



# Products & Services



# Innovative Products with Proven Reliability



Crown is one of the world's largest material handling companies with a reputation for award-winning product design, advanced engineering and technology supported by superior after-sales service.

**When it says Crown on the outside, you can rely on what's inside.**

Product innovation and reliability are keys to meeting our promise. To ensure our truck innovations solve real-life logistics problems, we begin by immersing our design and engineering teams into customer operations and work practices. Armed with data and insights from this hands-on experience, we aim to develop solutions that help users work better, smarter and faster. We then apply state-of-the-art design, engineering and manufacturing methods to create our products. Extensive testing ensures that the result is a durable, highly productive range of material handling equipment designed to safely increase our customers' business efficiency.

To further enable managers to make the right decisions, Crown's fleet management system supports improved bottom-line results through a disciplined approach to capturing data and presenting it as knowledge that can be acted upon. From day-to-day decisions to the big-picture view, Crown's fleet management tools enable managers to identify issues, set goals and measure success.

Our vertically integrated business structure provides our customers with consistent quality, reliability and support. In fact, up to 85 per cent of components used in Crown lift trucks are made by Crown in its own specialised factories. It's this kind of commitment that has made Crown the right choice for many customers, no matter where in the world they are located.

**Crown offers a broad range of products designed to support diverse applications within almost any type of industry. Every truck we engineer is intended to directly result in improvements in operator productivity as well as the performance of the entire customer operation.**

<b>Product Selector</b>	<b>4</b>	<b>Counterbalance Trucks</b>	<b>14</b>
The product selector guide and warehouse graphic will assist you in identifying the appropriate products for your application.		Counterbalance lift trucks are designed to handle a wide variety of material handling tasks, also providing added benefits of load handling attachments.	
<b>Pallet Trucks</b>	<b>6</b>	<b>Productivity &amp; Technology</b>	<b>16</b>
Pallet trucks are used in a wide range of applications when vertical stacking is not required. They provide a reliable, economical solution for long or short distance transporting.		Crown moves "beyond the truck" to help customers collect, measure, benchmark, analyse and act on data to improve their operation. Crown's productivity tools include InfoLink® and FleetSTATS™.	
<b>Stackers</b>	<b>8</b>	<b>Support Services</b>	<b>18</b>
Stackers are used in applications where loads can be stored up to 5.4 metres high. Both pedestrian and ride-on versions are available.		Equipment financing options, used equipment availability, short-term truck rental and operator and service engineer training are available to support your business needs.	
<b>Order Pickers and VNA Trucks</b>	<b>10</b>	<b>Service</b>	<b>20</b>
Man-up trucks are often used in very narrow aisle (VNA) applications when the operator must be elevated to perform the task at hand, such as order picking and stock replenishment.		Crown's commitment to exceptional performance at a low cost of ownership is demonstrated through the Crown Integrity Parts and Service System®.	
<b>Reach Trucks</b>	<b>12</b>	<b>Parts &amp; Customer Support</b>	<b>22</b>
Reach trucks are generally used in narrow aisle applications where storage density and material handling productivity requirements are high.		When you need replacement parts, Crown provides original Integrity Parts quickly through our state of the art supply system.	



# Product Selector Guide

Model	Dock Work A	Order Picking B	Transport C	Rack Storage D	Narrow Aisle E	Very Narrow Aisle F	Bulk Storage G	Work Assist H	Small Parts Storage I
<b>Pallet Trucks</b>									
PTH 50	■	■	■				■	■	
WP 3000	■	■	■				■	■	
WT 3000	■	■	■				■	■	
RT 4000	■		■				■		
PR 4500	■		■				■		
TC 3000		■	■						
<b>Stackers</b>									
ST 3000				■			■	■	
SX 3000				■			■	■	
WF 3000				■	■		■	■	
ES 4000				■	■		■	■	
ESi 4000	■			■	■		■	■	
ET 4000			■	■	■		■		
ETi 4000	■		■	■	■		■		
DS 3000	■		■		■			■	
DT 3000	■		■				■	■	
SH 5500				■			■	■	
SHR 5500	■			■	■		■	■	
SHC 5500	■			■			■	■	
<b>Order Pickers and Very Narrow Aisle Trucks</b>									
WAV 60		■				■		■	■
GPC 3000		■	■						
MPC 3000		■	■	■	■				
LP 3500		■			■	■			■
SP 3500		■			■	■			■
TSP 6000 / 6500 / 7000		■				■			
<b>Reach Trucks</b>									
ESR 5200 / ESR 5200S			■	■	■		■		
ESR 1000			■	■	■		■		
RR / RD 5700			■	■	■		■		
RR / RD 5700S			■	■	■		■		
<b>Counterbalance Trucks</b>									
RC 5500	■		■	■			■		
SC 6000	■		■	■			■		
FC 5200	■		■	■			■		
C-5	■		■	■			■		

