



## CUSTOMER RESULTS



“We have a lot of overhead storage and high, on the wall racking. The Wave replaced ladders and not only made the work much more efficient, it made it safer. Not having our employees climb ladders with bulky items just makes sense, and the employees are unanimous when they say, ‘don’t ever take away the Wave!’”

**Scott Kuening,**  
President  
Western Ohio True Value  
Minster, Ohio

Real customers,  
real stories,  
**REAL RESULTS.**

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# True Value Hardware

## Ride the Wave to Increase Productivity, Employee Safety

### APPLICATION

Western Ohio True Value, one of the largest members of the national True Value community, is a full-service hardware store in the broadest traditional sense of the word. The multi-generational, family-owned business started with one traditional hardware store in western Ohio in 1953 and has expanded with the surrounding communities to build its current 40,000 square foot headquarters and two neighboring stores. With more than 67,000 square feet of product laid out in the three locations, the operation boasts a large selection of fasteners and general hardware, plus power tools, paint, housewares, electrical, automotive supplies, a year round garden center, home decor, lawn & garden equipment and pet supplies.

### CHALLENGE

In response to customer demand for more products, valuable warehouse space has been converted to retail space and the company has gone to higher storage and display systems within each showroom. Moving bulky items like gallon cans of paint from pallets to the shelves requires a careful touch while storing, displaying and retrieving large items from tall racks and ceiling-high wall displays requires stability as well as speed. The layout puts a premium on an ability to “climb” to stack and retrieve bulky, heavy products while always maintaining the highest level of safety.

### SOLUTION

The Crown Wave® Work Assist Vehicle® is in use nearly all day every day, replacing the ladders that employees had used previously to store and retrieve items throughout the store. With a diverse staff taking on many roles -- both men and women -- they like the fact they don’t have to “manhandle” items like paint cans, outdoor power equipment or other heavy loads at height. With the Wave, employees can stack unwieldy products at higher levels and retrieve them more quickly and safely than they could with traditional rolling ladders.

### RESULT

- **The Wave enables one worker to easily retrieve multiple stocked items** from height at one time, reducing what would normally be multiple trips up and down a ladder.
- **There have been no back- or fall-related injuries to the staff** since the Wave replaced ladders for stocking shelves and retrieving products.
- **The Wave allows for displays at heights nobody would consider** if access was by ladder – making the most of every cubic foot of the showroom’s space.

**MINIMIZE  
RISK  
OF LADDERS  
MAXIMIZE  
PRODUCTIVITY  
AND  
SAFETY**