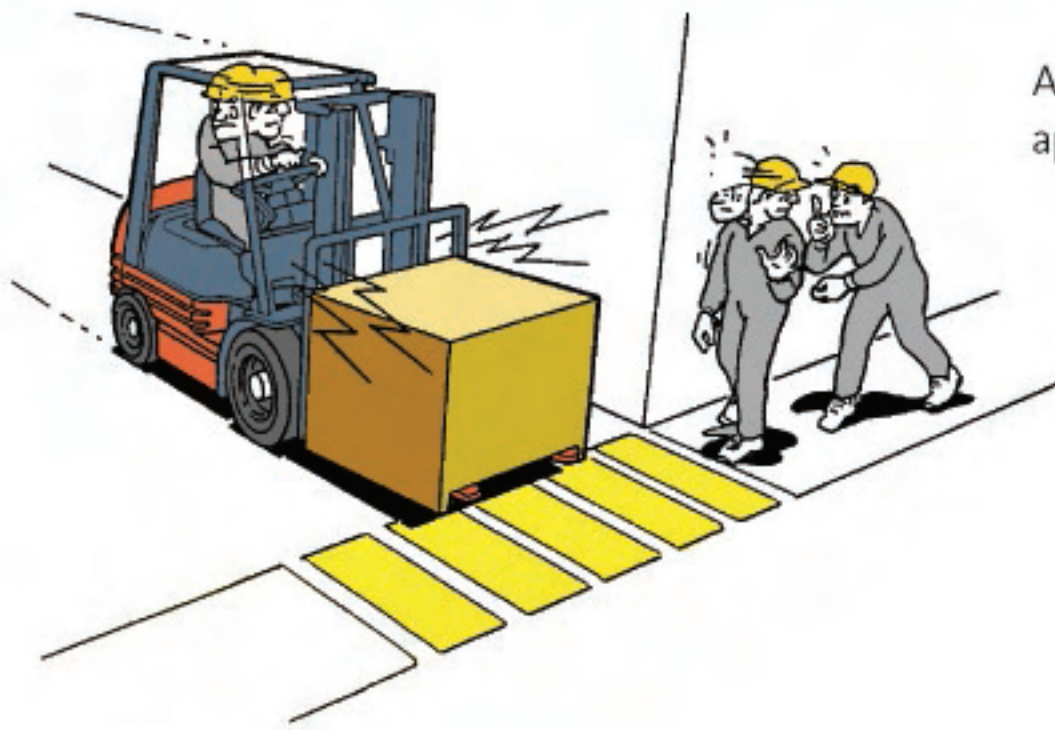


SAFETY TIPS

TIPS FOR SAFER FORKLIFT OPERATION



Always sound your horn when approaching corners.

CONTEST

WIN AN EXCLUSIVE UMW EXCLUSIVE ECO DRINKING BOTTLE!

All you have to do is answer 3 simple questions. Find the easy answers to these questions in this issue of UMW Industries newsletter. Then send in your entries to the address listed on this page, no later than **15th January, 2014**. Ten lucky winners will be randomly selected from the correct entries.



1. Name one of Toyota's technologies found in the new 8FBP that is behind the machine's ability to work longer and more efficiently.

2. What is the proprietary feature in the new Tennant T12 Scrubber machine that promotes safety?

3. What is the maximum lift height of the new BT Reflex O-Series RRE160R?

Name: _____ I.C No.: _____

Contact No.: _____

Company Name: _____

Company Address: _____

Delivery Address: _____

Results will be published on our website by 30th January, 2014. Successful winners will be notified by post.

UMW INDUSTRIES



TODAY

1ST EDITION 2013

ISSUE NO 2/2012 PERMIT NO.:PP9901/02/2013(031576)



PRODUCT WATCH

Picking Up the Challenge

PRODUCT WATCH

Ride and Clean

PRODUCT WATCH

New! BT Reflex O-Series RRE160R

We appreciate your feedback.
Write or call:

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PICKING UP THE CHALLENGE

8FBP SERIES



Toyota's latest indoor trucks, the versatile 8FBP Series of the Toyota Electric Powered Order Trucks, make it easy to pick up, stack and store goods and crates at various heights. Reaching up to a maximum height of 6 metres while still remaining extremely stable, the 8FBP is the ultimate in order-picking trucks at such distribution and storage sites as food warehouses, logistics centres and wholesalers.

The 8FBP Series consist of two models. The standard unit, the **PF (Power Unit Forward) model**, places the forks behind the operator and offers a wide front view during travel.

The **FF (Fork Forward) model** is an alternative configuration of the 8FBP; the control panel faces the same direction as the forks. Designed for palletised load handling, this handy machine has the same operational feel as a reach truck.

SAFE, STABLE & EFFICIENT

The 8FBP Series has outstanding stability with features that focus on safety and easy operation.

Automatic Vehicle-speed Control

For stable travel. Accelerate and decelerate according to lift height.

Shockless Ascent Stop

Reduces lifting speed near the end of the ascent stroke, and lessens jolting when maximum lift height is reached. (Note: Available with Deluxe Multifunction Display.)

