



• EQUIPMENT EXPERTS, INC. •



# EQUIPMENT EXPERTS

provides excellent diagnostic and repair services,  
completed as quickly as possible with an exceptional level  
of customer communication and service

**253 365-6591**

Forklift Repair | Fleet Service & Repair | Truck Repair | Heavy Equipment Repair

# ABOUT US



**Equipment Experts** is a team of highly experienced industry professionals that takes great pride in providing exceptional customer service. Most of our professional techs and managers have more than 20 years experience in their respective fields.



2004



2010



2014

**Equipment Experts** has enjoyed steady growth since we began business in 2004. We have grown from a one man mobile mechanic to a 7 bay repair facility with a mobile fleet of almost 20 experienced mechanics.



## FAMILY OWNED & OPERATED

### GREG & STACY CONNER

Equipment Experts was started in their garage in 2004, with a desire to provide unrivaled customer service and a great place to work for their team members.



# MOBILE FLEET

Our techs are customer service oriented with numerous trainings events each year. Up to fifteen techs provide a wide bench of services 24/7.



# OUR SHOP

Our 7-bay shop is conveniently located at the corner of I-5 and Highway 512 in Lakewood WA, just south of Tacoma, near Joint Base Lewis McChord, and the heart of the Lakewood Industrial Centers.



**We work with most major Fleet Service Providers, including:**



# FLEET SERVICING



## SERVICES OFFERED

We offer a variety of services both in shop and with our mobile repair vehicles.



PREVENTATIVE MAINTANANCE



DAY & EVENING SERVICE



DOT



SAFETY INSPECTIONS



24/7 CALL OUT

## MOBILE

Keeping your fleet up and running **SAFELY** is our top priority. We do complete PM's, every time, letting you know the condition of your fleet, and what your options are for major repairs.

- No zone charges or trip fees
- Mobile Scanners
- Highly trained mechanics
- Fast, detailed reporting on your repair
- We can customize times, including
- **EVENINGS**
- and Weekends.

## SHOP SERVICE

We can maintain and repair all makes and models of trucks from light duty trucks and vans all the way up to big rigs in our 7 bay shop, located at 512 and I-5 in Lakewood, WA, near Tacoma, WA.



# TRUCK REPAIR



## 24/7 MOBILE SERVICE

- We do what it takes to get you moving, on the side of the road, on the jobsite or in your yard. When **RESPONSE TIME** and **COST** matter, call us.
- Planned Maintenance, DOT Inspections, Safety Inspections and all but the most complex repairs can be done from our fully equipped mobile trucks.
- We offer all repairs from PM services to engine rebuilds.
- With diagnostic software, in shop and with our mobile techs, we are able to quickly and accurately determine the repair needed for your diesel truck.

## SHOP REPAIR

- We are a NAPA Authorized Truck Repair Shop
- Mobile Repair
- Fleet Servicing
- Lube, Oil Filter Specials
- Tune ups
- Drive Trains
- Axles
- Engine Rebuilds
- Coolant Systems
- Transmissions
- Brakes
- Differential Repair



We work with most major Fleet Service Providers, including:



Truck Down



# FORKLIFT SERVICE + REPAIR



## PLANNED MAINTENANCE (PM)S

**Time is money**, and we know that any amount of time your forklift is out of commission is far too long. This is why we offer planned maintenance with customizable time frames with complete inspection, stem to stern. Take your pick!



EVERY 30, 60 90 DAYS



BY HOURS



CALL WHEN NEEDED

## 24/7 MOBILE SERVICE

We know that **RESPONSE TIME** and **GETTING IT DONE RIGHT** the **FIRST TIME** is critical. We bring the know-how and the right parts to do the job, getting you back up and running as fast as possible.