Lift trucks satisfy a variety of material handling challenges for manufacturing, distribution, wholesale and retail applications. The product selector guide and warehouse graphic indicate the type of Crown lift trucks typically used for specific applications. Your local Crown dealer can help you better understand the appropriate lift truck for your needs.

## A Dock Work

Any application that requires loading and unloading products from a delivery vehicle and staging them for further handling is considered dock work. Your specific demands and the characteristics of your shipping and receiving areas will dictate the most appropriate dock truck.

## B Order Picking

Order picking is the process of fulfilling customer orders. The product size, weight and storage method will determine the appropriate lift truck.

## C Transport

Transporting is the process of moving product from one point to another. Distance travelled, manoeuvrability requirements and the need for multi-tasking play a critical role in determining product selection.

## D Rack Storage

Storage rack considerations determine effective vertical storage and product selectivity. The type of lift truck chosen for load handling will require specific aisle-width and rack-layout parameters.

## E Narrow Aisle

Narrow aisles offer several benefits by providing better storage utilisation. Less space is required for lift trucks to operate, while productivity and organisational efficiencies also improve. Back-to-back racking allows product to be stored two deep.

## F Very Narrow Aisle

Maximum storage density is achieved by minimising lift truck aisle requirements. Very narrow aisle (VNA) lift trucks are designed specifically for this environment. These lift trucks maintain their position in the aisle through wire or rail guidance.

## G Bulk Storage

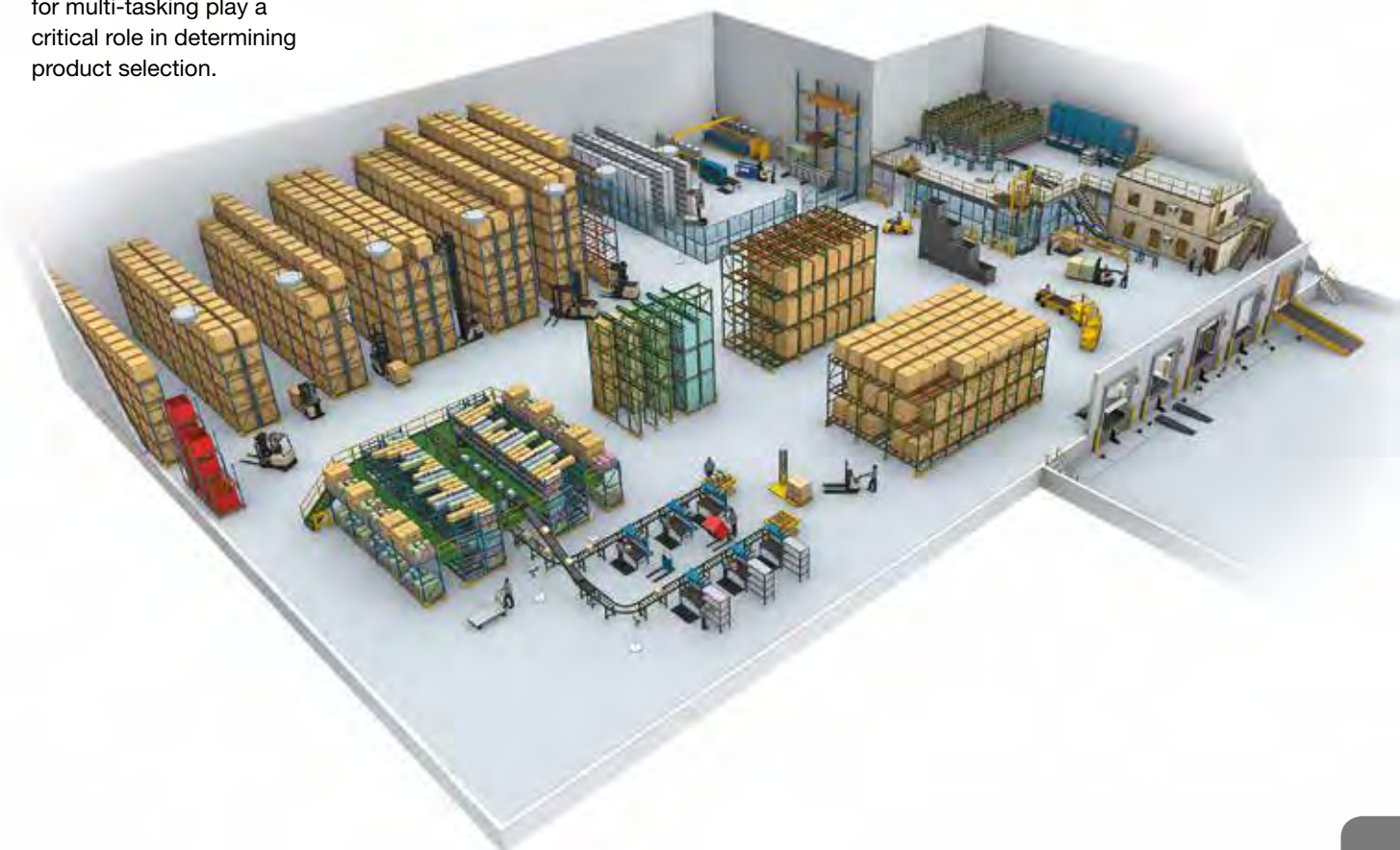
Bulk storage areas allow for storage of large quantities of a similar product. Lift trucks used are typically no wider than the product being stored.

