RISE OF JAPAN**

The 80's see a continuation of this growth. The reconditioned lift trucks soon find their way abroad: this heralds the start of their export business. This is also the time that Japanese brands enjoy huge popularity. Thermote & Vanhalst decide to import second-hand lift trucks from Japan. Using basic sign language, the two Pauls manage to explain what they want to the Japanese. With their first purchase of 40 lift trucks, a new buying market opens.

### **A GLOBAL CENTRE OF KNOWLEDGE**

In 1989, the Parts Division is set up as a separate business unit. Major investments are made in far-reaching IT solutions. This results in TVH having a data expertise that can only strengthen their competitive position worldwide. Today, TVH has more than 450,000 stock keeping units and has knowledge of more than 16,000,000 part numbers. In just a few years, the company has grown into a worldwide group.









**1995**

First steps into e-commerce

**1999**

Incorporation of TVH UK LTD

**2000**

Successful launch of 'TVH Quick Price' (On-line software tool)

**2000**

Start of the Handling Equipment Division as a separate business unit

**09/2002**

Launch of new corporate identity

**09/2002**

Acquisition of QUEENSLAND FORKLIFT SPARES PTY LTD, Australia



**03/2003**

Take-over of SYSTEMS MATERIAL HANDLING INC, USA



**2003**

Incorporation of TVH ITALIA SRL



### **THE EXPERT IN PARTS**

Very soon, TVH understands that they need parts for a wide variety of all brands of lift trucks. TVH contacts some international players and so becomes involved in the European parts trade. Now the company no longer only supplies second-hand lift trucks, it also starts to sell parts for all makes.

### **IN-HOUSE SERVICE DEPARTMENT**

Domestically the demand for new lift trucks with an in-house after-sales department is growing. Both import and export of lift trucks is extending further across Europe. TVH soon becomes a name in the second-hand lift truck market, even in countries like Spain, Portugal and Italy. This is mainly due to their excellent reputation, both in quality and price.

### **TO CONQUER THE WORLD**

In the beginning of the 90's the UK, France, Germany and the Scandinavian countries enter the picture. TVH also starts to sell outside of Europe. Slowly but surely, TVH is growing into a global player. Common sense, a feel for doing international business and a vision on IT solutions and automation are vital assets for TVH's further growth. TVH also becomes the exclusive importer for Daewoo (today Doosan) lift trucks in Belgium and Luxemburg.

### **THE ALL-ROUND SUPPLIER**

The demand for internal transport equipment continues to grow. Hand pallet trucks, hand trollies, lifting cranes, and so on, are added to the range. With the setting up of a rental division, the group slowly but surely grows into an all-round supplier. Around the turn of the century, it is decided to build new premises in Waregem to gather together all the activities under one roof. TVH has five specialised divisions: forklifts, parts, handling equipment, rental equipment and service & repair. The day-to-day management is now handed over by the founders to the second generation.

In 2007, nearly 2,000 people work at TVH.



**09/2003**

QFS renamed to TVH AUSTRALASIA & starts using the corporate identity

**2004**

New headquarters for TVH in Waregem, Belgium



Acquisition of Bozela Parts AB, Sweden

**07/2006**

Acquisition of the worldwide Material Handling Divisions of IMC INC, USA

**INTRUPA**

**2009**

40 years TVH  
King Albert II visits TVH headquarters  
Start of TVH Yedek Parça Ticaret A.S. (Turkey)

**2010**

SMH do Brasil renamed to TVH do Brasil Peças e Equipamentos LTDA.

TVH FORKLIFT PARTS PARTS NV renamed to TVH PARTS NV

MANUIECE SASU renamed to TVH FRANCE SASU (FRANCE)

### **THE FUTURE IS INVESTING IN CUSTOMER SERVICE**

Today TVH handles more than 5.000 orders. The on-line programme, "TVH Quick Source", takes care of more than 80% of the quotes and more than 65% of the orders. TVH wants to be the master in service, speed and flexibility, all customer-driven. The enormous range of parts calls for an excellent organisation and administrative system. TVH will continue to invest in administrative systems, IT and other supply chain solutions.

Every company process is subject to the highest standards. To ensure this, TVH continuously invests in people, tools and on-going training.



TVH Forklift Parts has changed its name and is from now on called TVH Parts NV. With over 40 years of experience in the lift truck branch, TVH has grown beyond your one-stop shop for lift truck parts in the course of the years. Today, we can offer a lot more than that. Hence the choice to update the name of our headquarters.

