



**STRONG PARTNERS.  
TOUGH TRUCKS.™**



**24/7 WAREHOUSE SOLUTIONS**





## WELCOME TO HYSTER

the home of dependable  
warehousing solutions

**Hyster provides a complete range of world class materials handling equipment, to bring reliability and productivity to your warehouse. With unmatched service support you can discover the optimum warehouse solution for your business.**

Pallet Trucks (pedestrian/rider) & Tow Tractor	06 – 07	Dependability
Stackers (pedestrian/rider)	08 – 09	Serviceability
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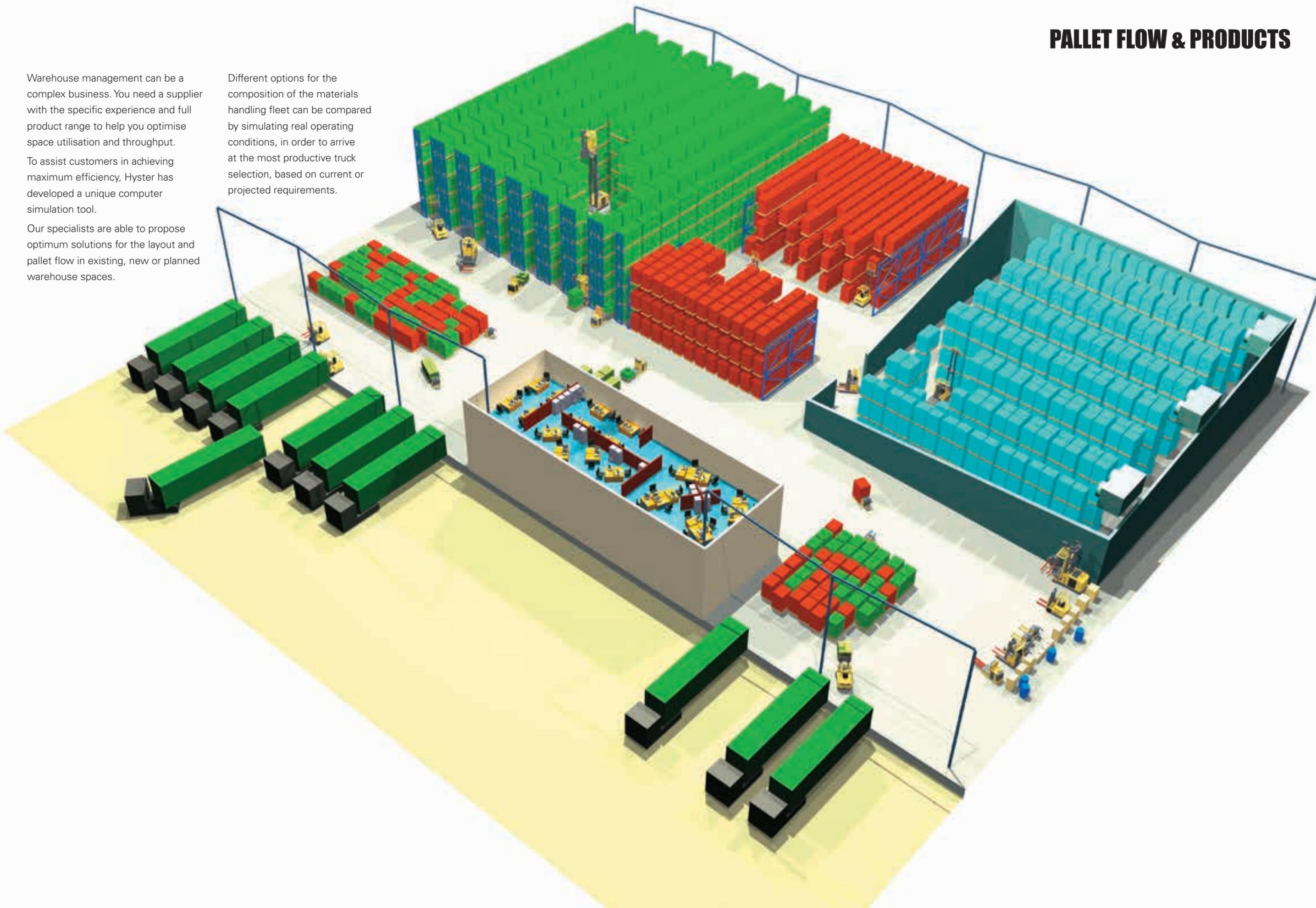
Note: The warehouse and characters described in this brochure are fictional, however, the scenarios are based on real-life examples to help illustrate a typical 24 hour warehouse environment.

