



CUSTOMER RESULTS



“When it’s really time-critical to get the trucks moving and meet our fatigue regulations, the Crown forklift batteries can be swapped quickly to keep loading going.

“I went through the numbers and showed that the time we were taking to change batteries and the downtime was costing more money having the old units.

“Prior to having Crown on board, it used to take three staff members 35 minutes to complete a battery swap. Now it takes one person four minutes to do one.

“The staff are very passionate about the lift trucks; I actually go out and see them wiping down dust. I wouldn’t have seen that with the old units.

“So it’s a credit to Crown that they listened to the staff of Don Watson to find out what our business is about and developed a solution to improve ROI.”

Wayne Rhodes
NSW Coldstore and
Transport Manager

Real customers,
real stories,
REAL RESULTS.

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Don Watson Transport and Coldstores

Crown Helps Transport Company Provide Seamless Service for Customers

APPLICATION

A legendary family name in refrigerated linehaul transport and cold storage, Don Watson Transport, covers over 16 million kilometres per year with its 85-strong refrigerated truck fleet serving customers around the country. At its Sydney coldstore site in Wetherill Park, the company manages around 7,500 pallets of frozen goods, a cross dock of 2,500 square metres and a ‘blast’ freezing service.

CHALLENGE

Prior to working with Crown Equipment, Don Watson Transport had a fleet of older material handling equipment which was struggling to keep up with its transport operations. The company required a reliable forklift fleet with batteries that could keep pace of the operations to avoid delaying its truck drivers.

SOLUTION

Don Watson Transport has updated its forklift fleet with six Crown SC 6000 Series counterbalance models. The company is also saving time with a Crown-fitted charging room and the BTS 1000 battery transfer system, which allows one person to change batteries quickly and safely.

RESULT

- Don Watson freight trucks are now getting loaded and leaving on time due to its reliable forklift fleet
- Battery changes have changed from a three-person, 35-minute job to a one-person, four-minute job
- The Crown SC 6000 Series forklifts have become a new source of pride among Don Watson’s staff

**FOUR
MINUTE
BATTERY
SWAPS***

*Based on one person replacing the battery.