Fork Stuck Descent Stop

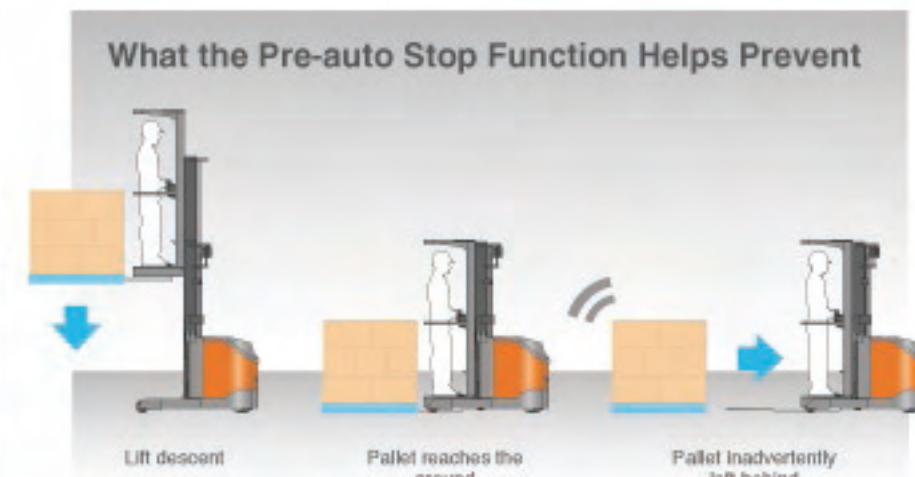
Detects stuck forks and gives visual and audio warnings so that platform descends only when forks are disengaged.



Auto Pallet Clamp
Helps prevent vertical shaking of the pallet.



Anti-rollback
Truck stops when accelerator is released, and descends at constant speed on slopes.



Pre-auto Stop. When lift descends, forks are stopped before pallet touches ground, preventing pallet from accidentally slipping off.

ALL ABOUT POWER

Advanced Toyota technology is behind the 8FBP's ability to work longer and more efficiently.

AC Power System

Enables precise control for smooth travel and load handling. No brush replacement required.

Power-select Function

Offers at least three modes (standard display) for a balance between load-handling and operating time.

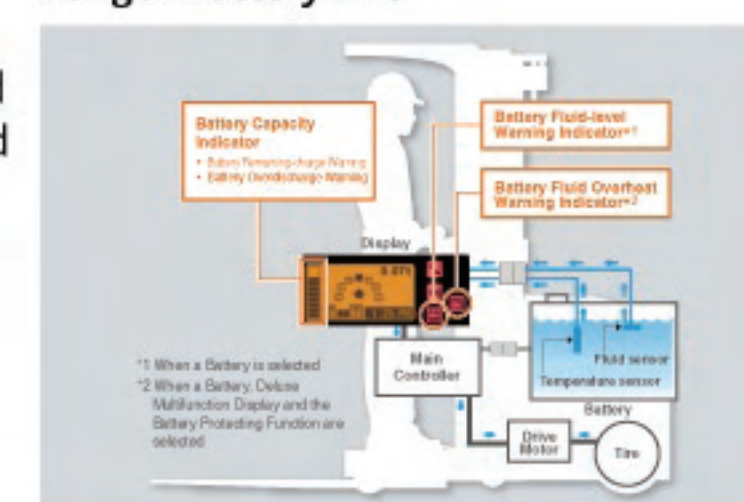
Power-keep Function

Boosts load-handling and travel performance as the battery charge drops.

Load-handling Regenerative System

Electrical power is regenerated during lift descent, braking and switchback, and when accelerator is released.

Longer Battery Life



BEST WORKSITE LAYOUT

Group stored and picked items according to rack height for better work efficiency and effective use of space.



High Storage space for infrequently unloaded items and replenishment items. Reach trucks are used for loading and unloading operations.

Middle Order-picking space for slow to moderate-moving items. Order-picking trucks are used for picking up orders at these spaces.

Low Order-picking space for fast-moving items. Powered pallet trucks are used for ground conveyance.

Deluxe Multifunction Display **OPT**

- Load weight indicator
- Battery capacity indicator
- Wheel indicator and Direction indicator
- Maximum lift-height restriction indicator *1
- Low-speed setting indicator
- Power meter
- Diagnostic indicator
- Overheat warning indicator
- Battery fluid overheat warning indicator *2
- Battery fluid-level warning indicator *3

Fork stuck descent stop indicator
Scheduled-maintenance hour meter
Odometer and trip meter
Over-speed alarm

*1 When Height Selector is selected. / *2 When a Battery and Battery Protecting Function are selected. / *3 When a Battery is selected.

KEY OPTIONS

Deluxe Multifunction Display

Includes more details such as scheduled maintenance and over-speed alarm, among others.

Height Selector

Automatically stops forks at three preset heights.

PIN-code Entry System

Allows preset settings to be tailored to authorised operators.

Battery Roll-out. Easily replace battery by sliding it out from the side of the truck.

Reel-type Safety Belt

Self-retracting extensible belt eliminates slack, enabling operator to engage in various operations.

Others: LED Lights, Storage Box and Guide Wheels

To know more about the Toyota 8FBP, please call our Customer Info-Desk @ +603 5163 3833.