Warehouse management can be a complex business. You need a supplier with the specific experience and full product range to help you optimise space utilisation and throughput.

To assist customers in achieving maximum efficiency, Hyster has developed a unique computer simulation tool.

Our specialists are able to propose optimum solutions for the layout and pallet flow in existing, new or planned warehouse spaces.

Different options for the composition of the materials handling fleet can be compared by simulating real operating conditions, in order to arrive at the most productive truck selection, based on current or projected requirements.





**06:00 HOURS**

**Dave, the Warehouse Manager plans the day with his team.**

The throughput of goods changes every day. At 6 am Dave informs his staff of their duties and reviews the previous day's performance, emphasising any safety issues.

**“We need dependable trucks we can rely on all day long”**

**What matters to Dave**

“To meet specific transport timeslots, we have to make sure there is a constant flow of goods, so we need dependable trucks we can rely on all day long. They must be safe to operate and easy to use. If there is a problem, I need it solved quickly by someone locally, otherwise it affects productivity and the motivation of my staff”



**PALLET TRUCKS & TOW TRACTOR**

The pedestrian and ride-on pallet trucks are ideal for loading or unloading lorries and for internal transportation of closed and open pallets over short or long distances.

The new Hyster tow tractor, based on the low level order picker range, provides a towing weight of 5,000 kg and is ideal for line feed operations, particularly in manufacturing applications.

Hyster horizontal movers are robust, powerful and reliable, designed to suit a variety of demanding warehouse applications.

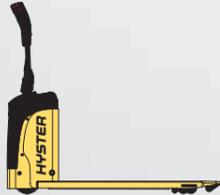
**KEY FEATURES**

The Hyster tiller head is easy to use with responsive ‘butterfly’ controls, minimising stress and fatigue for the wrist, thumb and fingers. Powerful motors offer excellent acceleration and torque over long shift cycles and performance can be ‘tuned’ to suit the application and operator experience.

Every Hyster warehouse truck is designed and built to deliver maximum dependability even in the most difficult applications.

Powerful, low maintenance motors and a CANbus electronic communications system ensure the trucks consistently deliver superior performance and productivity. Furthermore, all Hyster warehouse trucks benefit from robust, high quality components and are subject to a stringent reliability programme which runs throughout the development process.

The result is long service intervals and trucks that are working for customers whenever they need them, 24 hours a day.



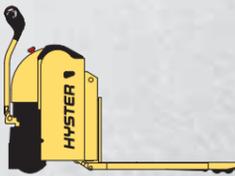
**PSC1.2, PC1.4**  
1 200-1 400 KG @ 600 MM

Pedestrian powered pallet truck with compact dimensions, offering excellent manoeuvrability in congested areas and confined spaces.



**P1.6, P1.8, P2.0, P2.2**  
1 600-2 200 KG @ 600 MM

AC powered pallet truck with compact dimensions and high battery capacity, ideal for intensive applications and smooth load handling.



**P2.5, P3.0**  
2 500-3 000 KG @ 600 MM

Heavy-duty pedestrian powered pallet trucks for heavy and intensive load handling applications.



**P2.0SE, P2.0S**  
2 000 KG @ 600 MM

Rider powered pallet trucks with excellent manoeuvrability characteristics, particularly suited to vehicle loading applications.



**P2.0SD**  
2 000 KG @ 600 MM

Rider powered pallet trucks with double-pallet handling capability suitable for large capacity trailer loading applications.



**RP2.0N-RP2.5N**  
2 000 - 2 500 KG @ 600 MM

Powered stand/sit on rider pallet truck with ergonomically designed operator compartment to reduce operator fatigue during long work cycles.



**LO5.0T**  
5 000 KG

Tow tractor features solid construction and reliable components, AC motors and scooter control for easy operation. It is an ideal solution for line feed applications.



## 11:30 HOURS

Alan from the local Hyster dealership visits the customer site.

It is Alan's responsibility to make sure that the trucks are working efficiently and continue to deliver the required levels of productivity. Alan meets with the Warehouse Management team to check the performance and uptime of each truck and to discuss improvement opportunities.

**"I need to ensure that if a problem arises, it is resolved quickly and efficiently"**

### What matters to Alan

"I need to ensure that if a problem arises, it is resolved quickly and efficiently. The availability of diagnostic information on Hyster warehouse equipment also helps me to plan for service requirements."



