

GENCARE[®]

Material handling
equipment maintenance.





CLASS 1

- 3-Wheel Sit-Down Trucks
- 4-Wheel Sit-Down Trucks



CLASS 2

- Stand-Up Reach Trucks
- Stand-Up Counterbalance Trucks
- Man-Up Orderpickers
- Turret Trucks



CLASS 3

- End-rider Pallet Trucks
- Center-Rider Pallet Trucks
- Tow Tractors

**GenCare Forklift Maintenance:
Keeping forklifts and facilities ready to roll**

Plug Power's GenCare support and services program helps material handling professionals Power Their Possibilities.

Plug Power employs a team of highly professional technicians, having extensive knowledge of forklift operations as well as a deep understanding of our fuel cell products.

Plug Power services all makes and models of material handling equipment, whether powered by propane, diesel, gas or electric.

Comprehensive care puts the responsibility for forklift and fuel cell maintenance on our shoulders, allowing site professionals to do what they do best...keep product moving.



PROFESSIONAL

Plug Power has a GenCare services solution for businesses small and large.

Plug Power has a strong commitment to customer service with a goal to help solve material handling challenges. Our technicians strive to diagnose issues quickly, repair the equipment correctly the first time and return the equipment to the operating floor expediently.

Everything we do is predicated on our ability to deliver without question. By exceeding expectations, anticipating needs and offering comprehensive solutions, we've become indispensable to our customers.

COST-EFFECTIVE

Great service should not break the budget.

Plug Power's size and reach allow us to do things our competitors can't. Things like building proprietary systems from the ground up, and taking calculated risks that allow us to put our customers first.

Our Chicago-area service center provides experienced material handling technicians locally-based, allowing us to offer experienced techs for your facility on a cost-effective basis.

- In house technicians
- Road service technicians
- Custom planned maintenance packages

EXPERIENCED

Driven by knowledge and know-how.

Consistent and thorough evaluation and training for our technicians ensures that we fix material handling maintenance issues the first time. Plug Power found and hired experienced industrial technicians who are fluent in all makes and models of material handling equipment. You can be sure that our technicians have the ability to get the job done.

RESPONSIVE

Treating our customers the way we want to be treated.

The world, our industry and our customers' needs and expectations are constantly changing. We work hard. In an industry where there's nowhere to hide, you either deliver or you don't. We deliver - and we treat our customers the way we want to be treated. It's that simple.

Our responsive GenCare system provides the following benefits:

- Increased visibility
- Inventory cost control
- Electronic work orders
- Work order and maintenance tracking
- Mobile automated alerts from dispatch
- Centralized information storage





HYDROGEN AND FUEL CELL TECHNOLOGY IS ABOUT PROVIDING SOLUTIONS THAT MAKE SENSE ECONOMICALLY, OPERATIONALLY AND SUSTAINABLY - TODAY

The architects of modern hydrogen and fuel cell technology, Plug Power has revolutionized the industry with its simple GenKey solution, designed to increase productivity, lower operating costs and reduce carbon footprint in a reliable, cost-effective manner. Plug Power's GenKey solution couples together all the necessary elements to power, fuel and service a material handling professional's fleet. Long-standing relationships with industry leaders forged the path for the company's key accounts, including Walmart, P&G and BMW. Plug Power is the partner material handling professionals trust to take their business into the future. For more information about Plug Power, or to locate a Plug Power sales representative, visit www.plugpower.com or call 518.738.0320.

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