

BRIGHT

A T W O R K

Special edition –
first impressions
of the WT 3000
in European
distribution
centres.

Actebis makes the most of Crown's WT 3000

Actebis Peacock is a leading German wholesaler of IT, mobile communication and consumer electronics products – which is why the Actebis Group boasts one of the most modern logistical systems in Europe and employs 1,800 people worldwide. Actebis Peacock's two sites in Germany comprise 65,000 square metres of storage space, with 50,000 storage areas for more than 30,000 different products. The company is capable of delivering more than 12,000 consignments every day. The Group has 75 Crown forklifts in its fleet and is currently testing the new WT 3000 rider pallet truck at its Wünnenberg-Haaren site.

Customers who place orders with Actebis Peacock by 5.00 p.m. receive their goods the very next day. Combined with the high throughput of goods, this same-day despatch policy places heavy demands on the vehicle fleet. In fact, these tough working conditions at Actebis Peacock represent a serious challenge even for Crown's robust new WT 3000 Series - precisely what the Crown development team wanted for their pallet truck: a perfect environment for testing the new vehicle to the limit.

Efficiency on the loading dock

"Our quota for same-day despatches is around 98%. Maintaining this quota is vital to the health of the company", is how

J. Banneyer in the Operations and Engineering Department at Wünnenberg-Haaren describes the challenges confronting the enterprise. Actebis Peacock uses the new WT 3000 truck for unloading incoming goods, picking individual pallets and loading up outgoing transport vehicles.

It also has to be flexible and easy to manoeuvre, so operators can quickly shift goods around inside narrow trailers", Banneyer explains.

Crown's engineers designed the new pallet truck for use on loading docks and ramps, optimising it for



"One of our operators' most important daily tasks is scanning pallet labels, so the truck has to have enough storage space and working surfaces for scanners, consignment notes and other paraphernalia.

typically high-stress working conditions.

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Heembloemex gives the green light

WT 3000 survives endurance testing by one of Holland's largest exporters

The Heembloemex Group, one of Holland's largest exporters, supplies flowers to wholesalers, florists and franchisees throughout Europe. For several months, two vehicles from Crown's new rider pallet truck series have been put through their paces at the company's Rijnsburg depot.

"Thanks to this robust design, the WT 3000 shows very little sign of wear and tear, which means we hardly ever have to stop for repairs or unscheduled downtime", states Patrick Bogaards, Deputy Head of Department in the Export Division at Heembloemex. In an industry that deals in fresh goods every day,

with the WT 3000. Ease of use is not just a luxury – it's a must. "Our drivers enjoy working with the new Crown truck because it's very easy to operate. You only need a brief introduction to find out how the pallet truck works", explains Bogaards. The drive unit suspension makes a big contribution to this ease of use, and is fitted as standard to all models in the WT 3000 range. It makes transporting heavy loads much easier and safer. When combined with speed control on corners, these features all help even inexperienced drivers to operate the WT 3000 easily and safely.

Safety plus efficiency

The robust Quick-Exit side restraints – available on the folding-platform model – help keep drivers safe. Reinforced with 50 mm steel tubing and attached to the truck by an extra-tough mounting, they also help increase operator productivity. "Our drivers really appreciate the side restraints on the new WT 3000.



Fresh flowers are beautiful flowers. Unfortunately, flowers don't remain fresh for very long, which is why Heembloemex needs to keep tight control over every link in the supply chain. Making sure sensitive wares are delivered in good time to customers right across Europe is the exporter's core business – and it's a tough one.

Robust reliability = fresh flowers

The company's green goods are loaded onto lorries at 80 loading and unloading stations, from where they are transported to destinations throughout Europe. The WT 3000 is used intensively on the loading dock, where shifting loads at speed makes for a high-stress environment. The Heembloemex teams were impressed by Crown's new pallet truck after seeing how the components under greatest strain – the castors and side restraints, for example – are protected from everyday wear and tear by steel reinforcements.



where speed of turnaround has top priority, a fleet of reliable, durable lift trucks is absolutely essential.

More flexibility, because it is easier to use

Pallet trucks are designed to be flexible, which is why almost every operator at the Rijnsburg site works

They fold up easily, so drivers can quickly walk to the front of the truck without having to dodge round the restraints", asserts Bogaards. The fold-up restraints mean drivers save two steps each time they climb down from the truck.

WT 3000 passes DSV endurance test with flying colours

DSV is a global transport and logistics specialist with offices in over 50 countries. The company has been testing three of Crown's new WT 3000 rider pallet trucks at their Neufahrn site near Munich. Neufahrn is a high-volume distribution hub for one of Germany's leading pharmaceutical retailers, turning over 1,700 pallets during each two-shift working day between 6.00 a.m. and 1.00 a.m.