- Safety Issues
- Brakes
- Transmissions
- Batteries
- Hydraulics
- Masts
- Steering
- Tires
- Starting Issues
- Engines
- Cooling Systems
- Cylinders
- Hose Making & Repair
- Forks
- Electrical Systems
- Tune-ups



# HEAVY EQUIPMENT REPAIR



## WHEN RESPONSE TIME MATTERS

- Our technicians are here to help get you back up and running.
- Typical **response times are within hours...** NOT days.
- We have 24/7 emergency service, so we can take care of you when you need it.
- And we do all of this **under dealer pricing.**



**WE GET THE JOB DONE!**

## WE COME FULLY PREPARED

- Our fleet of service vehicles includes our custom made trucks that serve as mobile service stations, **including diagnostic computers.**
- These vehicles are equipped with compressors, welders, **hydraulic hoses, fittings, and crimpers.**
- We take care of your toughest problems with a staff of experienced mechanics, welders, and an 8,000 lbs mobile crane.

**We work with most major Fleet Service Providers, including:**



TruckDown

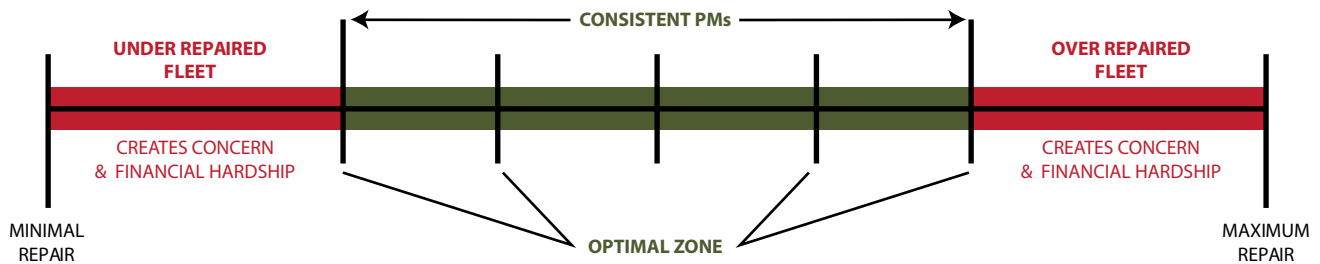


# FLEET REPAIR

## TOO LITTLE REPAIR. TOO MUCH REPAIR. WHAT'S RIGHT FOR YOU?

It depends on what is right for your business. Keep the following considerations in mind:

- How urgent are deliveries?
- How many spare vehicles do you have?
- What is your budget?



