



It's been a hot minute, but our Lift Line Newsletter is back!

Our team has made it through a challenging couple of years and we couldn't have done it without you. You are the reason why Lift Line is Niagara's largest lift truck and service dealer. We are grateful for your continued support and look forward to another 43 years of business.

Thank you!!

In this issue:

PAGE 1

-Thank you!

PAGE 2

-Lift trucks in stock and Spotlight on Titan

PAGE 3

-Changes

PAGE 4

-Attachments and Stackers

PAGE 5

-Tim the Mechanic and Inspection booklets

PAGE 6

-Items for sale

PAGE 7

-Tell us what you think and Customer Bill of Rights

WE HAVE STOCK

Lead times on new purchases are insane right now. Competitors trucks are to be delivered in as many as 88 weeks...that's over a year and a half!!

If you are in need of a lift much sooner than that, we may have you covered. We have quite a few units in stock that we can deliver to you within a week.

Not sure if we have what you are looking for? Give us a call or shoot us an email and we will do our best to help.



Titan lift trucks are designed and engineered in Chatham, Ontario.

Titan uses the following in building the best warranted truck:

- Gates and Parker hoses and fittings
- Cascade attachments
- Eaton steering
- Schimadzu pumps
- Impco LPG systems
- Grammar seats
- Okamura transmissions
- English LED lighting
- Engines-Mitsubishi, Volvo, Cummins, Kubota and PSI
- Curtis controllers
- ZF German motors

No overriding computers.

All covered by a 5 year warranty.



Change is inevitable, growth is optional-John C Maxwell

Marketing changes:

Here at Lift Line, we prefer to embrace both change and growth. You may have noticed our new letter head? Simple, yet sophisticated. And keep an eye out for new lettering on our building. A refreshing update is on the way. And our website...brand spanking new! Check it out at www.liftline.ca.

Price and delivery changes:

It's hard to ignore the fact that the price of EVERYTHING has gone up over the past 2 years, unfortunately, the same applies to our service/products. We do our best to provide fair and competitive pricing, but it has been a struggle to keep prices low considering the price of fuel and inflation in North America. We also want to mention lead times; the timeline on receiving a new lift truck is longer than ever before, but it is what it is and we thank you for your patience and understanding.

Staff changes:

We would like to welcome Bill Miller back to the team! You may see him while he's on the road; be sure to say hi if you do. You may have noticed, we have made an addition to our sales team. Shelly is our new Sales Coordinator. She will assist in our Sales and Rentals Department. She is excited to learn from both Bills and Greg; and with their guidance, we are sure that she will be a pro in no time!

Sales Team: Can you tell which one is Shelly?



Email:

bill.alton@liftline.ca

greg.williams@liftline.ca

bill.miller@liftline.ca

shelly.grenier@liftline.ca

Call:

905-788-0971

Ask for Bill, Greg or Shelly to assist
with your ordering needs.

FORKLIFT ATTACHMENTS

Is your lift truck needing a bit of an upgrade?

Maybe an attachment to make it more versatile?

Shoot us a call or an email and we can discuss your needs.

Rotators, Positioners, Forks, Side shifts and more.

Our main suppliers are Cascade, Bolzoni and TVH.



STACKERS

“A forklift is too big for my work space...I need something that works in a smaller area.” If this sounds like you then we have the perfect solution; a stacker.

Stackers have a much smaller footprint than a lift truck so they don't take up much floor space. They come in various designs to accommodate your needs and are a practical solution when lifting smaller loads to greater heights.





Tim the Mechanic says, “Do your daily maintenance check!”

Are you familiar with a pre-shift Inspection? The Occupational Health and Safety Act, known as OHSA, requires that forklift operators do a maintenance inspection at the beginning of each shift for any vehicle that is operated daily.

See below for more information:

[Guide to the Occupational Health and Safety Act | ontario.ca](http://www.ontario.ca)

When doing your daily maintenance check you need to ensure that you are looking at the following:

- Forks - look for weld breaks, raise and lower the forks with and without a load
- Tires - check to see if there is any rubber missing
- Cylinders - check to make sure there are no leaks, including drips
- Hydraulic hoses - look for any punctures or cuts in the hoses
- Chain - check that the tension on the chain is tight
- Carriage - look for any weld breaks
- Seat belt - check that it is in good repair
- Propane tank (if it has one) - check that it isn't loose
- Radiator - check for leaks and clean debris or trash caught in it
- Emergency brake and accelerator - check that they are in working order
- Controls - ensure that they are all in good repair
- Safety lights, battery, alarms, & horn - check that they are all in working order
- Fluid levels - check your engine oil, fuel, radiator water, and hydraulic fluid levels

****If you find that during your inspection any of the above items are unsafe or needing to be repaired, your forklift needs to be taken out of service, red tagged, and repaired before you use it again.****



NEED INSPECTION BOOKLETS?

Booklets can be purchased individually (\$6.00) or in a case of 60 (\$360.00) through our Parts Department. Lift Truck and AWP options are available.



Rampmaster Dock Plate

Maximum capacity 3,000lbs

This dock plate is to be used to bridge the gap between your dock and truck trailer. The gradual bend at the edges keep it flush with the dock. The diamond plate is skid resistant.

There are safety legs to keep the plate secure between the dock and trailer. Best of all, it's portable.

Yours for only \$400.00!!



For Sale

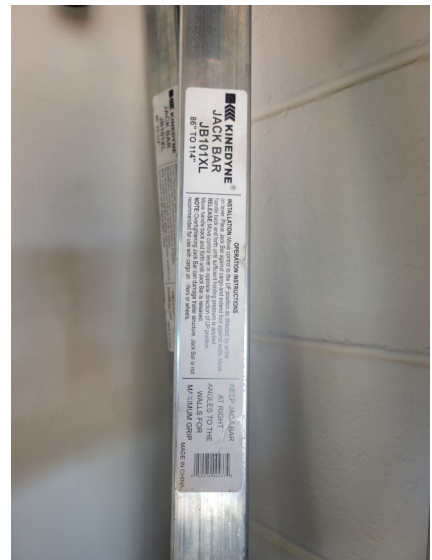


Kinedyne Jack Bar

This bar extends from 86" to 114". It has 4x4" molded rubber feet to prevent it from moving. It has a quick release handle assembly. Can be used in any logistic van assembly.

Grab one before they're gone!!

\$75.00



Tell us what you think

Are you looking for information about a specific topic?

Are you looking for trouble shooting ideas for an issue you've encountered?

Do you come to our newsletter hoping to see something in particular...perhaps Tim's helpful tips?

Let us know what you want to see in our newsletter and we will do our best to find the answers you seek.



43 years ago Lift Line Machinery Ltd. began with the following Customer Bill of Rights :

Our Customers Have the Right to Expect:

- timely service as viewed from their perspective;
- service at a reasonable expense;
- courtesy, respect and empathy regardless of the situation;
- us to listen so as to understand their problems;
- communicate clearly and concisely with them;
- us to fix it right the first time and provide zero defects;
- expect all of our people to be qualified;
- us to be dedicated to go the extra mile;
- personalized service that addresses their specific needs;
- cleanliness in whatever our service for them might be.

We have stuck to this Customer Bill of Rights every day since 1979!