## ***BOARD OF DIRECTORS***

Els Thermote • Ann Thermote • Bernard De Meester • Pascal Vanhalst • Paul Thermote







PARTS INTERNATIONAL  
TRUCKS



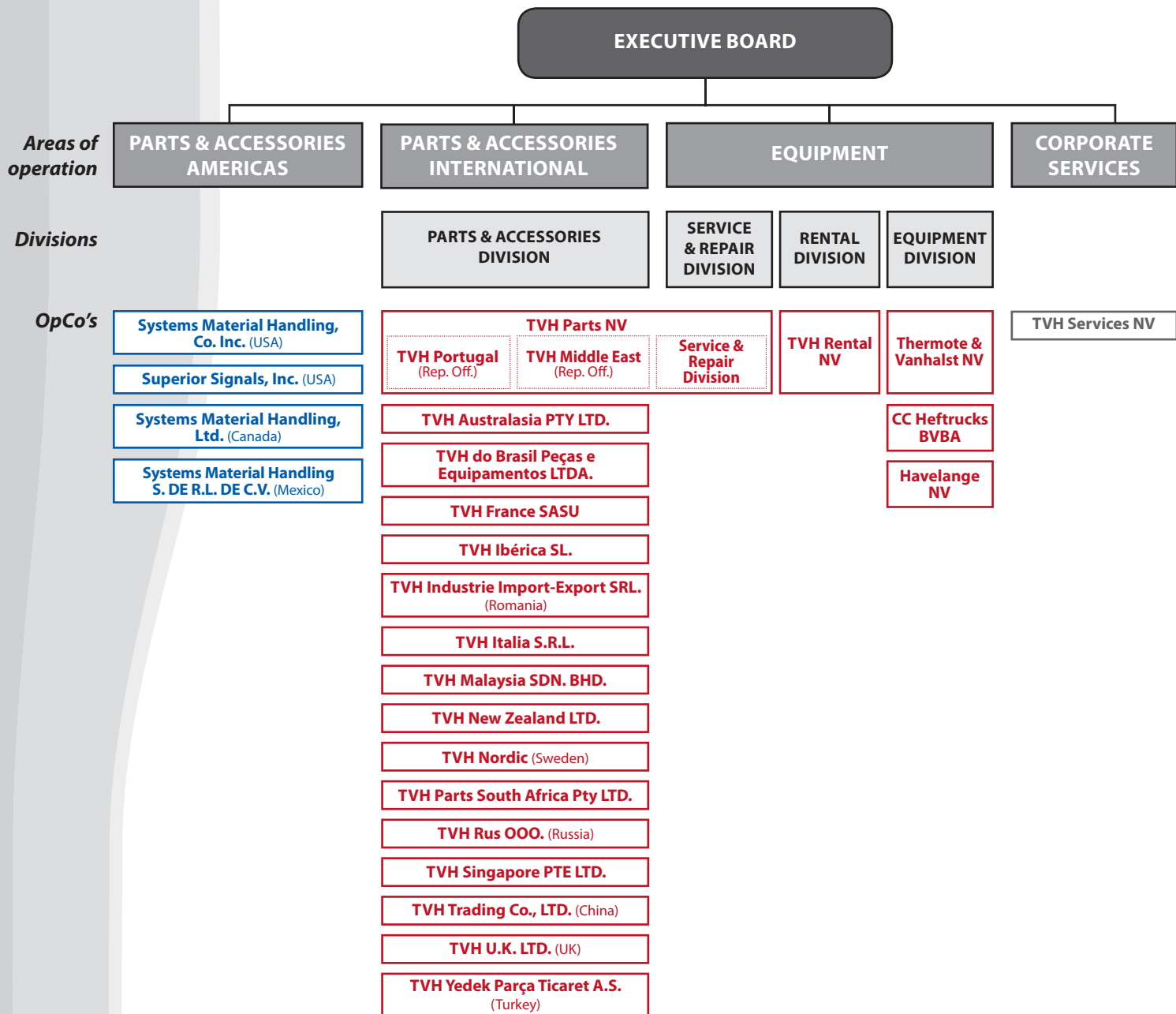
TVH Group Headquarters, Waregem (Belgium)



PARTS AMERICA



SMH Headquarters for the Americas, Olathe, Kansas (USA)







