

## Section 12

# Crown Operator and Service Training

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### DP MoveSafe® - Train-the-Operator

Crown's nationwide network of factory-trained instructors offers full-service training programs. Conducted at your site, these highly trained instructor led sessions present the full gamut of powered industrial truck safety information with clear, understandable and highly visual video and animated presentation. Hands-on time is maximized and structured to assure your operators are trained not only in truck operation and task performance but in safe operating habits and practices as well. These are crucial in the effective training of your operators.

*Contact your local Crown lift truck dealer for available dates and pricing.*

### DP LeadSafe® - Train-the-Supervisor

Supervisors of lift truck operators play a critical role in reinforcing the safe operating skills and habits taught during operator training sessions. To help them do this, Crown offers the award winning\* LeadSafe Program in a Demonstrated Performance format to help them learn and demonstrate how to effectively supervise lift truck operators and reinforce safe operating habits.

**The workshop covers topics such as;** Identifying Proper and Improper Operation, Recognizing Potential Hazards, Giving Feedback to Operators, Pedestrian Supervision, OSHA 29CFR 1910.178 Requirements, and Safety Metrics.

*Contact your local Crown lift truck dealer for available dates and pricing.*

\*2008 International Society for Performance Improvement Award of Excellence

### DP TrainSafe® - Train-the-Trainer

DP TrainSafe uses Crown's award winning, hands-on, Demonstrated Performance approach to deliver the best and most comprehensive operator train-the-trainer program in the industry. Participants in the two day TrainSafe program will learn and practice implementing Crown's MoveSafe operator training programs and 11 step hands-on training and safe skill and habit development process. Trainers will leave with the skills needed to conduct these workshops, as well as three year re-evaluations, safety refreshers (workshops), warehouse inspections, and much more.

In addition, participants in the 3-day TrainSafe class or the 1-day LeadSafe train-the-trainer class will learn to train Supervisors utilizing Crown's DPLeadSafe supervisor training program.

#### DP TrainSafe is offered at the following Crown regional training centers:

**Atlanta, Ga.** (phone 770-381-4999; fax 770-381-0576)  
**Boston, Mass.** (phone 781-933-3366; fax 781-933-8155)  
**City of Industry, Calif.** (phone 626-968-0556; fax 626-961-0135)  
**Dallas, Texas** (phone 817-419-4000; fax 817-375-6525)  
**Dayton, Ohio** (phone 937-454-7545; fax 937-898-9452)  
**Hebron, Ky.** (859-334-9055; fax 859-334-9175)  
**Joliet, Ill.** (phone 815-773-0022; fax 815-773-0033)  
**New Bremen, Ohio** (phone 419-629-2311; fax 419-629-9247)  
**Detroit, Mich.** (phone 734-414-0160; fax 734-414-0130)

*Contact your local Crown lift truck dealer for available dates and pricing.*

*Available Operator Training Materials listed on page 12.3*

To view information videos on DP TrainSafe®, DP MoveSafe® and DP LeadSafe®, go to:  
<http://www.youtube.com/user/CrownEquipment>



# Demonstrated Performance<sup>®</sup>

## Operator Training

# Operator Training Materials



**Crown offers the most comprehensive line of training tools to help maximize your resources for more effective Operator Training.** All lift truck programs come ready with both DVD video and materials in both English and Spanish. These are the same programs that form the foundation of Crown's entire line of operator training services and include Crown's 11 step hands-on training process.

Note: Downloadable media available. Contact the Education Center at Crown Equipment Corporation for information and pricing (419-629-2311).

