



CUSTOMER RESULTS



“Crown Stockpickers are the life blood of our operation. We need them to perform around the clock. Most material handling equipment lasts seven years, but our SP Series trucks are up to 13 years old and running great. In addition, service is exceptional. In fact, I can’t think of one instance where a part wasn’t available locally.”

Brian Shanahan,
Senior Operations Manager
Ridge Tool North American
Distribution Center
Cambridge, Ohio

Real customers,
real stories,
REAL RESULTS.

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

Ridge Tool

Exceed Lift Truck Life Expectancy with the Crown SP Series

APPLICATION

Based in Cambridge, Ohio, Ridge Tool Company receives stock in its 128,500 square foot facility from seven Ridge Tool manufacturing facilities and ships product to subsidiary locations and distributors worldwide in 48 countries.

Ridge Tool Company manufactures and distributes hand tools under the RIDGID® brand name and is a division of Emerson Electric.

CHALLENGE

The Ridge Tool distribution center operates six days a week, three shifts per day and employs six order pickers to pick from the rack and fulfill customer orders around the clock. In the past, equipment quality and reliability were issues with previous suppliers and the company experienced a lot of downtime. There were also problems with the availability of service parts. With nearly continuous order picking as the central component of the company’s distribution process, Ridge Tool needed a durable truck to better service their customers.

SOLUTION

The Crown SP Series stockpicker’s electronics and diagnostics, supported by Crown’s service and parts infrastructure, have enabled Ridge Tool to extend their truck life far beyond the company’s original expectations. The Crown SP uses heavy-gauge steel in the skirt, doors and battery cover while providing operators with the most unobstructed view. The lift truck is designed to work with the operator to optimize the order picking process. Featuring a stability stance — four points of solid contact with the truck at all times — the SP Series provides the stability operators need to confidently pick at height and increase productivity.

RESULT

- Life expectancy of Crown stockpickers has dramatically exceeded that of conventional trucks with their SP Series trucks ranging up to 13 years old and still running strong.
- Operator confidence is increased with stability stance, generous use of steel, a mast that delivers rock-solid strength and cushioned staging for superior operator control.
- Longer-than-anticipated truck life has yielded significant savings in fleet replacement costs.

**SUPERIOR
QUALITY AND
RELIABILITY
LONGER
LIFESPAN**