## SERVICEABILITY



- › Hyster products are designed for low maintenance and reduced operating costs.
- › On board diagnostics help to anticipate service requirements while easy access to components minimises the time needed for planned maintenance on every truck.
- › Components such as the Combi Mosfet controller, AC motors and Hall-effect sensors, are selected because of their high performance and low maintenance needs.
- › Fewer wearable parts and the use of common components across several products series also result in reduced overall service costs.

## STACKERS

Hyster Stackers help to enhance the operator's productivity when placing goods into low to mid level racking.

Each stacker delivers power, precision and reliability for a variety of demanding warehouse applications.

### KEY FEATURES

High visibility masts allow operators maximum view of the load when stacking/de-stacking. A choice of lift heights and mast configurations allow efficient utilisation of space in the warehouse.



**SC1.0**  
1 000 KG @ 600 MM

Compact stacker with compact dimensions suited to operating in confined areas



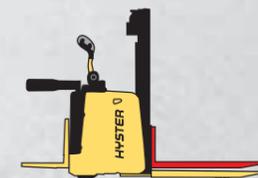
**S1.0E**  
1 000 KG @ 600 MM

Entry level stacker with compact dimensions suited to operating in confined areas.



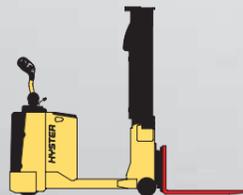
**S1.0, S1.2, S1.4, S1.6**  
1 000-1 600 KG @ 600 MM

Comprehensive range of powered pedestrian stackers with compact chassis design and powerful AC traction motors which can be tailored to suit varied load handling requirements.



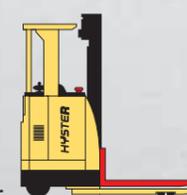
**S1.5S, S1.5S-IL**  
1 250KG-1 500 KG @ 600 MM

Robust ride-on pedestrian stacker with dual lift/lower controls for precise operation in confined areas. Initial lift and straddle leg options available for specific application requirements.



**S1.0C, S1.2C, S1.5C**  
1 000-1 500 KG @ 500 MM

Pedestrian counterbalanced stackers with ride on and overhead guard options available for more intensive working cycles.



**RS1.2, RS1.5**  
1 250-1 500 KG @ 600 MM

Rider stacker with overhead guard and compact chassis, ideal for extended operations and load handling over long distances.



## 13:30 HOURS

**Kate, a Sales Manager whose company uses the warehouse, hunts for more business.**

Kate is working with a potential new retail customer who requires the flexibility to introduce varied pallet flows throughout the year, with a major peak before the summer and Christmas holiday seasons.

**“I need a warehouse that is flexible enough to meet all my existing and potential customers’ needs”**

### What matters to Kate

“I need a warehouse that is flexible enough to meet all of my existing and potential customers’ needs. That’s why the core truck fleet has been selected to maintain efficiency, flexibility and reliability at peak times. A range of short term rental trucks is also available at a moment’s notice when I need additional flexibility.”



## LOW LEVEL ORDER PICKERS

Hyster low level order pickers are designed to make the picking process as easy as possible for the operator. The range also offers excellent advantages for horizontal transport activities, such as crossdocking and load shuttling.

### KEY FEATURES

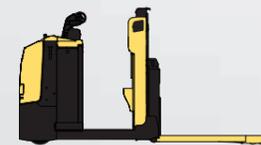
Easy on/off access combines with powerful AC drive to achieve maximum, sustained productivity over a full shift of picking. Hyster low level order pickers offer a wide range of options to facilitate picking, such as independent fork-lift and raising platform.

## PRODUCTIVITY

Productivity, the number of loads that can be moved per operator per hour, is a key measure for all warehouses. Hyster helps the warehouse manager to achieve excellent productivity by providing robust, user friendly equipment, designed to give optimum performance.

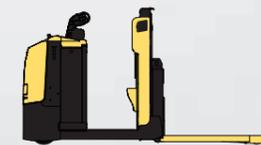
All warehouse trucks have responsive controls, provide precise management of speed and acceleration and deliver excellent manoeuvrability. The comfort and safety of the operator are fundamental to performance. All Hyster trucks have been developed with the operator’s needs as a priority.

Hyster warehouse trucks have been built with a compact design, ideal for tight spaces, and with a focus on fast travel speeds and lifting capability. Hyster provides a comprehensive range of products to ensure that the warehouse manager always has the most productive solution for each type of application.



**LO2.0**  
2000KG @1200

The LO2.0 fixed or raising platform for ground up to second level picking, able to handle various types of load interface, Europallets, Chep, roll containers etc.



**LO2.5**  
2500KG @1200

The LO2.5 fixed or raising platform for ground up to second level picking, with 2.5t capacity for transporting heavy double full pallet loads.