RIDE AND CLEAN

The Tennant T12 Rider Scrubber, Tennant's latest addition to its line of Rider Scrubbers, is a compact battery-powered machine with a host of features neatly packed into a robust, durable frame. Not much wider than the width of a man, the T12 is ideal for cleaning areas that range from the narrow aisles of supermarkets to the spacious lobbies of hospitality establishments.



1



2



3



EFFORTLESS CLEANING

Working the T12 is simplicity itself. The controls are easy to operate, which makes training the operators an uncomplicated affair. The machine cleans around corners and even hard-to-reach places.

Powerful. A strong durable body, substantial battery power plus manoeuvrability unite to deliver heavy-duty cleaning performance anywhere.

Productive. Combining innovative features with chemical-free ec-H₂O™ technology gets more cleaning done in less time. It's even more productive with optional attachments like the scrubbing side brush.

Practical. Reliable and worry-free operation results in maximum uptime. Low ownership cost and ease of maintenance means improved bottom line.

ec-H₂O™ Technology electrically and safely converts ordinary tap water into a powerful cleaning agent without any added chemicals. It's clean and it's safe for people and for the environment. Scrubbers using this technology can clean up to 3x longer with just a single tank of water, and floor traction is also significantly increased, reducing the risk of slip/fall accidents.

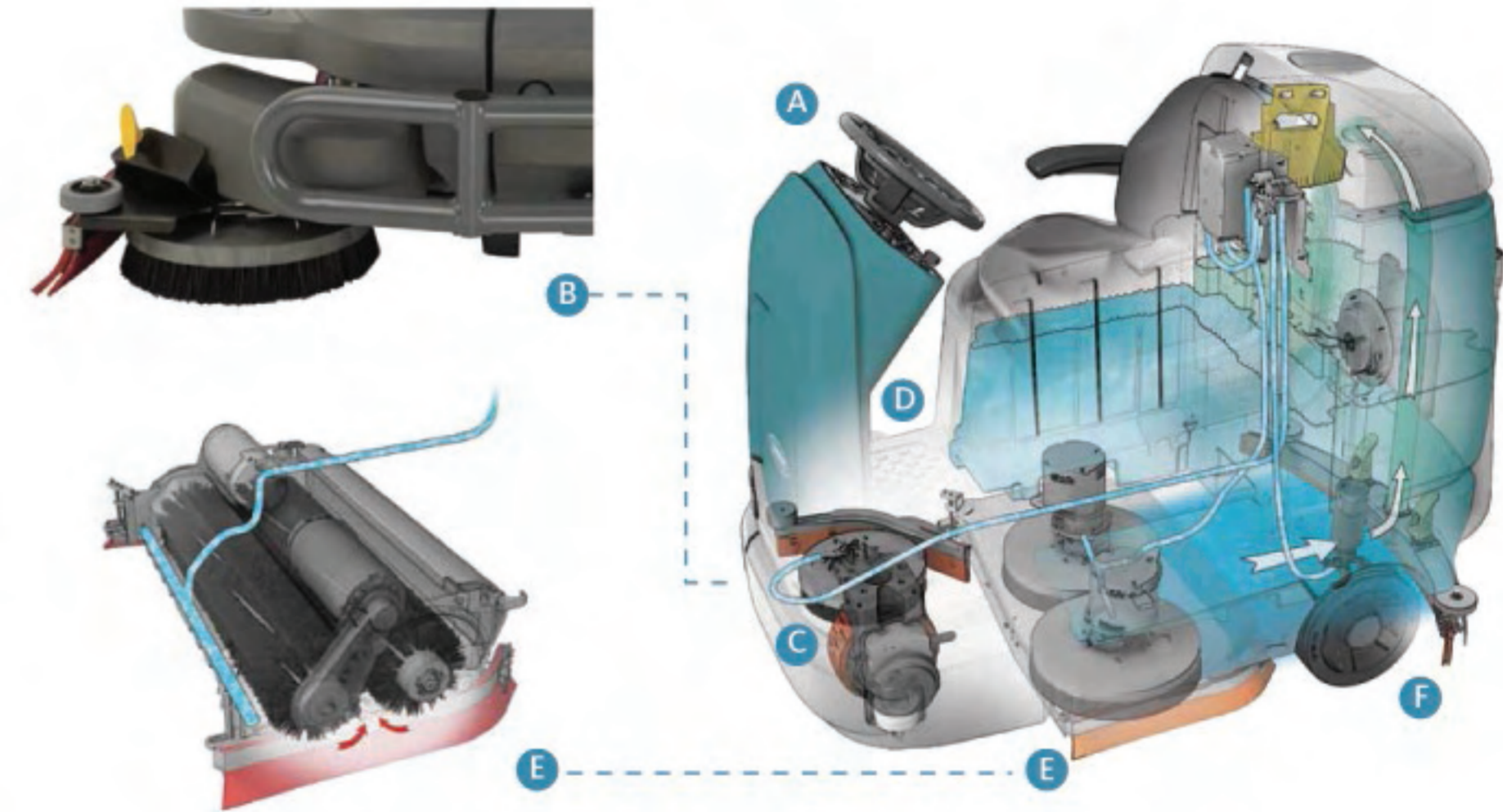
COMFORT & SAFETY

The T12's features place the operator's safety a priority at all times and minimises human error by making operating and maintaining the machine a simple affair.