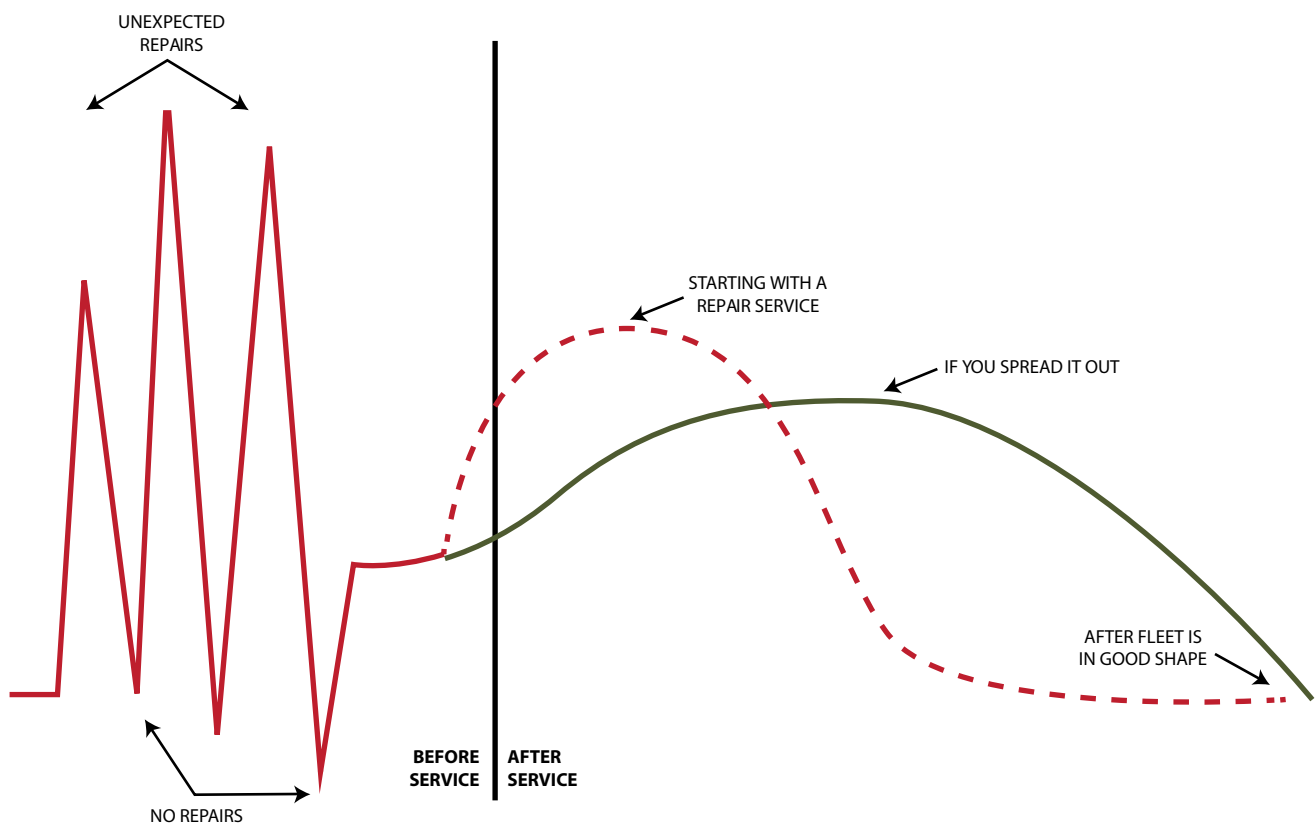
## THE HIGH COST OF MISSED MAINTENANCE

When planned maintenance is scheduled and carried out, small or early repairs can save you:

Big repairs • Unexpected down time • Citations • Un-fulfilled deliveries • Safety Issues

These are all expensive. When planned maintenance is executed, and the recommended repairs are completed you can reduce your overall repair bill and increase your up time.