## H Work Assist

Crown recognises that many of our products can fulfil a variety of uses across a wide range of applications. Examples include: performing light maintenance tasks, or serving as a portable work positioner.

## I Small Parts Storage

Full space utilisation of your warehouse also means effective use of steel and wire shelving. Small parts and similar sized materials can be stored efficiently on shelving.





# Pallet Trucks

Crown offers a complete line of robust, durable pallet trucks. These trucks are designed to fit a full range of applications within almost any type of industry.



The line starts with the PTH Series hand pallet truck, which has been recognised for its exceptional versatility and durability. Hundreds of thousands of Crown hand pallet trucks are in use around the globe today. Our hand pallet trucks demonstrate Crown's commitment to quality, providing years of use at a very affordable cost.

The WP Series pallet trucks are designed for the space constraints of shipping and receiving docks or any area where excellent manoeuvrability is required.

Crown's award-winning rider pallet trucks lead the industry for both low-level order picking and high-speed transporting. Key operator productivity features are designed and engineered into the end-controlled WT Series, the stand or sit-down RT Series or the side-stance rider PR Series. The pallet truck line also includes the TC Series, a rugged tow tractor.

The TC Series can also be combined with QuickPick® Remote technology to deliver extraordinary process improvements.



**PTH 50 Series**  
Hand Pallet Truck

Load Capacity: 2300 kg



**WP 3000 Series**  
Powered Pallet Truck

Load Capacity: 1600 and 2000 kg



**WP 3000 Series**  
High-lift Powered Pallet Truck  
raising loads to 750 mm  
Load Capacity: 800 and 2000 kg



**WT 3000 Series**  
Powered Pallet Truck  
with Folding Platform  
Load Capacity: 2000 and 2500 kg



**WT 3000 Series**  
Powered Pallet Truck  
with Fixed Platform  
Load Capacity: 2000 and 2500 kg



**RT 4000 Series**  
Rider Pallet Truck  
Load Capacity: 2000 kg



**PR 4500 Series**  
Rider Pallet Truck  
Load Capacity: 3000 kg



**TC 3000 Series**  
Tow Tractor  
Available with QuickPick Remote technology  
Rolling Load Capacity: 3000 kg



# Stackers

Designed for flexibility, Crown stackers provide a material handling solution for a large variety of applications and working environments. Many of Crown's largest fleet owners began their relationship with Crown by buying one of our pedestrian stackers. Crown's extensive line offers six different types: straddle, fork-over, initial lift, double stack, counterbalance and reach.



The ST, SX and SH Series straddle stackers work in confined spaces, allowing more efficient use of limited storage areas. The WF, ES and ET Series fork-over design offers an ideal way to efficiently handle wire baskets, Euro pallets and product on skids. It also eliminates the outrigger space required for straddle stackers, resulting in increased cube utilisation.

The ESi and ETi Series initial lift stackers match the capabilities of the ES and ET Series but with the added versatility of lifting load arms. The DS and DT Series double stackers are ideal stock-to-dock trucks with the ability to place two Euro pallets at once.