A key ingredient to the success of the WT 3000 within DSV was the ongoing close collaboration between DSV and Crown. "While the truck was being developed, Crown engineers spent a lot of time on our Neufahrn site, discussing the operators' practical experience with the WT 3000 in minute detail. They incorporated ideas and suggestions from drivers who were working with the vehicles day in, day out, directly into the development process", explains Christian Fuchs, Regional Manager of the Southern Distribution Hub.

Robust + durable = fit for the toughest working conditions

Work at DSV is especially challenging because of the fluctuating workload. Volumes can literally double from one day to the next. "Each Monday morning we may have 15,000 units to sort out and over twice that over the weekend – up to 40,000 units. We have to be flexible to keep up with our customers' hugely variable sales levels", asserts Fuchs. To make sure goods reach their destinations promptly, the working day at DSV stretches over two shifts – which means that each and every day the pallet trucks may be in use for up to 16 hours at a time.

During the test period, Crown's new WT 3000 Series trucks were continuously exposed to ultra-demanding working conditions. Above all else, Christian Fuchs expects a new pallet truck to be

durable. "We use these vehicles for loading and unloading lorries, which means they're travelling over dock ramps hundreds of times each shift. It's a working process that puts enormous stress on chassis and wheels, so they tend to wear out very quickly."

The new WT 3000 Series was designed with precisely these conditions in mind, so it is extremely robust. Steel-reinforced chassis, forks and castors all help to minimise wear and tear and extend the truck's working life. "The sheer strength of the individual components is what I like most about the WT 3000, because thanks to them, the truck very rarely needs repairs. This means the WT 3000 stays up and running for longer, and unscheduled downtime – something we can't afford because of the tight timeframes and enormous fluctuation in order volumes – is a thing of the past", explains Fuchs.

Prioritising operator health

Protecting the health of the workforce is a key priority for DSV. As Christian Fuchs puts it: "Loading and unloading goods puts drivers under tremendous physical strain. In unfavourable conditions, the constant vibration of travelling to and fro over dock boards can damage knees and backs. Creating working conditions that don't have a negative impact on health is really important, both for the sake of the workforce and the company as a whole."

The WT 3000 Series makes an important contribution to health and safety on the loading dock. In Neufahrn, the warehouse team uses the fixed-platform model with rear entry, fitted with Crown's patented Entry Bar Safety Switch. This feature makes sure the truck comes to a standstill if the operator puts a foot outside a clearly defined boundary on the platform. Crown's FlexRide™ suspension system, which is fitted as standard to every

model in the series, reduces vibration and impact on chassis, frame, wheels and the operator platform by up to 80%. The added value which the WT 3000 contributes to health and safety issues has certainly convinced Christian Fuchs.



"The floating suspension means our drivers don't suffer from back ache, knee pains or fatigue, and the fact that they're protected from harm if they stand in the wrong position on the platform makes the truck exceptionally safe."

Continued from page 1 – Actebis makes the most of Crown's WT 3000

That's why the WT 3000 has a drive unit suspension system which helps operators to manoeuvre easily and react swiftly in narrow loading spaces, even when they're working with heavy loads.

Crown's built-in Work Assist™ System includes practical accessories such as clipboards, scanner mountings and storage bins, so drivers no longer have to leave the working area to fetch what they need. This saves valuable working time – as do the truck's Quick-Exit side restraints (patent pending). Because they fold out of the way, operators no longer have to walk round the restraints to reach the forks saving them a few steps each time they climb down. In a single shift this equates to an enormous amount of reduced fatigue for the operator.

In particular, operators like the way Crown's Access 123® control system gives them easy access to the truck. "You don't need keys to start up the new WT 3000. Drivers all have their own codes, which assign to them individual levels of authorisation", Banneyer explains. Access 123® is integrated into the new WT 3000, and by associating operator profiles with personal identity numbers (PINs), it helps prevent inappropriate use of trucks.

Driver and vehicle protected by special suspension

Every evening Actebis Peacock operators must load up around 30 transport vehicles as quickly as pos-

sible, which means shifting several hundred pallets. Dozens of trips across dock boards can impact operator's health and performance, along with safety and throughput. Stefan Halsband, who works in the Operations and Engineering department at the company's Soest site, has been involved in a six-month

50 pallets across dock boards", he explains.

The Actebis Peacock teams have also been impressed by the sheer durability of the new WT 3000. Since the Group started using the pallet truck, not a single moment of downtime has been lost to unscheduled maintenance.



trial of Crown's new WT 3000 truck. He has nothing but praise for the truck's special FlexRide™ suspension system.

"When you're loading lorries, you need good suspension and FlexRide keeps drivers relaxed and cheerful even after they've transported 40 or

As Stefan Halsband puts it: "When drivers turn off dock boards too early, truck castors quickly wear out because of the impact. With this new Crown truck, wear and tear on the castors is minimised thanks to the floating suspension. What's more, the steel reinforcement means they're extremely solid and stable."



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

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