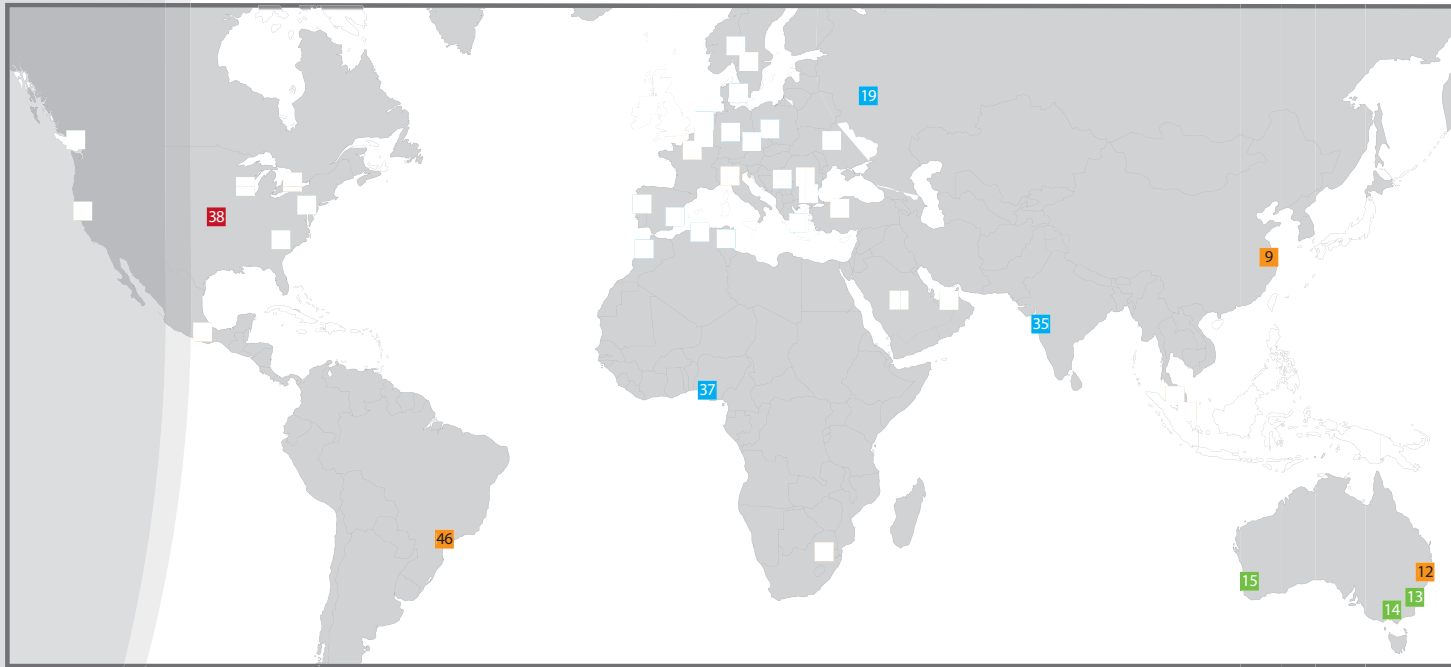
View on Miniload  
and picking station







Regional head office

Subsidiaries

Branches

Rep office & Sales representation



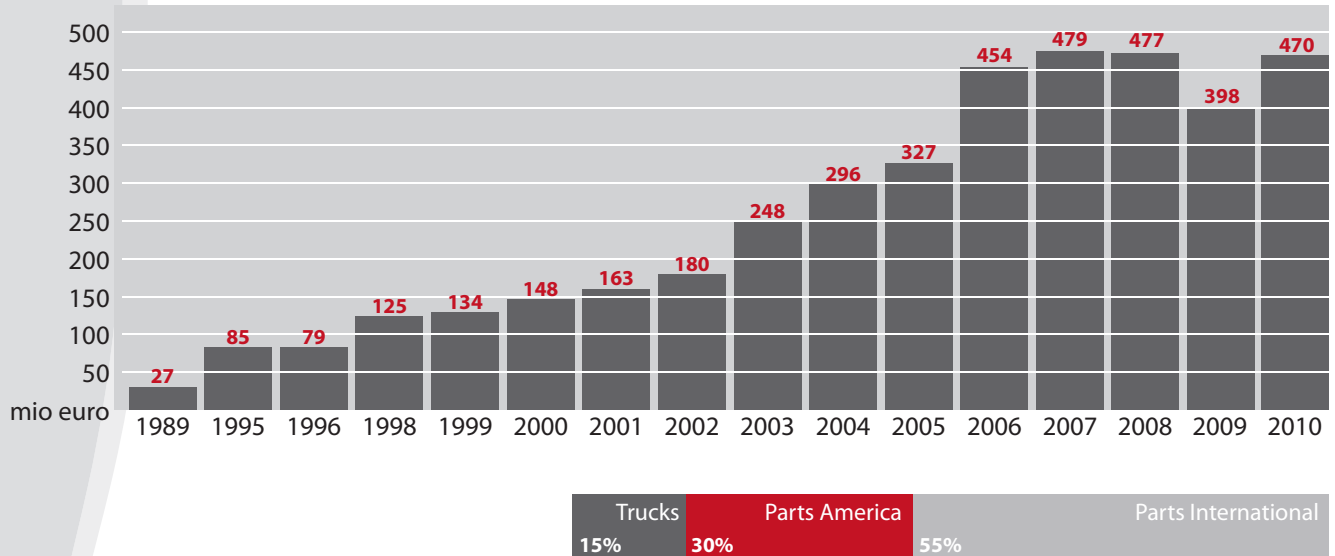
|   |  |   |   |  |
|---|--|---|---|--|
|  <p><b>1. TVH - THERMOTÉ &amp; VANHALST</b><br/>Waregem, Belgium<br/>www.tvh.com</p> |  <p><b>7. TVH TURKEY</b><br/>Istanbul</p>                                       |  <p><b>18. TVH MIDDLE EAST/ SAARC</b><br/>Sharjah, UAE</p>                       |  <p><b>28. TVH IBERICA</b><br/>Valencia, Spain</p>       |  <p><b>38. SMH' HEADQUARTERS</b><br/>Olathe, Kansas<br/>www.smhco.com</p>                         |
|  <p><b>1. THERMOTÉ &amp; VANHALST</b><br/>Waregem, Belgium<br/>www.tvh.com</p>       |  <p><b>8. TVH SOUTH AFRICA</b><br/>Johannesburg<br/>www.tvhsouthafrica.com</p>  |  <p><b>19. TVH RUSSIA</b><br/>St Petersburg</p>                                  |  <p><b>29. TVH BULGARIA</b><br/>Rousse</p>               |  <p><b>38. SUPERIOR SIGNALS, INC</b><br/>Olathe, Kansas<br/>www.superiorsignals.com</p>           |
|  <p><b>1. TVH RENTAL</b><br/>Waregem, Belgium<br/>www.tvh.com</p>                   |  <p><b>9. TVH CHINA</b><br/>Shanghai<br/>www.tvhchina.com</p>                  |  <p><b>20. TVH NORWAY</b><br/>Oslo</p>  |  <p><b>30. TVH GREECE</b><br/>Athens</p>                |  <p><b>39. SMH' CALIFORNIA</b><br/>Distribution Center<br/>Mira Loma</p>                         |
|  <p><b>1. CC HEFRUCKS</b><br/>Aalst, Belgium<br/>www.cc-hefrucks.be</p>            |  <p><b>10. TVH MALAYSIA</b><br/>Kuala Lumpur<br/>www.tvh.com.my</p>           |  <p><b>21. TVH DENMARK</b><br/>Copenhagen</p>                                  |  <p><b>31. TVH MAGHREB</b><br/>Casablanca, Morocco</p> |  <p><b>40. SMH' PENNSYLVANIA</b><br/>Distribution Center<br/>Harrisburg</p>                     |
|  <p><b>1. TVH PARTS</b><br/>Waregem, Belgium<br/>www.tvh.com</p>                   |  <p><b>11. TVH SINGAPORE</b><br/>www.tvh.com.sg</p>                           |  <p><b>22. TVH IRELAND</b><br/>Dublin</p>                                      |  <p><b>32. TVH MAGHREB</b><br/>Algiers, Algeria</p>    |  <p><b>41. SMH' SOUTH CAROLINA</b><br/>Distribution Center<br/>Duncan</p>                       |