The SH and SHR Series reach stackers add tremendous load-handling versatility and maintain good manoeuvrability. The SHC Series combines the features of a counterbalance forklift with a heavy duty stacker to create a truck well suited for dock work and transport.



**WF 3000 Series**  
Pallet Stacker  
Load Capacity: 1000 and 1200 kg  
Lift Height: 1550 to 4400 mm



**ST 3000 Series**  
Straddle Stacker  
Load Capacity: 1000 kg  
Lift Height: 2400 to 4250 mm



**SX 3000 Series**  
Straddle Stacker  
Load Capacity: 1350 kg  
Lift Height: 2400 to 4250 mm



**ES 4000 Series**  
Pedestrian Pallet Stacker  
Load Capacity: 1200, 1400 and 1600 kg  
Lift Height: 2440 to 5400 mm



**ESi 4000 Series**  
Initial Lift Stacker  
Load Capacity: 1200, 1400 and 1600 kg  
Lift Height: 2440 to 5400 mm



**ET 4000 Series**  
Rider Pallet Stacker  
Load Capacity: 1200, 1400 and 1600 kg  
Lift Height: 2440 to 5400 mm



**ETi 4000 Series**  
Initial Lift Stacker  
Load Capacity: 1200, 1400 and 1600 kg  
Lift Height: 2440 to 5400 mm



**DS 3000 Series**  
Pedestrian Double Stacker  
Load Capacity: 2000 kg  
Lift Height: 1700 to 2600 mm



**SH 5500 Series**  
Straddle Stacker  
Load Capacity: 1800 kg  
Lift Height: 3225 to 4875 mm



**SHR 5500 Series**  
Reach Stacker  
Load Capacity: 1100, 1350 and 1600 kg  
Lift Height: 3225 to 4875 mm



**SHC 5500 Series**  
Counterbalance Reach Stacker  
Load Capacity: 1100, 1350 and 1800 kg  
Lift Height: 2895 to 4365 mm



# Order Pickers & VNA Trucks

Crown's order pickers and very narrow aisle trucks are designed for full and partial pallet order picking and product put-away. Some models excel at work-assist tasks including cycle counting, building maintenance and more. The product line includes the WAV 60 Work Assist Vehicle, the GPC Series and MPC Series low level order pickers, the LP Series mid-level and SP Series high-level order pickers and the TSP Series very narrow aisle turret trucks.



The WAV 60 Work Assist Vehicle is a revolutionary, mobile productivity tool that allows one person to safely and efficiently accomplish the work of two people. The GPC Series and MPC Series order pickers provide ergonomic and efficient solutions for low-level order picking requirements and can be combined with QuickPick® Remote technology to deliver extraordinary process improvements.

The SP Series order pickers combine speed, handling and truck stability, letting operators work productively and confidently at reach heights up to 11.3 metres. The SP Series four-point order pickers are designed for exceptional durability and performance in handling non-standard loads.

Crown designs and engineers its TSP Series very narrow aisle turret trucks for full pallet handling or a combination of case picking and pallet handling.



**WAV 60 Series**  
Work Assist Vehicle  
Load Capacity: 90 kg load tray,  
115 kg load deck  
Platform Lift Height: 2995 mm



**GPC 3000 Series**  
Low-level Order Picker  
Available with QuickPick Remote technology  
Load Capacity: 2000, 2500 and 2700 kg



**MPC 3000 Series**  
Order Picker with Mast  
Available with QuickPick Remote technology  
Load Capacity: 1200 kg  
Lift Height: 800 to 4300 mm



**LP 3500 Series**  
Mid-level Order Picker  
Load Capacity: 1000 kg  
Lift Height: 1025 to 2440 mm



**SP 3500 Series**  
3-Point Order Picker  
Load Capacity: 1000 and 1250 kg  
Lift Height: 4215 to 9600 mm



**SP 3500 Series**  
4-Point Order Picker  
Load Capacity: 625 and 1250 kg  
Lift Height: 5335 to 9295 mm



**TSP 6500 Series**  
Turret Order Picker  
Load Capacity: 1000, 1250 and 1500 kg  
Lift Height: 4900 to 13485 mm



**TSP 7000 Series**  
Turret Order Picker  
Load Capacity: 1000, 1250 and 1500 kg  
Lift Height: 4900 to 17145 mm





# Reach Trucks

Crown's narrow-aisle reach trucks are designed to meet the tough material handling expectations, ensuring performance, reliability and a low cost of ownership. Crown reach trucks offer particularly good visibility and operator comfort.