**LO1.0F**  
1000KG @ 600

The LO1.0F with mast lift allows the pallet to be maintained at a constant comfortable working height. Therefore it is ideally suited for single Europallet layer picking operations.



**LO2.0S**  
2000KG @1200

The LO2.0S allows the handling of double pallets (Europallets) where heavy and/or bulky case picks are the items handled. Here the scissor lift height serves to eliminate constant bending and stretching.





## 15:00 HOURS

**Hans the Financial Director analyses supplier contracts.**

Hans analyses financial packages offered by suppliers and calculates the best investment over 1 to 5 year periods.

**“I am interested in the overall cost of the materials handling equipment”**

### What matters to Hans

“I am interested in the overall cost of the materials handling equipment, including related personnel costs. Efficiency is essential, with maximised truck utilisation and low overall maintenance costs. If we can operate with a reduced fleet in normal operation, I need to know that long term savings can be made with the support of equipment on short term rental.”



## UP TO 80% OPERATOR COSTS

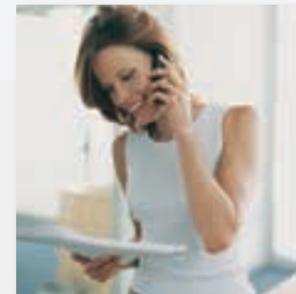
**By far the greatest cost in running any warehouse is the operator.**

These costs can be minimised by ensuring that staff are fully trained, motivated and their performance can be managed. All Hyster dealers provide comprehensive driver training for all products. However the best way to optimise operator costs is to ensure that the warehouse has the right combination and number of trucks.

Other costs can be broken down as follows:

The most critical factor facing the user of warehouse products is the total cost of owning that equipment. The initial purchase price of a truck is important, however, it is only one element of all the costs that the financial director must consider.

Costs listed underneath are based on purchase of trucks and a separate maintenance contract. The finance director may choose to manage the monthly impact of costs by opting for a rental contract that includes full maintenance.



### 40-50% Acquisition cost

The initial purchase price is a key element of the total cost of a product. The Financial Director must ensure that he considers the exact application of each machine when comparing alternatives between suppliers. Hyster dealers will always provide a full site survey to ensure the truck they specify is the best truck for each operation.

### 20-25% Service costs

There are two main types of Service cost. Planned maintenance and break down costs. Hyster provide a detailed recommendation on preventative maintenance programmes for all trucks. All Hyster dealers are supported by Hyster Regional Service Managers and a team of experts. With the use of diagnostic tools available on Hyster products it is possible to minimise the downtime and out of hours call-out costs.

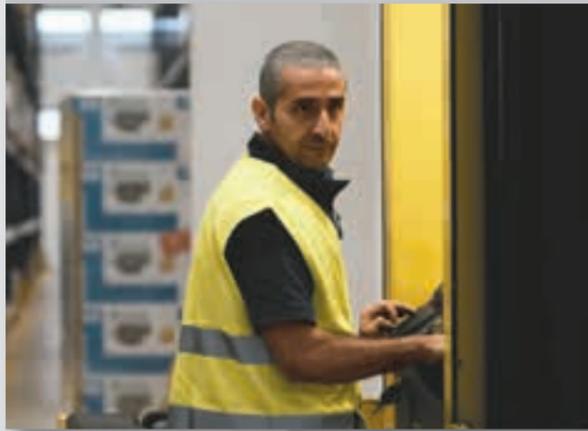
### 10-15% Finance costs

The acquisition of a lift truck or fleet can be a huge financial burden on a company. Monthly interest charges add to the cost of ownership of a truck and determining the right acquisition strategy is crucial. Hyster dealers can arrange a finance package to suit your business requirements either through their own in-house team or through other financial partners.

### 10-15% Energy costs

As utility costs rise, the warehouse manager must ensure that the trucks and battery he employs will continue to provide efficient operation. New innovations in both batteries and trucks have lead to a substantial reduction in electricity draw in comparison with older fleets.

NB: The above information is based on average values for a representative selection of warehousing and counterbalanced truck types, combined with labour and energy and technical costs representative of European averages. Exact values will vary depending on location and product application. Consult your local Hyster Dealer to discuss the specific conditions of your operation.



**16:30 HOURS**

**Phil, a driver and team leader, is monitoring the efficiency of his team.**

Phil has worked as a driver in different warehouses for the last 20 years. He knows that comfort, ease of control and training play important roles in the efficiency and motivation of staff.

Phil enjoys driving but at the end of some shifts in a previous job he often experienced back pain due to an uncomfortable seat.