- All controls are within easy reach to keep his attention facing forward.
- Comfortably big operator's compartment reduces operator fatigue and allows effortless getting on and off the machine.
- The large, green 1-Step™ Start Button activates the scrubbing systems and engages the most recent operating setting.
- Very obvious yellow maintenance touch points help save time and money by ensuring that maintenance items get checked and the machine is properly maintained and protected.



4



INSIDE THE T12

A. SIMPLE

Easy controls with 1-Step™ Start Button. Simplifies training of operators.

B. PRODUCTIVE

Cleans floors from edge to edge. Gives a 28% wider scrub path with optional scrubbing side brush.

C. COST EFFECTIVE

Lasts longer and costs less to upkeep as AC brushless propelling motor operates more efficiently than traditional DC motors.

D. COMFORTABLE

Large operator compartment has ample legroom. Easy to get on and off the machine on both sides.

E. EFFECTIVE

Choice of scrub head (disk or cylindrical) to best fit the application and clean better. No tools required to change the brush.

F. SAFER

Less risk of slip/fall accidents. Dura-Track™ parabolic squeegee system has excellent water recovery and squeegee can easily be changed without tools.

1-4. The T12 is an invaluable asset to a wide spectrum of industries. These markets include the auto, aviation, education, food & beverage, manufacturing, retail, warehousing and parking businesses. The T12 offers high productivity in a compact, maneuverable rider scrubber.

Seeing is believing; try the new T12 for yourself. Please call our Customer Info-Desk @ +603 5163 3833.

NEW! BT REFLEX O-SERIES RRE160R

BT reach trucks are known for their high performance, quality, safety and low handling cost. The new advanced **BT Reflex O-Series RRE160R** offers the same dependability and productivity but has a significant advantage over other models.

Conventional reach trucks are built for smooth and levelled floors. This usually limits them to indoor environments such as factories. With the new RRE160R, loading, unloading and storing goods can now be carried out both indoors and outdoors.

A PRACTICAL MACHINE

The RRE160R's ability to work outside the factory itself comes in very handy when loading and unloading from transporter trucks and other vehicles. Operators can drive the forklift right up to the truck itself, wherever the vehicle is parked. The multi-tasking RRE160E has a maximum lift height of 7.5 metres and can easily handle block stacking as well as service outdoor racking and loading/unloading vehicles from the side.

A high ground clearance of 145mm makes the RRE160R the ideal forklift to use in outdoor locations with uneven surfaces. Coupled with durable super-elastic tyres, challenging environments like slopes, high-temperature asphalt, and even wet surfaces pose no problem. To ensure optimum safety and reliability, the forklift has three-wheel braking and the heavy-duty gearbox has been adapted to suit the revised drive-wheel configuration.



BT Reflex O-Series RRE160R Features

- Unique Transitional Lift Control (TLC) system for fast and secure working at height
- Powerful AC motors
- 360° steering
- Advanced driver cab with the 'Total view' concept
- Load capacity of 1,600 kg at 600 mm load centre

The RRE160R's flexibility translates to cheaper operational costs as only one machine is required for working both indoors and outdoors. Its high performance in different environments makes this reach truck a must-have asset for a wide spectrum of industries.

KEY OPTIONS

Opt for these all-weather extras to enhance the driver's protection, comfort and effectiveness while operating the reach truck:

- Fully enclosed cab with door
- Large clear-screen windows for better visibility
- Heater and fan to cope with indoor/outdoor operations
- Powerful working lights for darker indoors

Check out the BT Reflex O-Series RRE160R. Just give us a call at +603 5163 3833 to find out more about its capabilities.



1-2. The new reach truck BT Reflex O-Series, RRE160R performs indoor and outdoor multitask operations, providing customers with maximum flexibility in operations and driving down costs

TYRE TALK



TRELLEBORG

Choosing the right tyres for your machines can mean savings in terms of fuel used and reduced downtime for tyre replacement and maintenance in addition to increased safety and comfort for the operators. The choice of tyre manufacturer is just as important.

The Trelleborg Group is a global industrial group which specialises in advanced polymer technology. It has a presence in over 40 countries worldwide and a century of history in innovative engineered solutions. As the world's largest industrial rubber company, Trelleborg is also a leading global supplier of tyres and complete wheel systems for the agriculture segment (machinery for farming and forestry) and the transportation segment (forklift trucks and other materials-handling vehicles).

In 2011, UMWI was appointed the sole distributor for Trelleborg in two categories: the T-900 and TR-900 forklift pneumatic industrial tyres, and the C-800 OTR (off-the-road) pneumatic tyres.



Trelleborg's T-900 (Industrial Cross-ply Tyre) is made of natural rubber with a casing of high tensile strength cord to give good resistance to fatigue. The extra wide tread with a cross-ply or diagonal structure offers optimal grip and traction as well as high stability for maximum safety. T-900 is designed for heavy duty use.