The ESR 1000 Series takes a considerable leap forward in reach truck design, building on the award-winning ESR 5200 Series. Now you can benefit from advanced productivity and management capabilities as standard features, thanks to the Gena® operating system and built in InfoLink® connectivity. The ESR Series moves you closer to outstanding performance by making things easier, more reliable and cost-effective – personalisation is the key, from taking care of the operator to meeting your organisation's needs.

The ESR 5200 Series moving-mast reach truck increases throughput with advances in ergonomics, performance and serviceability. For the most demanding operations, the S Class offers a unique space where the operator can work and move more effectively. Its larger operator compartment and exclusive MoveSeat™ deliver productivity advantages you can see and feel.

The RR Series pantograph reach truck features a variable side-stance, allowing the operator more freedom to move within the operator compartment for postural relief and improved productivity. The S Class models have a larger operator compartment with a fold-down seat, which allows operators to sit, lean or stand, increasing their comfort and productivity in the fast-paced narrow aisle environment. The RD Series, with double-deep reach, lets you substantially increase rack storage without expanding facilities.



**ESR 1020**  
Narrow-chassis Reach Truck

Load Capacity: 1400 and 1600 kg  
Lift Height: 2760 to 9450 mm

**ESR 1040**  
Reach Truck

**ESR 1060**  
Reach Truck  
with Xpress Lower™ Technology

Load Capacity: 1600 and 2000 kg  
Lift Height: 4440 to 13560 mm

**ESR 1060**  
Cold Store Cabin

Load Capacity: 1400, 1600 and 2000 kg  
Lift Height: 4440 to 13560 mm



**ESR 5220**  
Narrow-chassis Reach Truck

Load Capacity: 1400  
and 1600 kg  
Lift Height: 2760 to 9090 mm

**ESR 5240/60**  
Reach Truck

Load Capacity: 1400, 1600  
and 2000 kg  
Lift Height: 2760 to 13560 mm

**ESR 5280S**  
S Class Reach Truck

Load Capacity: 1600 and 2000 kg  
Lift Height: 4440 to 13560 mm

**ESR 5260**  
Cold Store Cabin

Load Capacity: 1400, 1600 and 2000 kg  
Lift Height: 4440 to 13560 mm



**RR 5725**  
Reach Truck with Pantograph

Load Capacity: 1600 and 2000 kg  
Lift Height: 5025 to 10160 mm

**RR 5795S**  
S Class Reach Truck

Load Capacity: 1600 and 2000 kg  
Lift Height: 5025 to 11225 mm

**RD 5725**  
Double-deep Reach Truck

Load Capacity: 1450 kg  
Lift Height: 5025 to 10160 mm

**RD 5795S**  
S Class Double-deep Reach Truck

Load Capacity: 1450 kg  
Lift Height: 5025 to 11225 mm



# Counterbalance Trucks

Crown's family of counterbalance lift trucks provides the solution for a full range of material handling requirements. They are ideal for loading and unloading lorries, transporting materials and many other tasks. Crown's range of counterbalance products includes a stand-up series and sit-down rider series.



The SC Series is designed for value and versatility. The three-wheel and four-wheel design improves manoeuvrability for product handling in congested staging areas and tight stacking applications.

The four-wheel FC Series provides a material handling solution for extreme environments. As with the SC Series design, the FC Series offers a cab-forward design and productivity-enhancing features.

The RC Series stand-up counterbalanced lift truck provides performance and operator comfort features to perform tasks in narrow aisles and congested docks and trailers safely and efficiently.

The four-wheel LPG C-5 Series is designed for a life in high-use, tough environments. With components designed to meet the needs of arduous industrial applications and therefore increased productivity, the C-5 Series is also available with either a partial or a full cabin.



**SCT 6000 Series**  
3-Wheel Counterbalance Truck  
Load Capacity: 1300, 1600, 1800 and 2000 kg  
Lift Height: 2895 to 7490 mm



**SCF 6000 Series**  
4-Wheel Counterbalance Truck  
Load Capacity: 1600, 1800 and 2000 kg  
Lift Height: 2895 to 8075 mm



**RC 5500 Series**  
3-Wheel Stand-up Counterbalance Truck  
Load Capacity: 1500 and 1800 kg  
Lift Height: 3910 to 7010 mm



**FC 5200 Series**  
4-Wheel Counterbalance Truck  
Load Capacity: 2000, 2500 and 3000 kg  
Lift Height: 2895 to 7925 mm



**C-5 Series**  
4-Wheel LPG Counterbalance Truck with Super Elastic tyres  
Load Capacity: 2000, 2500 and 3000 kg  
Lift Height: 2665 to 7465 mm