|  <p><b>2. TVH UK LIMITED</b><br/>Coventry<br/>www.tvh-uk.co.uk</p>                 |  <p><b>12. TVH AUSTRALASIA</b><br/>Brisbane, Australia<br/>www.tvh.com.au</p> |  <p><b>23. TVH NETHERLANDS</b><br/>Ridderkerk</p>                              |  <p><b>33. TVH MAGHREB</b><br/>Tunis, Tunisia</p>      |  <p><b>42. SMH' ILLINOIS</b><br/>Distribution Center Plus<br/>Grayslake</p>                     |
|  <p><b>3. TVH FRANCE</b><br/>Lille, France<br/>www.tvhparts.fr</p>                 | <p><b>13. TVH AUSTRALASIA</b><br/>Sydney, Australia</p>  |  <p><b>24. TVH GERMANY</b><br/>Düsseldorf</p>                                  |  <p><b>34. TVH SERBIA</b><br/>Belgrade</p>             |  <p><b>43. SMH' CANADA</b><br/>Toronto, Ontario<br/>www.smhco.com</p>                           |
|  <p><b>4. TVH ITALIA</b><br/>Torino<br/>www.tvhitalia.com</p>                      | <p><b>14. TVH AUSTRALASIA</b><br/>Melbourne, Australia</p>   |  <p><b>25. TVH CZECH &amp; SLOVAK REPUBLIC</b><br/>Ostrava, Czech Republic</p> |  <p><b>35. TVH INDIA</b><br/>Mumbai</p>                |  <p><b>44. SMH' BRITISH COLUMBIA</b><br/>Distribution Center<br/>Vancouver</p>                  |
|  <p><b>5. TVH NORDIC AB</b><br/>Ed, Sweden<br/>www.tvhparts.se</p>                 |  <p><b>16. TVH NEW ZEALAND</b><br/>Auckland<br/>www.tvh.co.nz</p>             |  <p><b>26. TVH POLAND</b><br/>Warsaw</p>                                       |  <p><b>36. TVH SAUDI ARABIA</b><br/>Riyadh</p>         |  <p><b>45. SMH' MEXICO</b><br/>San Martin Obispo<br/>www.smhco.com.mx</p>                       |
|  <p><b>6. TVH ROMANIA</b><br/>Bucharest</p>  |  <p><b>17. TVH PORTUGAL</b><br/>Porto</p>                                     |  <p><b>27. TVH CIS</b><br/>Kiev</p>  |  <p><b>37. TVH WEST AFRICA</b><br/>Nigeria</p>         |  <p><b>46. TVH DO BRASIL</b><br/>Peças e Equipamentos Ltda<br/>São Paulo<br/>www.tvh.com.br</p> |



