

# 7 essential questions to ask about forklift extended warranties.

Is buying an extended warranty a sensible safeguard or a waste of cash? Here are seven essential questions to ask when making your choice.



## 1 Who's offering the extended warranty?

Sometimes extended warranties are delivered by a third party such as an insurance company. But the best ones are underwritten by the manufacturer. This is a powerful indicator that the odds of something going wrong with your forklift are small — the manufacturer is willing to take the risk that their equipment won't let them — or you — down...

## 2 What's covered?

Parts should be included as well as labour. That way, you're pushing the costs and risks away from yourself, and onto the policy. All major (ie expensive) components should be covered — with an option to include batteries if the truck is electric.

## 3 How's it delivered?

You want a policy that provides for high-spec, guaranteed manufacturer-approved parts — not cheap copies that could break after your extended warranty finishes. The cover should guarantee skilled technicians, who are authorised to work on your truck. This will result in faster (and more reliable) fixes.

## 4 Are there any cost limits?

Imagine being told that you're only covered for a fraction of the final bill — and it's a big one! To avoid nasty shocks, ensure your warranty has no limit to the value of a claim or to the number of claims you can make on a single truck.

## 5 How long will it last?

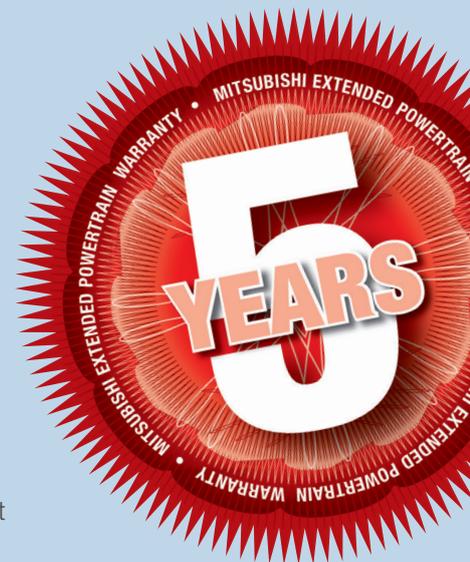
It's fairly obvious, but a heavily-used, three or four-year-old truck is more likely to need attention than one that's only a few months old. This means the value of each year of cover is not even: every extra year on an extended warranty is worth more to you than the one before.

## 6 Is it good value?

If you're shopping around for a forklift, don't simply compare the basic price and think about cover afterwards; add in the costs of a comprehensive extended warranty for each truck and see how the models compare again.

## 7 Is it transferable?

Unless you're going to work your truck into the ground, its residual trade-in value is a key part of your ownership cost. So it's worth noting that some extended warranties terminate when a truck is sold on.



*Above: Mitsubishi five year Extended Powertrain Warranty. Look closely at its terms and you'll see it includes more cover than other extended warranties - including 'unlimited maximum claim'.*

**The bottom line:** Even for a reliable truck, a good extended warranty avoids unplanned costs, protects your business and guarantees complete peace of mind — especially after three, four or five years.

So if the manufacturer won't offer the cover you need, ask yourself why.

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