The highly durable TR-900 (Industrial Radial Tyre) has a radial casing that runs perpendicular from bead to bead, up over the face of the tyre and down to each sidewall. The crown is also stabilised by a belt of several piles. The TR-900's stability and optimised vibration absorption result in lesser accidents and higher comfort for the driver, especially when operating on abrasive surfaces for long distances.

The construction industry requires tyres that can withstand challenging terrains, and Trelleborg's C-Series of tyres and wheels do not disappoint.

The C-800 Bias OTR range has high chip and chunk resistance to repeated contact with sharp stones and rough surfaces. The range also offers various tread patterns, profiles, lug depths and materials used to cater to the requirements of wheel loaders, backhoes, graders and telehandlers or boom lifts.

The C-Series includes pneumatic Skid Steer Tyres with wide lug tread patterns for excellent grip and traction on both smooth and rough surfaces, ideal for all-terrain forklifts.

For more information on Trelleborg tyres, please call our Customer Info-Desk @ +603 5163 3833.

GOLD, DIAMOND AND EXCELLENCE

Once again UMW Industries is in the news for all the right reasons. At the 2013 TMHI Distributor Conference held in April in Nagoya, Japan, UMW Industries (1985) Sdn Bhd (UMWI) and UMW Equipment & Engineering Pte Ltd (UEEPL) together won a total of three awards under the 2012 TMHI Award Programme.

Toyota Material Handling International (TMHI) has a massive worldwide network of distributors and appointed material handling dealers strewn over 60 countries. All these are annually assessed on their overall performance based on their excellent management systems, innovative equipment sales strategies, effective parts and service management, and commitment to customer satisfaction.

Out of the entire global web of distributors and appointed material handling dealers, UMW Industries (UMWI) again clinched top spot to win the **President's Gold Award**, the third time in nine years. This prestigious award is given to top distributors of TMHI based on the combined performance in sales and customer support excellence. Saudi Arabia won the Silver and Argentina, the Bronze.

UMWI also again won recognition as a **Diamond member of the TMHI Premier Club**. Distributors who achieve outstanding and market-leading sales qualify as members of this elite Club: Diamond membership for over 50% of market share and Platinum membership for achieving 35% to 50% of market share. UMWI is the only distributor in the world to be honoured with Diamond membership.

UMW Equipment & Engineering, Singapore, was again the winner of the Customer Support Award in recognition of its excellent performance in the areas of sales and customer support, and it is proud testament to the company's untiring efforts at offering outstanding customer support through the years.



1. Kazuo Sasaki, President of Toyota Material Handling Group, Japan presented the coveted President's Gold Award to Lee Chin Min, Executive Director of Equipment Division, UMW Corporation Sdn Bhd



2. Toshifumi Onishi, TMHI President, handed out the Diamond Membership Recognition to Lee Chong Kuan, General Manager, Operations of UMW Industries who received the awards on behalf of UMW Industries



3. Timothy Loh, Assistant General Manager of UMW Equipment & Engineering Singapore received the Customer Support Award from Mr. Onishi on behalf of UMW Singapore

WINNING IS A TEAM EFFORT



1. Participants at the Tennant Distributor Conference

2. Kelvin Lee receiving his Tennant SEAT Sales Representative Award from Tom Paulson

3. Mauro Compagnini handing the Captains Table Award to Kelvin Lee

4. Brian Cheong receiving the SEAT Distributor Award 2012 from Mauro Compagnini



2



3

UMW Industries is proud to announce that we were again the winner of several Awards at the Tennant 2012 Awards Ceremony held in Bangkok, Thailand, on 23rd March during the Tennant APAC Export Distributor Conference 2013. All the efforts which we had put in as a team made this possible and our hard work was recognised in the awarding of the four major Awards, one more than last year.

For the second year running, UMWI won the Tennant SEAT Export Distributor of the Year Award which Mr Brian Cheong received from Mr Tom Paulson (Vice President of Tennant Company, USA) on behalf of UMWI. This year, we were also awarded the Tennant Successful Strategic Key Account Winner by Tennant Company for our overall performance in marketing and sales activities initiatives among all the distributors in Southeast Asia and Taiwan.

UMW Industries' Tennant product specialist, Mr Kelvin Lee, was awarded the Tennant SEAT 1st Runner Up Sales Representative 2012, and he also won the Tennant Captains Table Award for achieving the Top 10 Machine

Sales in 2012. Mr Mauro Compagnoni, Managing Director of Tennant APAC, handed him the Awards.

Thank you to all our colleagues at UMWI for these wins. Let's look forward to even more next year!



4

AND TWO MORE MAKES 12



1

The *Kaizen* principle, a Japanese tradition that means 'to become good through change' is part and parcel of how UMWI operates. Every aspect of our operations is continuously improved and reorganised to ensure that the entire organisation runs optimally at all times.

Based on the *Kaizen* principle, Japan's Toyota Industries Corporation's After Sales Service Evaluation & Certification (ASEC) Programme aims to increase customer satisfaction and strengthen customer loyalty in the after-sales business segment of all its distributors and dealers. To achieve this objective, a total of 15 after-sales areas receive focused attention. Only dealers and branches who meet the exacting criteria are ASEC certified, a recognition which is renewable every five years.

