



Distributor network

With hundreds of dealer locations throughout Europe, North and South America, Maximal forklift dealers supply much more than forklift trucks. From flexible financing options, parts, service and product support, our distributors / dealers are unsurpassed, delivering superior customer service that sets us apart from the competition-before, during and after the sales.

Online system detail

- 1 Spare part
 - Recommendation spare parts list
 - Accurate spare parts searching by parts manual.
 - Order record
- 2 Warranty
 - Warranty claim form
 - Claim record
- 3 Information
 - Notice
 - BBS

Professional parts management program

Maximal inventories in excess of 32,500 part numbers to ensure a fast parts delivery and service level. The computer controlled well organized warehouse is climate controlled to insure quality parts. Maximal worldwide distributors in Europe, America, Asia, and Africa maintain a huge parts inventory for fast delivery to customers in their regions. Maximal is committed to supply spare parts through their distributors and dealer network worldwide.

- 4 Down loading
 - Specification and Mast information
 - Maintenance manual
 - Operation manual
 - Engine specification and certificates
 - CE certificates and ISO certificate
 - Advertising material
 - Attachment information

Customer service

Effective 2011

Online parts sourcing system for our distributors, dealers and their clients.

We know your business demands more than just quality products. In order to expedite the parts ordering process for you, Maximal established an online sourcing system for clients so they can source parts at their convenience. Quality complaints and suggestions on improvements will be addressed and processed promptly. The system will provide comprehensive after-sale service and support for MAXIMAL products.



Warranty Solution

- Extended 18-36 month warranty option provides you with extra confidence while owning a Maximal forklift truck.
- Warranty covers the replacement parts which are shipped by air without delay.
- Maximal offers 24month warranty for Chinese Engine.

Fast response, 24-hour reply on trucks, parts, and claims

Maximal responds to any and all requests from our clients within 24 hours, saving you time and labor. This program ensures next-work-day information regarding trucks, spare parts, claims, including freight. We offer this guarantee specifically to our primary distributors, dealers and their customers.