

Raising the Standard in Material Handling since 1979.

495 Prince Charles Dr S, Welland



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[www.liftline.ca](http://www.liftline.ca)



## HAPPY HOLIDAYS



Holy forklifts!! Where has 2023 gone??

Whether you choose to spend your holiday alone on an island or surrounded by family and friends, we want to wish each and every one of you a happy holiday filled with magical moments and lasting memories.

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# Titan forklifts: Built with pride

COMPONENTS USED IN OUR PRODUCTS:



Do some of these brands look familiar? Titan uses parts from these reputable companies to build their forklifts. Isn't it reassuring to know that your equipment is made with reliable parts?

Not familiar with the Titan name? Reach out to our Sales Department to learn more about what these machines can do for your environment.



# TITAN<sup>®</sup>

— F O R K L I F T S —

# SHOUT OUT TO...

## Silverthorne Refractories

Silverthorne Refractories Inc. is a diversified company specializing in refractory and metallurgical products and services globally. We have been in business producing custom blends, foundry fluxes for over 26 years. As President, Bob Silverthorne has 40 years' experience in the Refractory industry.

We are a small Canadian company that is managed and owned by the same people. We take pride in our customer service and offer flexible production and scheduling to meet all our customer requirements; both small and large volume.

We can accommodate your inventory quantities with 5 silos and 70,000 sq ft of storage/manufacturing space to process your exclusive products. Our facility has a 10,000 sq ft. shipping / receiving area to handle containers, flatbed trucks, and pneumatic tankers to ship / receive material to and from locations across North America.

We recently purchased a Titan lift truck from Lift Line and it has been a tremendous help to our application. The delivery time was quick and the Sales Rep was professional. Their service Dept responds to our needs in a timely manner and the techs are efficient.

[www.srinc.ca](http://www.srinc.ca)



## Winter Prep

Are you ready for winter yet? Snow is coming, whether we like it or not. It's better to be prepared than to be surprised. Give us a call or send us an email and we will do our best to meet your winter safety needs.



## Our Road Guys

Is your unit making funny noises? Has it sprung a leak? We have several trained technicians available to assess your machine's issues and do small repairs onsite. Their combined knowledge and experience makes them an asset when looking for the problem. They perform annual certifications and do preventative maintenance services to ensure that your machine is in fine working order. Need a tech to stop by? Call Frank or Ronya and they will help you out!



### 45 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!**