**C-5 Series**  
4-Wheel LPG Counterbalance Truck with Cushion tyres  
Load Capacity: 2000, 2500 and 3000 kg  
Lift Height: 2665 to 7465 mm



**C-5 Series**  
4-Wheel LPG Counterbalance Truck with full Cabin  
Load Capacity: 2000, 2500 and 3000 kg  
Lift Height: 2665 to 7465 mm



# Productivity & Technology

Productivity and technology products from Crown provide better optimisation of your fleet while facilitating enhanced operator performance through efficiency and safety improvements.



Crown's productivity tools support better decision making and improved bottom-line results through our disciplined approach to capturing data and presenting it as knowledge that can be acted upon. From day-to-day decisions to the big picture, these Crown tools enable managers to identify issues, set goals and measure success.

The Crown QuickPick Remote technology is designed to deliver extraordinary process improvements for order picking applications through improved operator productivity, motivation and safety.

Crown's Gena operating system streamlines a forklift's performance and makes crucial data easy to see, understand and utilise, helping operators to boost their throughput.

Our V-Force® Lithium-Ion Energy Storage Systems (ESS) help to deliver greater efficiency, longer run times and offer remarkable value when compared to traditional lead-acid batteries.

Technology has revolutionised the way we capture, share and act on information, in our personal lives and most aspects of modern business. Crown brings the benefits of technology to material handling by connecting lift trucks, operators and facilities to give you a new perspective on your fleet.



## Gena Operating System

The Gena operating system offers a highly intuitive and customisable user experience.

Available in 25 languages with easy-to-read menus and configurable widgets, real-time performance data is relayed at a glance via a 7-inch colour touchscreen display to help operators reach new levels of productivity. Live notifications and cautionary messages help to keep safety uppermost in the operator's mind.



## InfoLink

InfoLink is a wireless operator and fleet management system that provides deep insight into the performance and utilisation of connected equipment, people and processes.

The InfoLink 7-inch Touch Display provides an intuitive touchscreen interface for the operator with the ability to display highly visible messages during operation.

Customers who use InfoLink and its full capabilities achieve measurable improvements in productivity, safety, uptime and enterprise-wide savings by reducing truck expenses and increasing asset utilisation and service efficiencies.



## FleetSTATS

The FleetSTATS Fleet Cost Management System is a simple and efficient way to capture and analyse total maintenance and rental costs for individual forklift trucks and entire fleets over single or multiple locations.

Data is collected on a consistent basis through an easy to use, paperless work order management system which provides consistent electronic tracking of maintenance records.



## QuickPick Remote

Crown's QuickPick Remote is a game-changing innovation in low-level order picking. The technology automates tasks that simplify workflow – saving time, reducing risk and increasing productivity.

Order picking staff simply press a button on a wireless transceiver glove or finger-strap to remotely advance the forklift to the next pick location, dramatically reducing the need to return to the operator compartment while picking, reducing inefficient and fatiguing actions.

Crown's QuickPick Remote lift technology allows operators to work faster, without sacrificing safety. Wireless remote technology offers operators in-hand control of lift functionality to ensure ideal work heights, saves steps and minimises stress and strain by eliminating the need to constantly walk backwards and forwards to the control handle.



## V-Force Forklift Batteries and Chargers



Crown's Lithium-Ion motive power products offer flexibility, reliability and efficiency for every application.

V-Force Lithium-Ion Energy Storage Systems (ESS) deliver more efficiency, longer run times and remarkable value when compared to traditional lead-acid batteries. True opportunity charging enables one battery to last for a multi-shift, 24-hour, heavy-duty application and reduces the need for battery swapping.

With advanced intelligence and impressive efficiency, V-Force high-frequency chargers simplify and enhance the charging process to keep your forklift fleet moving.

The V-HFB chargers help improve battery life, reduce power consumption and lower energy costs. It all adds up to a positive return on investment.





# Support Services

The Crown experience continues with our support services, each designed to provide the right level of assistance for your business needs. From finance packages through to short-term and long-term rentals, Crown offers a wide variety of options to suit.



Our financial packages are structured to your individual requirements and our experts are on hand to help you choose the correct solution for your business and guide you through a full range of financial options.

Crown Rental offers a wide range of trucks, available by the year, month, week or even for a day.