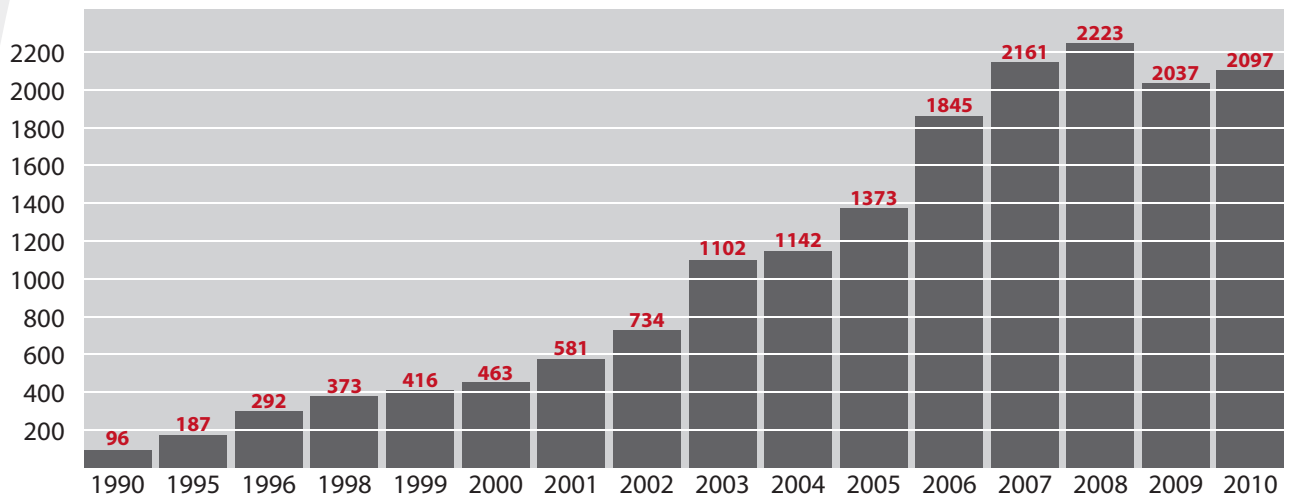


Main entrance, Waregem

## TVH GROUP TURNOVER



## TVH GROUP EMPLOYEES





## PEOPLE, SOCIAL RESPONSIBILITY AND ENVIRONMENT

Ever since the company was established 40 years ago, TVH's founders have been socially aware, both nationally and worldwide. Sustainable enterprising at TVH not only means to care about the present day, but also to care about the future generations.

### ■ People

TVH offers all its employees the opportunity to work in a strong, healthy and safe environment. A healthy spirit in a healthy body is a condition to function properly. That's why TVH takes actions to optimize the health of the employees by conducting a policy about alcohol and drugs, smoking, healthy food and sports.