**“I need to enjoy operating the truck and it has to be comfortable for the length of a shift”**

**What matters to Phil**

“For me, a truck is my company car, I need to enjoy driving it and it has to be comfortable for the length of a shift. As team leader, I also want to make sure that my colleagues are comfortable whatever their height or build.”



**ELECTRIC COUNTERBALANCED TRUCKS**

Hyster electric counterbalanced lift trucks can be used indoors to efficiently move goods from the drop-off point to the rack (shuttling). They are equally effective outdoors for loading and / or unloading.

Versatile, compact, powerful and reliable, the Hyster electrics range provides extraordinary driver comfort and energy efficient productivity.

**KEY FEATURES**

The ‘Energy Low’ (eLo) and ‘High Performance’ (HiP) settings available across the ‘XN’ range of Hyster electrics allow operations managers to tailor the performance of their forklift trucks to match the needs of the application.

Advanced ergonomics such as the TouchPoint™ e-hydraulic mini levers, seat options, ergonomic steering package and heads up display provide the ultimate in comfortable and productive operation.



**A1.3XNT, A1.5XNT**  
1 300-1 500 KG @ 500MM

Compact design with 3 wheel, rear wheel drive configuration offering excellent manoeuvrability in tight spaces. Truck is 1m wide to facilitate block stacking.



**J1.5XNT, J1.6XNT, J1.8XNT, J2.0XNT**  
1 500-2 000 KG @ 500MM

Compact, 3-wheel design with pneumatic shaped solid tyres. AC technology on traction, hydraulics and steering.



**J1.6XN, J1.8XN, J2.0XN**  
1 600-2 000 KG @ 500MM

Compact, 4-wheel design with pneumatic shaped solid tyres. AC technology on traction, hydraulics and steering.



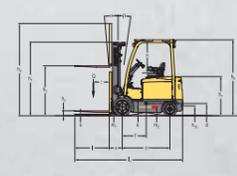
**E1.6XN, E1.8XN, E2.0XN**  
1 600-2 000 KG @ 500 MM

Compact, 3-wheel design with cushion tyres. AC drive and hydraulic motors.



**J2.2XN, J2.5XN, J3.0XN, J3.5XN**  
2 200-3 500 KG @ 500 MM

Compact, 4-wheel design with pneumatic shaped solid tyres. AC technology on traction, hydraulics and steering.



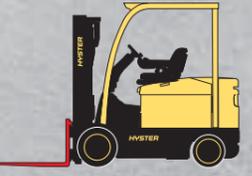
**E2.2XN, E2.5XN, E3.0XN, E3.2XN, E3.5XN**  
2 200-3 500 KG @ 500 MM

Compact 4-wheel truck with conventional battery box design and cushion tyres. AC drive and hydraulic motors



**J4.0XN, J4.5XN, J5.0XN, J5.0XN6, J5.5XN6**  
4 000-4 999 KG @ 500 MM  
5 000-5 500 KG @ 600 MM

4-wheel truck with modern design and pneumatic shaped solid tyres, delivering IC performance in an electric truck. AC technology on traction, hydraulics and steering.



**E4.0XN, E5.0XNS, E5.0XN, E5.5XN**  
4 000-5 000KG @ 500 MM,  
5 500KG @ 600 MM

Heavy capacity, compact 4-wheel design with cushion tyres. AC drive and hydraulic motors.



## 17:00 HOURS

**Fred, a product specialist at Hyster, meets with the Warehouse Manager.**

Fred's job is to act as the link between the Hyster factory, the local distribution partner and the customer. Every customer is different and Fred is currently working on a proposal to adapt a truck to meet the very specific requirements of one major customer.

**“The special engineering team can develop solutions to meet nearly all of my requests”**

### What matters to Fred

“My job is to make sure that Hyster provides the right truck for the customer's needs. The vast majority of trucks come from our standard range, but I know the special engineering team can develop solutions to meet customer specific requests.”



## SPECIAL ENGINEERING (SPED)

Hyster provides a full range of warehouse products, however there are occasions when a customer requires a special solution.

The Special Engineering Department (SPED) complements the extensive standard range by working closely with the customer to design and build unique solutions, tailor-made for a specific application. The team has built a number of specialist trucks for major customers.

Examples include cage handlers for a national postal operator, adapted from a standard order picker design and a specially adapted VNA truck to handle furniture for a major retailer.

## MEDIUM AND HIGH LEVEL ORDER PICKERS

The Hyster K-series of rising cab order pickers help operators to pick individual items at medium to high locations.