A quality used truck can be a cost-effective way of solving your material handling requirements and Crown offers a wide range of lift trucks that have been previously hired, leased or owned.

## Rental Services

Crown offers a comprehensive range of forklift rental options to meet all your lift truck needs. Our extensive range of material handling equipment includes hand pallet trucks, electric-powered pallet trucks and stackers, stand-up and sit-down counterbalance trucks, reach trucks, very narrow aisle turret trucks, order picking equipment and internal combustion-powered lift trucks.

All our trucks are available both for short term and long term rental – whether for a day, a week or up to five years. Our extensive rental fleet is supplied, checked and prepared to Crown's exacting standards, ready to support your business.

### Why RENT from Crown?

- Wide range of electric and LPG forklift trucks available
- Flexible rental options
- Available from one day to five years – for seasonal peaks, stock taking, backlogs and special projects



## Crown Finance

There are many reasons to choose a flexible finance package from Crown. All our options offer single source convenience and every package is carefully structured to suit your business requirement.

### Why FINANCE from Crown?

- We offer a full range of finance options including:
  - contract hire
  - hire purchase
  - finance leasing
- Our terms can be tailored to your business needs
- Packages can include a full maintenance package – all for a fixed fee and a single monthly payment
- Credit decisions are made quickly, making it easier for you to get the equipment required



## Used Trucks

A Crown-approved used forklift truck offers all the Crown values of strong, robust, reliable equipment but at a lower price point.

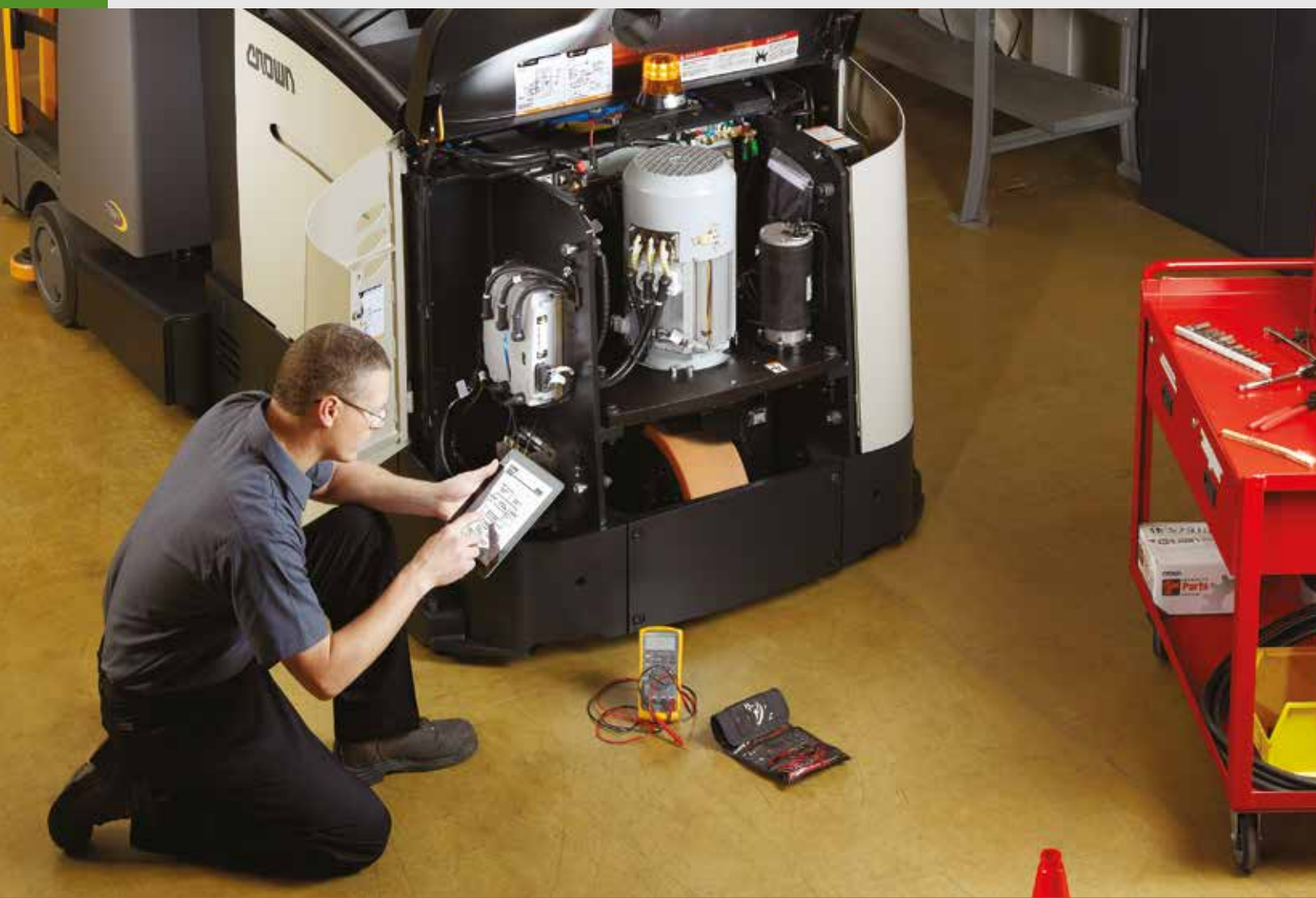
### Why BUY from Crown?