As the distributor for Toyota Forklifts in Malaysia, UMW Industries fully supports the ASEC Programme. Over the past nine years since ASEC was launched in 2003, we have had a total of 10 offices and branches receive the ASEC Award. In 2010, our Shah Alam office and our five branches (Kuantan, Melaka, Ipoh, Butterworth and Johor Bahru) were ASEC certified. Four more branches (Kota Kinabalu, Tawau, Kuching and Sibul) were recertified in 2011. In October 2012, Toyota Industries added two more UMW Industries branches to the list; our Sandakan and Miri branches were ASEC certified for a period of five years. So now, we are proudly 12 in number.

Congratulations to our Sandakan and Miri branches!

1. Yeo Khim Chuan, Head of the Miri branch

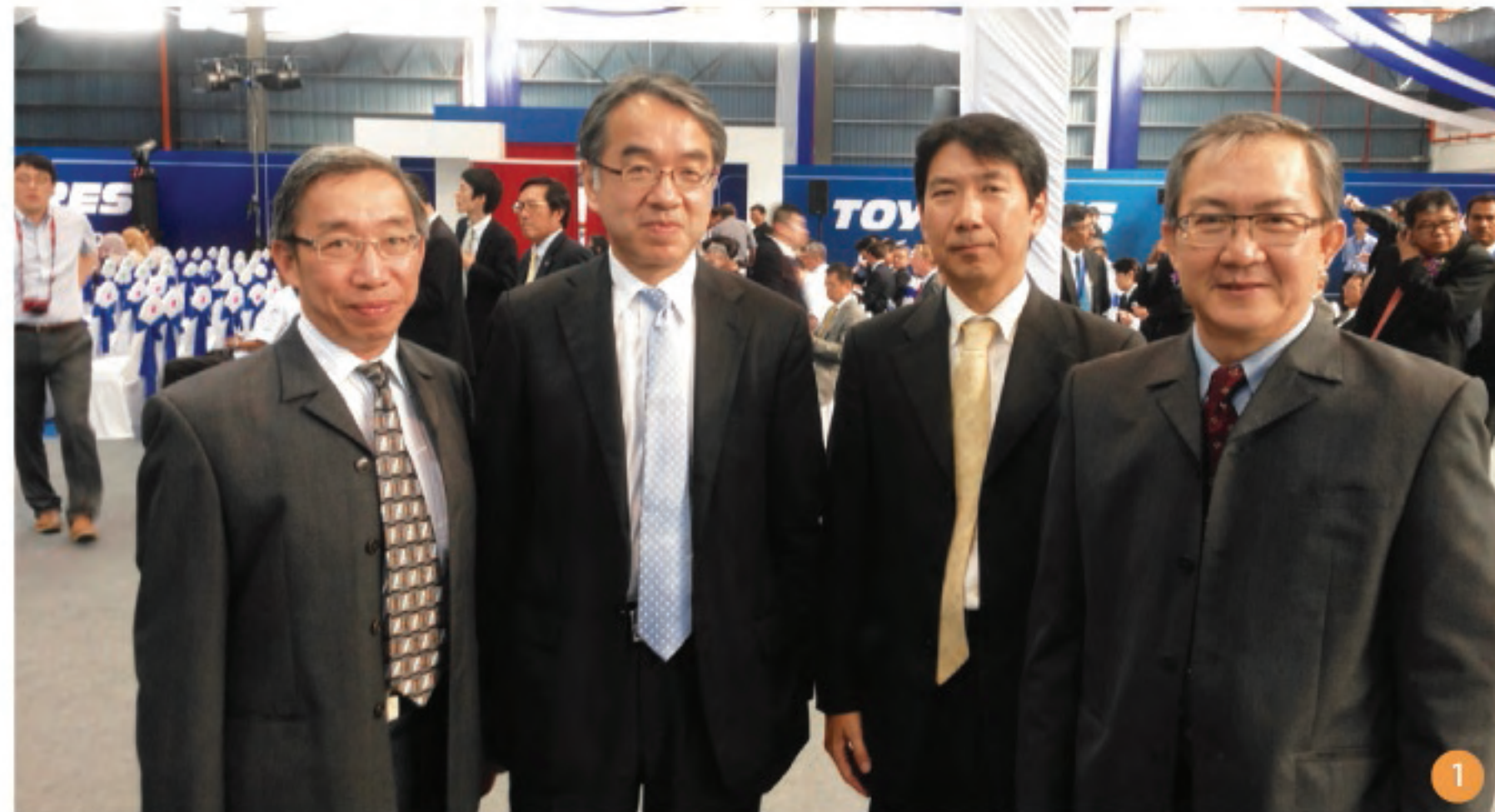
2. Mak Ming Kwong, Head of the Sandakan branch



2

HELPING TOYO TYRE'S DRIVE TO PERFORM

The Toyo Tire & Rubber Group, one of the world's leading tyre manufacturers, is globally represented in more than 100 countries and regions. Established in 1945 and headquartered in Osaka, Japan, the Group produces TOYO Tires which has a solid reputation worldwide for quality, high performance tyres.