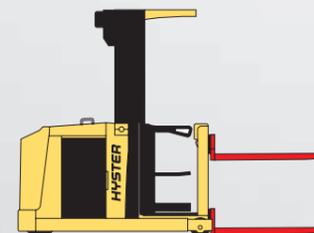
Available with rail or wire guidance, the K-series is designed to allow the best use of warehouse space and maximise pick face access.

### KEY FEATURES

Full AC technology on drive motor, pump and steering motor.

The higher level models feature side gates to protect the operator and a walk-on pallet cage for direct access to the rack.

A comprehensive array of customised options such as cabin widths, load side controls and walk-on forks is available.



**K1.0L, K1.0L SL, K1.0L WP, K1.0M, K1.0H**  
800-1 000 KG @ 600 MM

K1.0L	Mid-high level order picker with rising platform for pick heights up to 4.8 m and above.
K1.0L SL	Mid-High level order picker with supplementary lift, allows the load to be positioned at a consistently convenient working height.
K1.0L WP	Mid-high level order picker with walk on pallet cage facility.
K1.0M	Mid-high level order picker for pick heights of 7.6 m and above.
K1.0H	High level order picker for pick heights of 10.5 m and above.



## 18:00 HOURS

Ralf, R&D Manager at Hyster talks to the Site Manager about the prototype trucks undertaking field tests.

Ralf is responsible for the development of all new warehouse products. With the warehouse environment evolving and customer demands changing, Ralf works closely with the Hyster territory team and the Hyster distribution network. This ensures that the trucks developed meet the future needs of existing and new customers.

**“We continually talk to customers and understand their changing needs...”**

### What matters to Ralf

“We continually talk to customers to understand their changing needs. This enables us to develop products that successfully deliver the reliability and productivity that they demand. Adherence to the Hyster strict new product development process ensures that we maintain our reputation for tough trucks and quality.”



## REACH TRUCKS

Hyster Reach Trucks are versatile and highly manoeuvrable, helping operators to put pallets away at height in narrow aisles. They can also be used for horizontal transport, such as cross docking or load shuttling.

These Reach Trucks provide dependability and reduced service costs as well as an exceptional operating environment.

### KEY FEATURES

Full AC infrastructure on drive, traction and hydraulic motors allows seamless changes in direction of travel, increasing cycle speeds and the control of pallet handling operations. 180° or 360° progressive steering provides superb narrow aisle manoeuvrability.

For high density racking, a heavy duty mast option is available allowing heavier goods to be stored up to 12.50m high.



**R1.4, R1.6N, R1.6, R2.0, R2.5**  
1 400-2 500 KG @ 600 MM

**R1.4-1.6**  
Compact Reach Truck with excellent manoeuvrability. Narrow chassis option available.

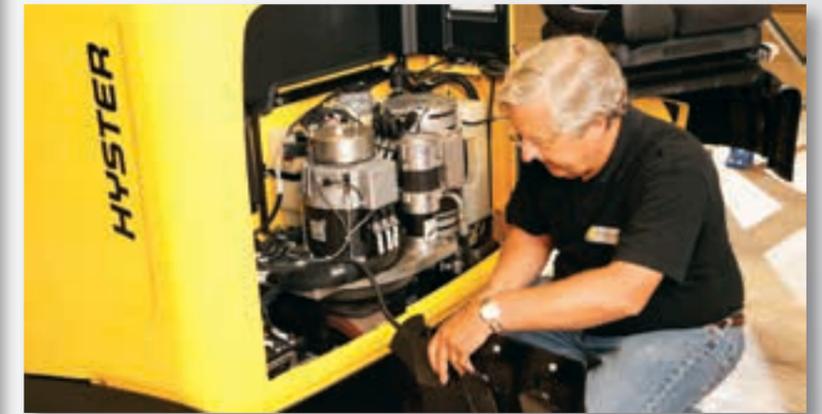
**R2.0-2.5**  
Reach Truck with robust mast and larger chassis, ideal for more intensive warehouse applications.



**R1.6HD, R2.0HD**  
1 600-2 000 KG @ 600 MM

Reach Trucks with special heavyduty mast, with thicker channels, specially designed for good residual capacity at heights up to 12.50m.

## R&D, TESTING AND QUALITY



Hyster's entire range of products is designed in response to customer requirements, identified and defined through extensive research in real life applications.

Continuous investments are made in research, development and design capability as well as in state-of-the-art manufacturing facilities and processes.

The facilities where Hyster products are designed, built and marketed all have ISO 9001:2000 accreditation, certifying the quality of company processes.

A multi-stage quality and testing cycle must be completed before a new product is released onto the market. This includes customer feedback and live testing of prototypes and major components for between 5,000 and 15,000 hours.



