

Pallet Trucks FAQs

Price

Q. I'm being offered pallet trucks at far lower prices than you are offering. Can you match the price?

A. *This is a very competitive market with most trucks being manufactured in the same few factories regardless of how they are badged. Our prices are therefore competitive on a like for like basis.*

Q. Why don't you offer a cheap alternative?

A. *Our reputation has been built on high standards of service, quality products and a fair price. We're simply not prepared to compromise!*

Q. I need a longer/shorter/narrower/wider truck than standard. Why is it so much more expensive?

A. *Most pallet trucks are now imported in standard sizes from China. Special sizes have to be made individually and like any bespoke design the cost increases.*

Specification

Q. We're a haulage company so we handle a lot of different pallets. What size forks do you recommend?

A. *1000mm long x 520mm over will handle the majority of pallets.*

Q. Our pallets come in from mainland Europe and are 1200mm long x 800mm wide with entry on the narrow side only. Is this a problem?

A. *These are Euro pallets and are best handled with 1150mm long x 520mm over the forks but if you handle other pallets as well, you may find 1000mm long forks more useful.*

Q. We use blue pallets 1200mm x 1000mm with entry from all sides. I understand these are known as GKN pallets. What truck should I use?

A. *The ideal specification is 1000mm x 680mm to give maximum stability but if you handle other sizes as well, try 520mm over the forks.*

Q. I can't get my pallet truck under the pallet because the space underneath is too low. Is there such a thing as a low profile truck?

A. *Yes, standard trucks have a closed height of between 85mm and 90mm but 57mm closed height are available.*

Special Equipment

Q. We use 100% stainless steel trucks because the conditions are so arduous but is there a cheaper alternative?

A. *Galvanised units offer good protection in many corrosive environments where the hygienic benefits of stainless steel are not required.*

Q. I need to manoeuvre cable drums. I believe there's a special truck with triangular forks. Do you supply them?

A. *Yes. We need to know the minimum and maximum diameter and the maximum length and then we can quote.*

Q. We need to weigh pallets before they are despatched. Is there a method of doing this with the pallet truck?

A. *Yes. Weighing pallet trucks are a real time saver.*

Wheel Equipment

Q. The wheels of our trucks make a lot of noise particularly when travelling past the offices. Is there any way of making them quieter?

A. *Most pallet trucks have nylon wheels which wear well but can create a lot of noise. Try fitting a softer compound wheel but remember that the softer they are the more force is required to pull them.*

Q. Our floors aren't in very good condition and the small front wheels sometimes get stuck. Do I need a powered truck?

A. *Powered equipment may be the answer but if the floors are bad it may be better to repair them. Tandem load wheels will help ride small lumps and bumps.*

Q. The truck seems to stop dead when it hits a small object like a screw. Would softer wheels help?

A. *Yes but remember that the softer they are the more force is required to pull them.*

Health and Safety

Q. There is a small gradient which we have to pull the trucks up and we're concerned about the risk of injury to the operator. What can we do?

A. *Pulling a load up even a small gradient is not recommended. A gradient of 5% (1 in 20) needs about 4 times as much force as pulling the same load on the level. If you can't avoid the slope, consider a powered unit.*

Q. We take a loaded truck down a slope. Is there a braking system available?

A. *Braking systems are available but we don't recommend them for this operation as there is still likely to be excessive strain on the operators back.*

Q. How much force is required to pull a fully loaded pallet truck?

A. *Many factors need to be taken into account including the condition of the surface, the truck, the load weight etc. The only sure way is to measure it.*

Q. I've heard there's a truck which helps to reduce the effort needed to start it moving. Is this true?

A. *Yes. Tests have shown substantial reductions in the starting force when pulling heavier load but it's more expensive.*

Maintenance

Q. I can buy trucks quite cheaply so isn't it better to just scrap them and buy new?

A. *On the face of it this seems quite sensible but is it really cheaper? Quality trucks should last several years providing they are well maintained and whilst they'll probably need new wheels and bearings at some point; this is probably cheaper than regular replacement.*

Q. What is included in a service?

A. *Details are available together with a fixed price menu for the more common repairs.*

Q. Our trucks work in a wet environment and whilst they last quite well, the wheel bearings keep seizing. What do you suggest?

A. *Try using stainless steel bearing and greasing them regularly*

Q. How do I know that you won't repair trucks that aren't worth repairing?

A. *Our engineers will assess the condition of the truck before carrying out any repairs. If it is not worth repairing we'll recommend you scrap it. However, we also guarantee not to invoice more than £120.00 (plus VAT) for the repair of any truck.*

Q. We use our trucks in a cold store but they're difficult to raise and lower. What do you suggest?

A. *Use oils and greases designed for use at low temperature.*

Powered Pallet Trucks

Q. How much do powered pallet trucks cost?

A. *For a good quality unit with powered traction and powered lift from about £4000. With powered traction only they start at about £1800 but they're only suitable for lighter operations e.g. supermarkets, small clean warehouses etc*

Q. That's a lot of money. Do you sell second hand units?

A. *Used powered pallet trucks are often not a very good buy because they tend to be worked very hard and often abused so when they are traded in they need so much work to make them saleable, they're nearly as much as a new one!*

Hire

Q. During busy periods we need extra trucks. Do you hire them?

A. *We do and they cost £28.00 per truck per week plus delivery and collection. There's a minimum hire period of 1 week (4 weeks from mid November to early January).*

Q. We need to hire weighing trucks for weekend stocktaking twice a year. Can I hire them?

A. *Yes but there's a minimum period of 1 week. The cost is £92.00 per week plus delivery and collection.*

Q. Do you hire powered pallet trucks?

A. *No but we can recommend other companies.*

Any other questions? Please call.

NB All prices are subject to VAT at standard rate.