### Operator Training Programs

**Note:** All programs except Wave are bilingual, English and Spanish

Program Name	Part Number	Program Name	Part Number
<b>It's Up to You</b> (Required with programs marked with † below)	SF18329-PRO	RC 3000 Series Stand-Up Riders †	SF12487-PRO
B Series Power Lift Stackers †	SF12478-PRO	SC Series Three Wheel Sit-Down Lift Trucks †	SF12488-PRO
C5 Series Internal Combustion Class IV and V	SF18399-PRO	SC 4000/4500 Series Three Wheel Sit-Down Lift Trucks †	SF12755-PRO
M Series Intermediate-Duty Walkie Stackers †	SF12479-PRO	FC/FP Series Four Wheel Sit-Down Lift Trucks	SF12489-PRO
GPW Series Walkie Pallet Trucks †	SF12480-PRO	FC 4000/4500 Series Four Wheel Sit-Down Lift Trucks	SF14016-PRO
WP 2000 Series Walkie Pallet Trucks †	SF12858-PRO	RR/RS/RD 3000/3500 Series Narrow-Aisle, Stand-Up Riders †	SF12490-PRO
WP 2300 Series Walkie Pallet Trucks †	SF14517-PRO	RR/RD 5000-5700 Series, RR/RD 5000-5700 S Class Series, RM/RMD 6000 Series, RM/RMD 6000 S Class Series	SF18375-PRO
PW 3500 Series Walkie Pallet Trucks †	SF12481-PRO	SP 3000-3500 Series Stockpickers †	SF12491-PRO
PE 3000 Series Rider Pallet Trucks †	SF12482-PRO	SP36/SP48 Series Stockpickers †	SF12492-PRO
PE 4000/4500 Series Rider Pallet Trucks †	SF14295-PRO	TS Series Turret Sideloaders †	SF12493-PRO
PC 3560 Series Rider Pallet Trucks †	SF12754-PRO	TSP Series Turret Stockpickers †	SF12494-PRO
PC 3000/4500 Series Rider Pallet Trucks † (Includes SF18200-102)	SF12483-PRO	TSP 6000 Series Turret Stockpickers †	SF14559-PRO
PC4500 Electronic Steering Supplemental Video (Inc in SF12483-PRO)	SF18200-102	RC 5500 Series Stand-Up Riders	SF14751-PRO
PR 3000/4500 Series Rider Pallet Trucks †	SF12484-PRO	IC Class IV and V Internal Combustion Trucks	SF18092-PRO
TR & TWR 3000/3600 Series Tow Tractors †	SF12485-PRO	Wave <sup>®</sup> Work Assist Vehicle Program <b>(English Version)</b>	SF12811-PRO
WE/WS 2000 Series Walkie Stacker Trucks †	SF12617-PRO	Wave <sup>®</sup> Work Assist Vehicle Program <b>(Spanish Version)</b>	SF12811-PRO-03
WE/WS 2300 & ST/SX 3000 Series Walkie Stacker Trucks †	SF18007-PRO		
W/WR Series Heavy-Duty Walkie Stackers †	SF12486-PRO-W		
WB Series Heavy-Duty Walkie Stackers †	SF12486-PRO-WB		

### Trainer's and Supervisor's Tools

Program Name	Part Number
Notice of Completion Certificates (Package of 100)	SF12464
Trainer's Resources CD	SF12756-8
Trainer's Binder	SF12756-PRO
Trainer's Binder Kit - Contains Operator Training Resource CD	SF12756-KIT
Triennial Evaluation Program	SF18025-PRO
Safety Awareness Topics Program	SF18026-PRO
Triennial/Safety Topics Bundle	SF18322-PKG

### Supervisor's Training

Program Name	Part Number
LeadSafe Student's Manual & DVD	SF14763-PRO
LeadSafe Instructor's Manual & DVD	SF14763-KIT

### Pedestrian Training

Program Name	Part Number
Pedestrian Safety Program	SF12477-PRO

### Stand-Up Safety

Program Name	Part Number
Stand-Up Safety	PF12396-DVD

Included in RC3000, RR5000/5200, RR5000/5200S & RR/RS/RD 3000/3500.