## 21:30 HOURS

**Mike, a Service Engineer from the local Hyster dealer is carrying out a fault diagnosis with his laptop.**

Mike has been called to site due to an issue with one of the trucks. Using diagnostic information from the truck, downloaded straight to his laptop, he has isolated the source of the fault.

A combination of preventative maintenance and diagnostic information keeps service calls to a minimum. Hyster dealers can assist with any type of service cover and where the application demands, such as multi-shift, 24 hour on site cover can be made available.

**“We are committed to keeping equipment up and running”**

### What matters to Mike

As a service engineer I am aware that evening call-outs can occur from time to time, but we are committed to keeping equipment up and running. Fortunately with the preventative maintenance programme we have in place and the reliability of Hyster equipment, my evening visits are rare.”



## VERY NARROW AISLE (VNA)

For best use of the warehouse where floor space is limited, Hyster's VNA trucks enable operators to optimise storage capacity and efficiently retrieve pallets in high intensity operations.

Horizontal and vertical movement intelligently combines to promote one of the safest and quickest VNA transits in the industry.



## SERVICEABILITY & GLOBAL COVERAGE



Hyster distribution partners are selected for each geographic region, against strict criteria to ensure they meet the highest standards of integrity and service excellence.

Hyster's global coverage ensures local support tuned to meet individual requirements.

- › Over 600 dealer locations
- › More than 1,000 application consultants
- › Over 6,000 service technicians

All dealers have certified technicians equipped with Hyster approved diagnostic and repair tools with systems that track and measure service quality.

Hyster dealers are structured to provide the highest standard of service back up and can offer guaranteed response times. Mobile engineers carry a stock of common parts in their vehicles and are able to call on centralised parts stores when needed.

### KEY FEATURES

Superior ergonomics and powerful AC motors help operators maintain productivity for the duration of the shift.

The large cabin space with patented large foot sensor and fully adjustable ergonomic controls promotes comfort throughout long working periods.

One of the smallest yet strongest turret head designs in the industry provides remarkable load stability and offers outstanding visibility. An integrated pantograph automatically opens with traverse function, enabling the truck to work in the smallest of aisles with maximum side clearances.

A unique Quad form mast design is able to lift up to 17,000mm high with minimum mast deflection whilst also promoting increased stability and torsional strength.



#### C1.0, C1.3, C1.5

1 000-1 500 KG @ 600 MM

**C1.0** Large cabin space and ergonomic controls for comfortable operations up to 10m lift heights.

**C1.3/L** Sturdy, powerful VNA truck with 80v battery for lifting operations to 12.5m

**C1.5/S** Unique Quad form mast allows lifts up to 17m with minimum mast deflection.



## 23:00 HOURS

### Dave, Site Manager.

Dave, the Site Manager goes to bed safe in the knowledge that his operation continues to run smoothly.

Dave gets home around 6pm. He often calls the Night Shift Manager later to check everything is alright before going to bed.

The local Hyster dealer provides management information on truck performance and service, which they briefly discuss.

Reports show that the Hyster trucks have already proven their reliability and the whole package of support has ensured that the trucks have always been available.

## “My supplier must measure and demonstrate efficiency”

### What matters to Dave

“My lift truck supplier must perform exceptionally in terms of product and service and provide performance indicators to help measure and demonstrate efficiency over given periods. I need to know that everything is running smoothly, and I am pleased to say that the service provided helps me to sleep well.”

## HYSTER 24/7 SUPPORT

In today's demanding business environment Warehouse and Logistics operators need a supplier who can understand the needs of their operation, both today and tomorrow.