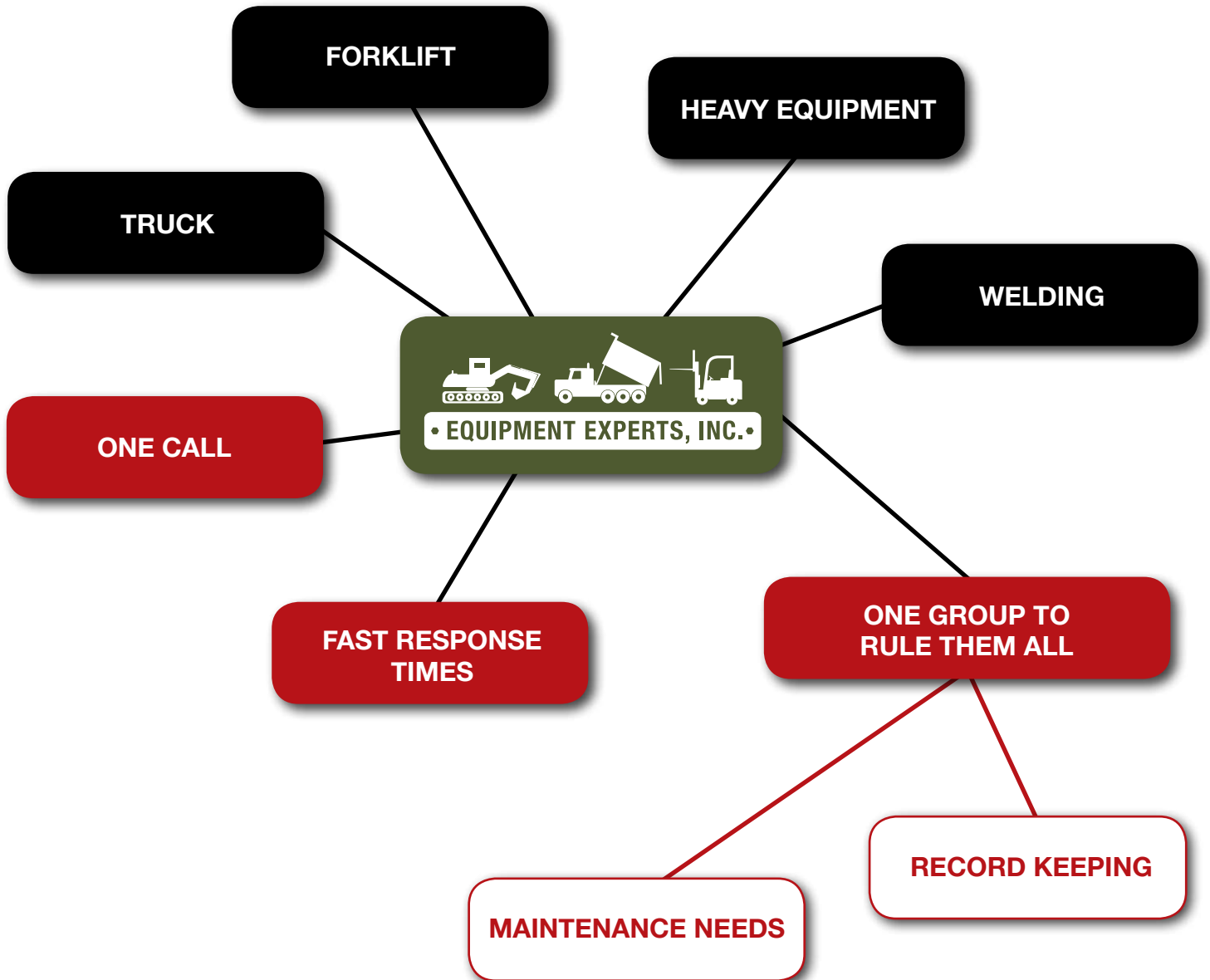
## REPAIR LUMP





# ONE STOP SHOP

With 24/7 emergency repair, rapid response and competitive rates, Equipment Experts, Inc. is your one stop shop to repair your forklifts, trucks, and heavy equipment.



# RECORDS + MAINTENANCE

State of the art software allows us to track your Planned Maintenance program, no matter the size of your fleet. From 1 piece of equipment to hundreds, we have the capability to schedule your fleet... and 30, 45, 60, 90 or even a custom time frame is no problem.

## SPECIALIZED PLANNED MAINTENANCE

- DOTs
- Shredders
- Compressors
- Hydraulic Lifts
- **YES!** We can do planned maintenance on nights and weekends

*Sample Planned Maintenance Report*

**Equipment Experts, Inc.**  
19729 20th Ave. S Bldg K  
Lakewood, WA 98499  
(253) 365-6591

Document # 140001882  
Customer: Northwest Door, LLC  
19000 Canyon Road East  
Puyallup, WA 98476  
Ser #0

**ForLBR Inspection**  
Page 1 of 3

**Equipment # 140001882**  
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## CUSTOMIZED INSPECTIONS

Inspections can be customized to your company's need.