TVH continually improves working conditions in order to reduce accidents or illness. These actions already resulted in a decrease of rate of accidents with 49% in 2009 compared with the period 2005-2006.

### ■ Sustainable mobility

The mobility plan is a brochure that raises all the possible ways of travelling to TVH, by bike as well as by public transport or carpooling. It also contains a lot of useful information and tips on alternative ways to come to work. Through sustainable mobility, the employees as well as the employers can save costs, the CO<sub>2</sub>-emission is reduced and there is less traffic. On top of that, employees receive an increased tax benefit.

### ■ Waste management

When products such as batteries, tyres, oil and industrial packaging materials are pro-

duced, they also have to be disposed of at the end of their life cycle. Most disposable packaging has been replaced by more sustainable packaging. Only 3% of the packaging at TVH is not recyclable. In addition to the above products, TVH also has to dispose of at least 30 other different kinds of waste, amongst which product remainders, metal, wood, construction waste, ... To fight the environmental pollution, TVH engages to dispose of its waste in a sustainable way. Last year, 2,863 tons of the rubbish has been recycled, 740 tons was taken to a sorting installation for further sorting and 3 tons could be composted. Dangerous materials are given a specific allocation. Last year, 76 tons of batteries, contaminated soil & acid, was treated before it was deposited. Only a very small part was burned or disposed of (<0,01%).

### ■ Waste becomes a RR or R-part

TVH takes care about the waste of used industrial vehicles. 35 % of the weight of these vehicles is renewed. 61 % of the weight is recycled. 0.5 % is used as a source of energy. Some parts are renewed and intensively tested to guarantee the quality. These parts become R and RR-parts and have multiple product life cycles.

### ■ Solar panels

A roof surface of 70,000 m<sup>2</sup> is covered with solar panels, generating a capacity of 3,780 kWp. Thanks to this investment, 48% of the yearly energy consumption is produced in a sustainable way. This way TVH contributes to the decrease of the emission of greenhouse gasses.





## **PARTS & ACCESSORIES DIVISION**

(worldwide)

### ***Introduction***

With 450,000 parts in stock and a database containing over 16 million cross references, TVH has the largest stock of replacement parts for material handling, accessories, handling equipment and industrial in-plant vehicles.

The computer-controlled stock management, professionally trained people and a vast on-line range of products offer a fast and result-oriented service. The in-house production workshop, stringent quality control, international contacts and a dynamic team guarantee premium quality at the right price.

Wherever customers are, TVH delivers parts worldwide within 24/48 hours.

***TOTAL SOURCE***<sup>®</sup>







### ***Allied Parts***

TVH has a wide range of forklift truck parts, but can offer a lot more in the meantime.

TVH is more than ever a one-stop shop with an eye for the continuous evolution on the market.

#### **We can offer you parts for:**

- Aerial Platforms
- Telescopic & Rough-Terrain Forklifts
- Port & Container Equipment
- Personnel & Load Carriers, Golf carts
- Tow Tractors
- Side Loaders
- Scrubbers & Sweepers
- Truck-Mounted Forklifts
- Tail Lifts
- ...





'TVH, more than just forklift parts'



### ***Accessories***

In addition to the forklift truck and allied parts, TVH can also offer you a variety of accessories.

- Hand Pallet Trucks, Scissor Hand Pallet Trucks And Hand Trolleys
- Manual & Electric Lift Tables
- Manual & Semi-Electric Stackers
- Warehouse and Dock Equipment
- Hydraulic attachments (CAM and other brands)
- Mechanical Attachments
- Second-hand Attachments
- SmartSweep® & Lazy Sweeper®
- Rubber Tracks & Undercarriage Parts
- Synthetic Ground Support & Stabilizer Plates
- Wheel Covers for Aerial Platforms
- Hydraulic Generator
- Workshop tools (Beta, Fluke, ...)





'TVH, more than just forklift parts'



## **Handling Equipment**

TVH offers the widest range of internal handling equipment. From hand pallet trucks, stackers, lift tables, hydraulic jacks to lift cranes, hand trolleys, platform trolleys and much more ...

Thanks to TVH's fast order processing and many years of professional experience, every customer enjoys an optimal service. TVH will gladly offer advice to anyone, without any obligations, and technically skilled sales advisors offer tailor-made solutions to all internal handling problems, without forgetting the ideal ergonomics.

One of TVH's assets is availability, in the broadest sense, and the widest possible product range. Most products are available from stock including the spare parts. TVH sells excellent quality: a selection of the best available brands on the market are added to the product

assortment and TVH checks quality & development internally.

