



CUSTOMER RESULTS



“Since we went with Crown, we can focus on serving our customers, not worrying about down equipment and expensive repairs.”

Doug Pepperday,
Director of Operations
The Hite Company
Altoona, PA

Real customers,
real stories,
REAL RESULTS.

To learn more and contact
your local Crown Dealer
visit crown.com/results.

The Hite Company

Reliable Encore® Renewed Trucks, Integrity Service System® Reduce Downtime

APPLICATION

Since 1949, The Hite Company has provided a wide array of quality parts, components and finished products to electrical contractors, purchasing agents, builders, maintenance personnel, and end users in residential, commercial, industrial, institutional and governmental markets. With four distribution centers covering from 30,000 to 40,000 square feet each, the company has expanded to 22 locations in Pennsylvania, New York and West Virginia.

CHALLENGE

With its markets and facilities expanding, The Hite Company needs durable and reliable equipment to move anything from light bulbs to heavy, bulky spools of cable, wire and conduit within the confines of its facilities. Unloading incoming shipments and meeting customer order deadlines is the key to continued growth, leaving no room for downtime. Facing increased demand for maintenance and unplanned down time with its existing lift truck fleet, The Hite Company looked for reliable and cost-effective alternatives.

SOLUTION

Faced with escalating repair costs and breakdowns, The Hite Company needed a reliable lift truck alternative, and found it with Crown’s Encore Renewed Lift Trucks. These completely remanufactured lift trucks provide reliable performance and the switch provided cost-effective operations with less downtime – equaling a reduction in overall costs and an increase in productivity. To sustain the cost savings and productivity, The Hite Company teamed with Crown’s Integrity Service System to provide a reliable maintenance program for the new fleet. This ensures that routine maintenance is completed at all of their locations to keep the trucks running like new and reduce downtime.

RESULT

- **Crown’s Encore Renewed Lift Trucks** provided The Hite Company with a cost-effective and reliable alternative to used trucks with unknown service history
- **Planned maintenance performed according to Crown’s Integrity Service System** ensures that the company’s Encore lift trucks continue to run like new
- **The Hite Company’s management trusts their Crown fleet** to perform so they can maintain their focus on servicing their customers

**INCREASE
UPTIME
WITH A
RELIABLE
FLEET
AND PLANNED
MAINTENANCE**