- Every truck undergoes a multi-point component check by a Crown-trained service engineer
- A range of equipment is available, each with a full service history and the guarantee that only Crown Integrity Parts have been used during the refurbishment process
- All our approved used trucks are supplied ready for work, complete with a safety check in accordance with accident prevention rules, plus a comprehensive warranty
- Fast delivery



# Service

Crown offers a comprehensive, tailored range of service programmes, each designed to keep your trucks on the move and maximise your fleet uptime.



Thanks to the innovative design and high quality of Crown products and services, our forklift trucks feature high parts commonality and are simpler to maintain and repair. Crown has the right service programme for you delivered by highly-trained and qualified Crown service engineers.

Our programmes are tailored to suit each customer and take into account the application, working hours, required response times and fleet management.

The Crown Integrity Service System® measures all key elements of the service process to ensure fleet performance. From first call fix rate to response times and parts availability, every aspect of the process is streamlined to ensure the right service engineer arrives at the right time with the right part.

The Crown Integrity Service System is built on the principle of performance at the lowest cost of ownership. This system is characterised by high parts availability, factory warranty, trained engineers and quick dispatching.

Crown has made substantial investments in engineering, technology and people to maintain the performance and value of Crown lift trucks. We continually evaluate our service operation to meet your expectations.



## Crown Integrity Service Benefits

### Global support at a local level

Proven performance with quick response times and trucks fixed right, first time

### Factory-trained service engineers

Continuous training on all products and technology

### Reliable customer service

Service calls handled efficiently and service engineers dispatched quickly

### Parts availability

Overnight deliveries into service vehicles

### Quality Crown Integrity Parts

Longer lasting, more reliable and lower overall cost

### Warranty support

Factory-backed and coupled with continuous improvement

### Tailored service programmes

The right service programme to suit your business and application

### Accountability

Performance levels continuously monitored and improved





# Parts & Customer Support

The value of the Crown Integrity Parts System® is apparent with every Crown lift truck. Up to 85 per cent of all the components that go into our lift trucks are designed and manufactured by us. This ensures quality and integrity which is why our parts have a longer life and our customers enjoy exceptional fleet uptime.



Our Customer Support Managers work with customers to provide a maintenance history review, determining truck usage and reviewing equipment condition as well as part replacement frequency – identifying areas of potential cost saving and reducing the likelihood of costly downtime.



## Crown Integrity Parts System

You can rely on the Crown Integrity Parts System to provide reliable performance for our forklift trucks. If something does wear or fail and requires replacement, commonality of parts across the Crown range and a well-managed stocking process results in easier and faster parts replacement. Investment in latest technology ensures local service vans are stocked with Crown Integrity Parts while our state-of-the-art Distribution Centre offers excellent off-shelf parts availability.

This well-managed process is designed to ensure Crown customers enjoy excellent first-time-fix rates with a low total cost of ownership.

## Customer Support

Our Customer Support programme diligently and routinely monitors our performance to ensure you receive first quality parts and service in a timely, cost-effective manner. Several key business measurements have been established to ensure a consistently high performance in customer support including:

- A comprehensive fleet service history with regular reviews to determine usage, abuse, operator training opportunities and areas for potential cost savings
- Routine reviews of equipment condition
- Routine reviews of service performance including engineer performance and part replacement frequency





## Crown Global Support

The value of Crown is also defined by our commitment to support customers around the world. Crown has design, engineering and manufacturing facilities on three continents, including Europe, together with over 500 retail locations in more than 80 countries offering sales, service and rental support.



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Because Crown is continually improving its products, specifications are subject to change without notice.

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