1. Toyota and UMW representatives at the ceremony: (from Left) Tan Mei Fatt, Norio Wakabayashi, Keiichiro Otake, Gan Kim Teck

2. The state-of-the-art factory in Taiping is the most advanced Toyo Tyre set-up in the world

3. High quality Toyo Tires being displayed

4. Visit to the UMW Industries Butterworth Branch. From left: Sam Koay, Wakabayashi, Otake, Tan Mei Fatt, Peter Loke, Param



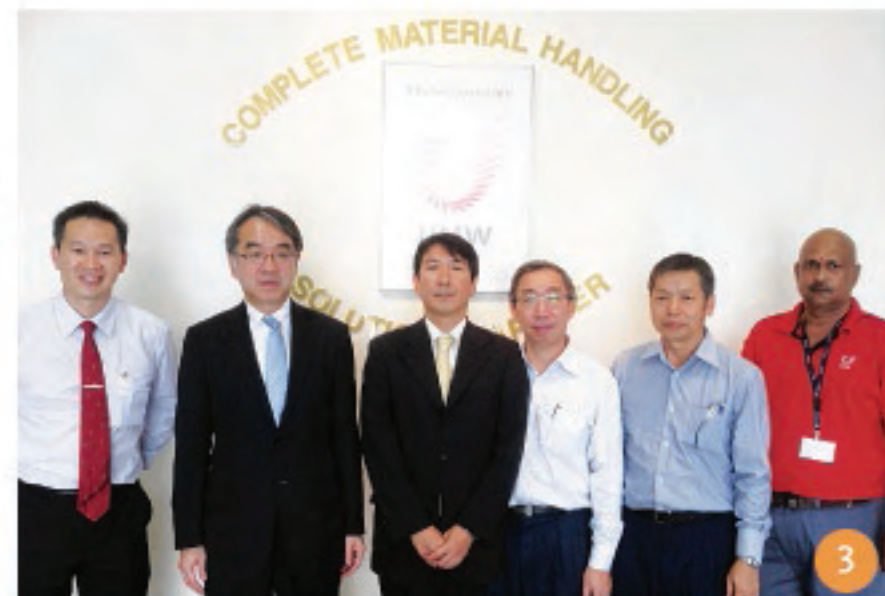
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3

Handling such an enormous output requires equipment that can be depended upon not to disappoint. That's where we stepped in. UMW Industries is proud to be the partner of Toyo Tyre in providing material handling solutions that are efficient, reliable and cost-effective. We supplied a total of 66 units of Toyota forklift and towing tractors to help in the smooth running of Toyo Tyre's manufacturing operations.

Present at the plant completion ceremony were Mr Norio Wakabayashi, Vice President, Toyota Material Handling International; Mr Keiichiro Otake, Chief Representative, Toyota Industries Corporation; Mr Gan Kim Teck, Senior General Manager, UMW Industries; and Mr Tan Mei Fatt, Assistant General Manager, UMW Industries.



3

With the completion of the facility, Toyo Tyre is poised to make Malaysia a major producer and supplier of world-class, quality performance tyres for passenger cars, MPVs and SUVs. Estimated to be running at full capacity in two years' time, the initial annual output will be 2.5 million tyres, progressing to 5 million tyres by 2015. The facility will be the largest outside Japan to manufacture TOYO Tires, with 85% of the output to be exported to Southeast Asian markets, the Middle East, Europe and the US.

SEE, TOUCH, BELIEVE



1

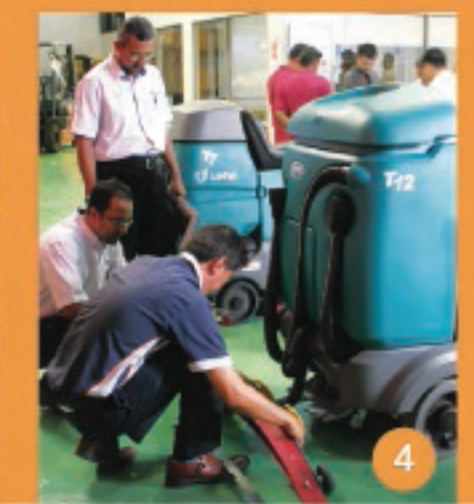
1-5. Customers from various industries trying on the Tennant machines on display during the launch



2



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4

UMW recently launched its newest cleaning wonder, the Tennant T12 Rider Scrubber. The one-day 'touch and feel' event was held on 4th July, 2013, and attracted over 100 customers and potential customers from both the government and private sectors.

Themed 'Seeing is Believing', the launch gave viewers the opportunity to experience first-hand all the handy features of the T12 and to ask more information about it from our service personnel. We also held a 'Brush Change' competition during which participants experienced changing the machine's brushes, without the use of any tools. The competition served to highlight how fast and easily the brushes on the T12 can be changed, and this eventually translates to maximum uptime and productivity.

Also on display at the launch event were two other Tennant Scrubbers, the T16 Rider Scrubber and the ever popular T7 compact Rider Scrubber. Of the Sweeper series, customers got to have close-up views of the S10 Walk-behind Sweeper, the S20 Rider Sweeper and the bigger capacity S30 Rider Sweeper. The M20 Rider Scrubber-Sweeper completed the display.