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**Equipment Experts, Inc.**  
19729 20th Ave. S Bldg K  
Lakewood, WA 98499  
(253) 365-6591

Customer # NOR001  
Northwest Door, LLC  
19000 Canyon Road East  
Puyallup, WA 98476

Serial # L177V09196K  
Unit # 3

Open Date 8/22/2016  
WO # 140001882

Make/Model Hyster H50FT  
Hour Meter 83  
Tech JH  
Van/Truck Main

Description Of Service:  
Leaking oil  
Get into customer location and checked in with customer on field that was leaking. Then got to forklift and checked underneath what was leaking. Found three pump seal leaking and try to fix but had to run to vendor for parts and return. Installed oil ring that was leaking on brake pump so brake job completed.

Additional Risk Recommended:  
R15 valve cover gasket leak level 1  
R15 gaskets oil pan gasket leak, will need to clean and re inspect.  
R15 valve seal leak level 1  
R15 Turn up  
R15 Valve/rod/splitter/cover contact loose/overhaul  
R15 Seal  
R15 Primary Oil chains  
R15 Seal/rod/splitter/gaskets  
R15 IN SERVICE

Qty Part # Description  
0 4057710 O Ring-Trans Pump

Robert 8/22/2016 4:23 PM

Invoicing is due upon receipt for all customers that do not have a preapproved account. The customer understands that diagnosis/inspection time is \$38.00 per hour or \$147.75 per hour after hours, plus any parts, freight, fuel charge and misc. fees, even if the recommended repairs are declined. The signer agrees to pay a retainer fee of 20% of parts. The undersigned is acting as an authorized agent of the company listed above. The signer agrees that if the signer or any other authorized agent of the signer, at any time fails to inspect, or becomes insolvent, or ceases to do all of the foregoing, or fails to make payments as agreed, then all of the obligations of the signer to Equipment Experts, Inc. or to Equipment Experts, Inc. shall become immediately due and payable without demand or notice. Additionally, the signer shall pay reasonable attorney fees and costs, including attorney fees and costs on an appeal in addition to collection costs. The customer agrees that any resolution of litigation will occur in Federal Courts.

## SUPPORTED EQUIPMENT

Types of equipment that our program can support

- Truck
- Trailers
- Forklifts
- Heavy Equipment
- Light Duty Equipment
- And anything that needs regular maintenance

# TESTIMONIALS + PRESS

"Our company has partnered with Equipment Experts, exclusively, to service our fleet of propane and electric forklifts, diesel delivery truck and other equipment as well as with the purchase of new equipment. We have 100% confidence that when we need them Equipment Experts will respond quickly, perform the services necessary and when repairs are made, they are done right and by the experts. Greg, Stacy and the Equipment Expert team is truly our "One Stop Shop". They take the time to understand our fleet and our company needs and have become one of our most valued partners through the growth of our business. We appreciate the excellent service, competitive rates and most importantly their ethical approach to doing business. I highly recommend Equipment Experts to service your equipment and fleet needs. Thank you Greg, Stacy and the entire team." - Brad S.

"If you're looking for good, hardworking people who deliver honest service, check out Equipment Experts" - Sky R.

"I have been in the transportation industry for 30 years and recently I held a Service Manager position. During the process of reviewing the status and the condition of equipment, my new discoveries shocked me to see a fleet that, in my professional opinion, should not have been allowed to operate. I realized that I was going to need help so I started bringing in vendors to help. Some did not care, others did not know, many said we just do whatever the customer tells us whether they are right or not...this to me is a cop-out. You will BE HAPPY TO KNOW, I found them [Equipment Experts] they are like family...the firmest, nicest (Stacy) people you will ever meet. I was able to increase truck, trailer productivity and doing it safely with Equipment Experts. Thank you!!!!"

- Ron C.

"I have used Equipment Experts for a few years now and they have always done a great job. They PM services and major repairs on our trucks and forklifts and if we have a brake down on the road or job site they are out there as soon as they can to get us up and running again. All of the people are great and I will keep using them. Thank all of you there." - Harry S.