### Operator Manuals

See your local Crown dealer or find part numbers at this link:  
[http://www.crown.com/usa/parts/lookup\\_tool.html](http://www.crown.com/usa/parts/lookup_tool.html)



## DP Service Training - For your Lift Truck Technicians

**Our award winning\* Demonstrated Performance service training workshops give your technicians the Crown-specific skills and knowledge they need to keep your Crown fleet up and running.** Since many technicians are hands-on learners, they're more likely to retain information learned through first-hand experience than material presented in a lecture. Crown's Demonstrated Performance Service Technician Training goes above and beyond traditional classroom training, allowing participants to work on trucks with instructor supervision. Technicians can move at their own pace and focus on the particular tasks and skill groups that best serve their organization's needs.

**Learn It.  
Do It.  
Use It.<sup>®</sup>**

This defines the philosophy behind Crown DP training. Participants "Learn it" by reading the module, reviewing any reference material, and practicing the required skills. Then they "Do it" by performing what we call a "skill check" for the instructor to demonstrate their ability to perform the skill. This prepares them to bring their newly acquired skills back to their job and "Use it" to improve the uptime and reliability of Crown lift trucks.

**Demonstrated Performance workshops are completely customizable to the needs of your technician.** They'll only spend time on what they need to learn, and only work on the trucks that apply to them. For example, they won't spend two hours learning about basic electricity if they already know it. Before the DP training course spend some time talking to your technician about what you want them to cover during the session. Do you want them to focus on mechanical topics, such as repairing or replacing components? Or do you want them to learn how to troubleshoot the electrical system? The answers to these questions will help Crown customize training to meet your needs.

### DP Service Training is offered at the following Crown locations:

Atlanta, Ga. (phone 770-381-4999; fax 770-381-0576)  
 Boston, Mass. (phone 781-933-3366; fax 781-933-8155)  
 City of Industry, Calif. (phone 626-968-0556; fax 626-961-0135)  
 Dallas, Texas (phone 817-419-4000; fax 817-375-6525)  
 Dayton, Ohio (phone 937-454-7545; fax 937-898-9452)  
 Hebron, Ky. (859-334-9055; fax 859-334-9175)  
 Joliet, Ill. (phone 815-773-0022; fax 815-773-0033)  
 New Bremen, Ohio (phone 419-629-2311; fax 419-629-9247)

\*2006 International Society for Performance Improvement Award of Excellence



The programs listed below cover fundamental principles and systems that can apply to many truck models.

For Crown DP Service Training contact one of Crown's Regional DP Service Training locations listed on the previous page.

### DVD Service Training Materials

Basic Electricity, Hydraulics and Motor Theory – Part number PF18660-102

### CD-ROM Service Training Materials

Program Name	Part Number
FC 4000 EV100	PF13437-PRO
RR 5000 Hydraulics	PF13044-PRO
RR 5000 Wiring Diagrams	PF13342-PRO
SC 4000 Series	PF12825-PRO

# Supplemental Service Training Materials





# Quality parts... increased value.

**Crown provides the highest quality replacement and accessory parts for all of your lift truck needs.**

Crown knows that having the right parts for the job decreases lift truck downtime and increases operator productivity. This easy-to-use catalog contains your most popular replacement and accessory parts. Many catalog items fit other lift truck manufacturers' models making Crown your One Source for part replacements.





## Integrity Parts™ Oils & One Source® Filters

available thru your local Crown Dealer.  
See: Section 1, Service Supplies.

## Your Flat Spotting Solution: Triple Load Wheel



- Independent wheel rotation to reduce coning and increase load wheel life
- For Crown and Raymond Pallet Trucks
  - Crown 310125-xxx (replaces 100462)
  - Raymond 310250-xxx (replaces 632-069)

See Page 11.25 for All Options.

**one  
source**

## Contact Your Local Dealer:

Note: 1910.178(q)(5) (1998) of the Occupational Safety and Health Act (OSHA) requires that “All parts of any such industrial truck requiring replacement shall be replaced only by parts equivalent as to safety with those used in the original design.”

**CROWN**

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

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PF14434 4/12 Vol. 14 Printed in U.S.A.