TVH provides 2 own brands: Climax® handling equipment and TotalLifter® (developed by TVH).

[www.climaxhandling.com](http://www.climaxhandling.com)

**TOTAL LIFTER®**  
HANDLING EQUIPMENT  
**Climax®**



Handling equipment and accessories showroom



## LARGEST STOCK

### ■ Some figures:

- | 450,000 stock items (SKU);
- | More than 16,000,000 known part numbers (cross references);
- | More than 100,000 m<sup>2</sup> warehousing facilities in Europe.

## TECHNICAL SUPPORT & KNOWLEDGE

### ■ Information Service Department

Customers can contact TVH for any technical information they might require and for a search on each individual replacement part. Our Information Service Department consists of more than 40 technicians with many years of experience in all makes of U.S., Asian and European brands. TVH has knowledge of more than 16,000,000 known references and has access to a complete, up-to-date library on all types of equipment.

## QUALITY

### ■ Quality Control Department

TVH creates cost-effective products specific to customers' needs and tracks the quality performance of vendors.

The acceptance of parts and assemblies is based on engineering specifications and performance. TVH applies reversed engineering.

### ■ Supplier rating & sourcing

To be able to continuously offer the best quality to customers, TVH uses an extensive system to rate existing suppliers and to source new products from new suppliers. All suppliers are rated on:

- | Product quality (equal to OEM in use, life cycle and dimensions, with warranty on all parts)
- | Packaging of the goods (packaging fitted for transportation, with minimal risk of damage)
- | Overall supplier reliability (on-time deliveries, response time to questions, pricing and availability of the products, ...)



### ■ Sample testing

All samples received from our suppliers are subjected to in-depth testing in the Quality Control Department.

To ensure this, TVH has invested in top-quality testing and measuring devices, such as a hardness tester, spectrometer, 3D-measurement, PCB testing installations, and several others. All samples are measured, compared and tested. Some of them are built into machines to test in a real working environment. Thanks to a new universal transmission testing bank, TVH can guarantee high quality for all delivered transmissions. Together with his repaired transmission, the customer receives a testing report in which all the measured pressures by several rpm are mentioned. Furthermore, the testbench also tests with both cold and heated oil.

### ■ Entry control & storage

Random checks determine which parts per shipment will be tested. Parts are measured and tested, based on the information stored in the system in technical sheets, technical drawings, sample testing reports, and spec sheets



of that specific part. In this way, the conformity of the shipment can be checked with the received samples and their compliance with agreements made with suppliers. These results reflect back to the supplier rating system TVH has set up. If the quality of the parts is approved, they get an internal code and label, are individually packed and are put in stock under excellent warehouse conditions (humidity, temperature,...).

Master Catalogue  
REF 14881083



Master Catalogue 2010 and large range of parts catalogues [www.tvh.com/catalogue](http://www.tvh.com/catalogue)



## **ASSISTANCE IN 32 LANGUAGES**

The sales teams are made up of native speakers from 33 nationalities who give assistance in 32 different languages.

Their enthusiasm and dedication is totally customer-oriented, no question goes unanswered, no problem remains unsolved and they respond in a timely manner to any customers' concerns that might arise.

TVH uses a state-of-the-art telephone system, CRM linked.

## **24/48H DELIVERY**

TVH works with overnight deliveries and makes over 5,000 shipments per day. Using worldwide transport partners, in the air, on the road and on the sea. TVH uses E.D.I. (Electronic Data Interchange) with all major transport companies, for both 'In-night' and 'In-van' service.



## **TVH QUICK SOURCE**

Customers can inquire, order parts and monitor all their transactions with TVH using this interactive programme.

The software has been designed 'in-house' and uses the most advanced internet technology. It is an all-in-one package making available all kinds of information such as catalogues, inquiries and order information, invoices, on-line promotions, ... and is always accessible.

Thanks to the on-line TVH Quick Source, customers have 24/7 information on the availability of parts.

At present TVH Quick Source is available in 20 languages.





Dedicated sales teams with  
assistance in 32 languages

## **30 EXPECTATIONS FULFILLED**

### **PRODUCT**

1. We have a permanent stock of 450,000 items.
2. We can offer common and less common spare parts for 240 different lift truck makes.
3. You can count on your contact person, who is continuously backed up by the purchase department.
4. You can expect your questions to be processed by purchase responsables who are experts in their field.
5. Our technical department identifies parts for the most important lift truck and aerial platform makes.
6. The identification of spare parts by our technical department is free of charge.
7. You can expect us to have a technical sheet and/or picture available for 95% of all spare parts we sell at least on a weekly basis.
8. You can inquire for or order parts with various references: lift truck make, manufacturer's make, TVH references.
9. We offer you the possibility to inquire for or order spare parts with your own references: your own number or own location.