"Equipment Experts are just that...Experts! We have had great success and service with them on our fleet of trucks. Equipment Experts are honest, do timely and diligent work and always give advice when needed. If you need truck repairs and maintenance than they are the mechanics for you. Thank you guys for all the hard work. Amazing speed and fairness in business. Very much recommend this business to anyone needing a repair."

"Fast efficient affordable. Same day emergency service. Awesome response time, and really easy to work with."

"I have used Equipment Experts a few times, they have always been very professional, and thorough. They were done on time and kept me informed during the repair. I recommend this repair shop for whatever you might need done." - Bonnie V.

"I've used Equipment Experts on three separate occasions. These guys are awesome. Great service, quick response times and they got the jobs done when promised. Their rates are also very competitive." - Lonnie M.

"I am a manager at a high volume catering company at the Seattle International Airport with a fleet of nearly 30 trucks. We have been plagued with substandard vendors that do quick fixes and don't tend to our fleet with any sense of urgency or care. I happened to stumble on Equipment Experts on a Saturday afternoon and submitted an inquiry on their website - within minutes I had the company owner on the phone and had a mechanic on site the following morning. We were at an incredibly critical condition with 14 out of 27 trucks inoperable due to vendor issues. The owners met with my team, came up with a plan, and dedicated a team of mechanics to our facility 7 days a week to get us up and running. They shopped around for the best parts and the lowest cost, making our spend reasonable for a huge amount of work ahead. In less than three months, we are nearly at 100% thanks to the Equipment Experts team. There were trucks in need of total rebuilds, engine replacements, etc. Their staff is incredibly knowledgeable, capable, friendly and driven by customer service and excellence. I can't say how happy my company and I are that we chose them to become our new truck maintenance vendor. Our company is worldwide and I have worked with many vendors in the past 18 years that I have been in the business. Equipment Experts stands alone as the best I have seen in what they do." - Gate Gourmet, Chris Gore

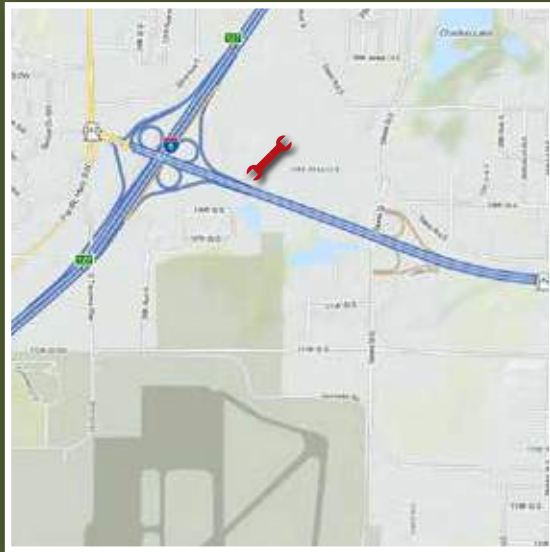
"Could not have been more pleased with the treatment from the staff and owner. Had my electrical issue fixed quickly and they were more than fair on the charge. If I am in this area when I need a repair, they are the first one's I will call!"

"We have used Equipment Experts for numerous repairs on our lift trucks. Extremely fast response time, jobs were done quick, accurate, technician was knowledgeable and very helpful...Office staff very professional and most courteous! Equipment Experts are by far the BEST there is!! Will use them for ALL future maintenance and repairs. THANK YOU TO ALL!!!"

"By far the best customer service...the work that was requested was done on time the tech was knowledgeable on what he does...the sales lady and the person that I scheduled the appointment all rocks."

# OUR LOCATIONS

no matter where you need us, we have you covered



## SHOP LOCATION

2704 104th St S, Bldg K, Lakewood, WA 98499

Our shop is conveniently located at the corner of I-5 and Highway 512 in Lakewood WA, near Tacoma.



## MOBILE COVERAGE

Our coverage starts at the shop +50 miles.

But if you need us to travel, we will. We've gone as far as Alaska, Eastern Washington, and Neah Bay when our customers needed us.



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