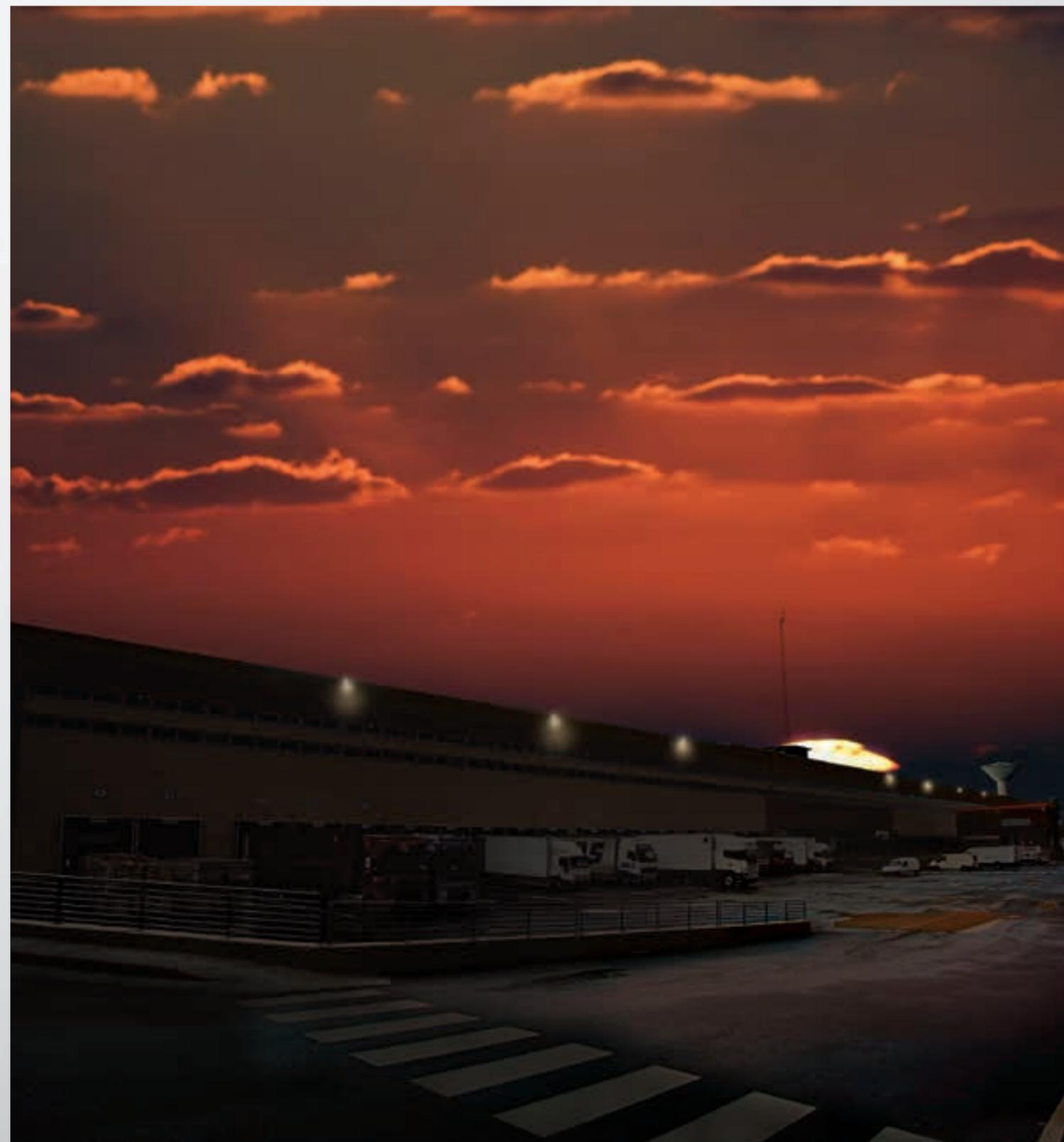
Hyster and its distribution partner network have the capability to support intensive warehouse operations with value added solutions and dependable products, 24 hours a day, 7 days a week.

Including:

- › Consultation on the most effective warehouse layout to maximise space utilisation, throughput efficiency and profitability.
- › A comprehensive product line-up to support the widest range of warehouse applications.
- › Expert advice on the right mix of warehouse equipment to increase storage and throughput efficiency, and to minimise the cost of fleet ownership.
- › The ultimate in truck dependability leading to low maintenance costs and elimination of unnecessary interruptions to productivity.
- › Trucks equipped to look after the comfort and well-being of each truck operator, to ensure optimum productivity.
- › The most innovative, cost effective and proven technological solutions, to give each customer's business an advantage.

**Strong Partners. Tough Trucks.**

**For Demanding Operations Everywhere.**



# STRONG PARTNERS. TOUGH TRUCKS.™

## FOR DEMANDING OPERATIONS, EVERYWHERE.

Hyster supplies a complete range of warehouse equipment, IC and electric counterbalanced trucks, container handlers and reach stackers. Hyster is committed to being much more than a lift truck supplier.

Our aim is to offer a complete partnership capable of responding to the full spectrum of material handling issues: Whether you need professional consultancy on your fleet management, fully qualified service support, or reliable parts supply, you can depend on Hyster.

Our network of highly trained dealers provides expert, responsive local support. They can offer cost-effective finance packages and introduce effectively managed maintenance programmes to ensure that you get the best possible value. Our business is dealing with your material handling needs so you can focus on the success of your business today and in the future.



### HYSTER EUROPE

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