10. In case of a stock break an alternative is automatically offered if available.
11. All our products come with a warranty of minimum 6 months, unless otherwise specified on our offer and order confirmation.

### **ORDERS**

12. We guarantee you that express orders (max 40 order lines or 80 pieces per order) placed before the cut-off time, will be shipped the same day. Should the order not be sent for some reason, you will be notified by e-mail that same evening.
13. Every order you place, will be checked and confirmed by TVH in order to detect possible irregular order lines, and to double-check them with you.
14. If you so wish, TVH can arrange the transport of the goods to your premises. In this case the transport cost will be calculated separately on your TVH invoice.
15. Parts that were incorrectly supplied by TVH can be returned without costs.
16. We ship our goods in a suitable packaging.

17. By default, back orders are sent with the next shipment, but we offer you the possibility of back order consolidation. If no new order is placed within 30 days for EU countries or 60 days for export countries, the back order is sent automatically.

### **TVH QUICK SOURCE**

18. TVH Quick Source is available in 20 languages and can be consulted 24/7.

19. Our on-line programme TVH Quick Source is available free of charge.

20. By means of TVH Quick Source, customers can call TVH for free.

21. TVH Quick Source allows you to easily follow up your order processing. Moreover it offers you the possibility to trace your orders via the courier's site in real-time.

22. Via TVH Quick Source you can quickly input and follow up your complaints and returns on-line.

23. Via TVH Quick Source you can visualize and print your invoices and credits on-line at any given time.

24. All our product catalogues can be consulted free of charge at any time by means of TVH Quick Source.

25. TVH Quick Source offers you the possibility of free identification of spare parts by means of the Quick Reference module and Product Search.

26. By means of TVH Quick Source you can print your own part labels.

### **COMMUNICATION**

27. Your internal sales advisor is always at your service during the office hours of your sales team. Changes to the office hours will be communicated to you separately. Should your fixed contact person be absent, a back-up is always available.

28. We can automatically and electronically provide you with the following documents in 18 languages: order confirmation, transport confirmation, shipment overview (for flat-rate transport cost), back order report (Monday), statement overview, invoices (pdf), returns overview. TVH also offers you the possibility to switch over to electronic invoicing so as to enable you to receive your invoices faster and to process them more quickly.

29. We offer you sales assistance in 32 spoken languages.

30. The flat-rate transport cost is immediately consultable so that you always know your transport cost in advance.

## EQUIPMENT DIVISION

(worldwide)

Both on the domestic and on the international market, TVH is considered to be the specialist in new and second-hand lift trucks and new and second-hand aerial platforms. Out of an immense stock of no less than 1,900 machines (1,600 lift trucks and 300 aerial platforms), customers will surely find something to their liking. In the domestic market TVH represents some famous brands of new equipment.

[www.tvh.com/stock](http://www.tvh.com/stock)



Product availability is second nature to TVH: new equipment (domestic department) with after-sales service in Belgium and Luxemburg and selected used lift trucks and aerial platforms (domestic and import/export department) worldwide.

TVH issues on a quarterly basis 'Jim's Journal' containing loads of interesting offers and via internet customers can always search on-line. This e-commerce tool offers major benefits and time-saving thanks to the search function, the 'send a price' inquiry and the on-line promotions.





Large stock of second-hand forklifts

## RENTAL DIVISION

(Belgium only)

For temporary projects, renting is, without any doubt, the most cost-effective solution. Customers have at their disposal machines that are perfectly adapted to their needs. Renting not only saves an additional investment cost but also the cost of repair and maintenance. The Rental Division advises and helps customers make the right choice, both for short-term and long-term projects.

[www.tvhrental.com](http://www.tvhrental.com)



**BIG** or **SMALL**  
we lift it all







TVH Rental Division: Big or small, we lift it all

## **SERVICE & REPAIR DIVISION**

(Belgium only)

Within 12 working hours, more than 65 specialised on-the-road engineers answer all questions on-site, all over Belgium. Their well-equipped service van contains a wide variety of parts. In the fully-equipped workshop, more than 60 in-house engineers work on an effective solution for each problem. This service department can offer any customer a tailor-made maintenance contract at an agreed intervention price.







cluma

TVHJ



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