5

UMWI HOSTED TONY STARK!

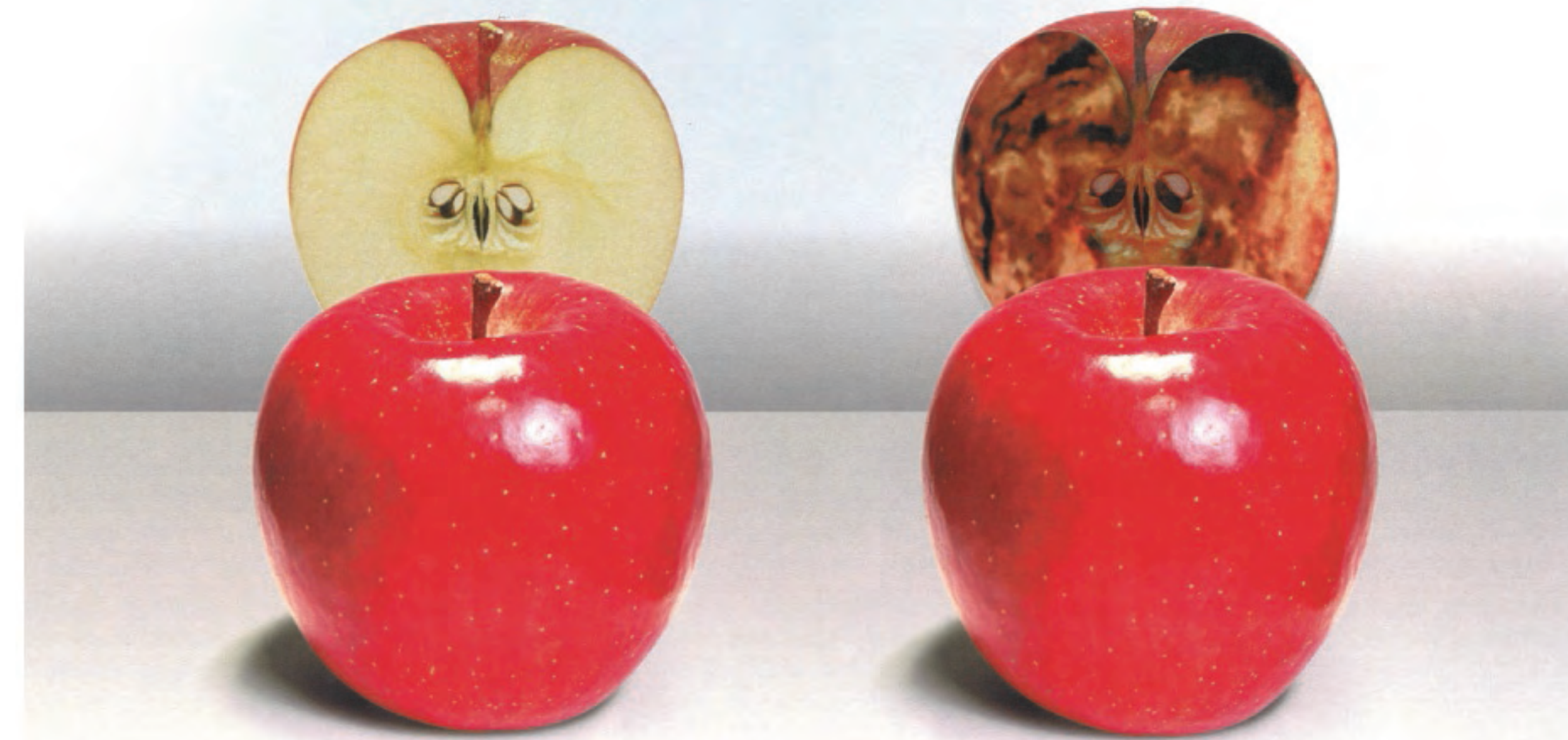


On 28th April, the first Sunday that the Invincible Ironman (a.k.a. Tony Stark) boot-jetted into the cinemas here, he found two excited audiences comprising children and adults, all sponsored by UMW Industries and tanked up with popcorn and soda drinks.

At 11.30am on that day, customers from 45 companies and 20 orphans from Praise Home in Ipoh were treated to the movie Ironman 3 at Kinta City, Ipoh. At 3pm later that day, customers from 65 companies in Penang and 22 children from the Children Protection Society enjoyed the same treat at Queensbay Mall, Penang. Also joining in the fun with our Penang customers was Mr. Viyah Kumarasamy, Regional Manager of Toyota Material Handling International.

1. Sam Koay (North Regional Sales Manager) and Peter Loke (Head of Butterworth branch) posing with the children from Children Protection Society

2-3. Customers saw the occasion as a good outing for the entire family



DON'T BITE INTO A BAD APPLE

All parts are the same, right? Wrong.
A fake part may look okay,
but who knows what lurks inside?
Toyota Genuine Parts deliver high Toyota quality,
right down to the core.



Only Toyota Genuine Parts give you reliable Toyota Quality.