

CROWN

CROWN SERVICES

Quality Maintenance for Quality Performance



crown.com



Tailored Solutions for Your Business Needs

Crown offers a variety of service and parts programmes to ensure you receive maximum value for your investment at a low total cost of ownership.

Crown's goal is to achieve industry-leading first-call fix rates and response times. As well as high levels of availability of Crown quality spare parts, Crown offers you a system to help you achieve high levels of performance and reliability.



Comprehensive, Customisable Maintenance Programmes

From a Complete Service programme covering planned maintenance, routine maintenance, breakdown repairs and minor damage repairs, through to a simpler programme covering basic maintenance that helps ensure the smooth operation of your fleet, your local Crown dealer will have the right solution for you.



INTEGRITY SERVICE SYSTEM™

Integrated service approach – we monitor the key features that work together to create a complete service system, including response times and service and parts availability. All key aspects of the process are optimised, so that the right service technician arrives at the right time with the right part.



INTEGRITY PARTS SYSTEM™

Crown original spare parts – spare parts that are designed, manufactured and tested to Crown standards in order to maintain the overall performance and long-term value of our forklifts. While Crown spare parts may cost slightly more than lookalike parts, they typically last longer.



A Formula to Keep You Moving

Our ability to send the right service technician at the right time with the right spare part is a true cost saver, delivering genuine value to our customers.

Crown offers a variety of service programmes tailored to your individual business needs.

Service Programmes ▶	Planned	Planned Plus	Full	Complete
Integrity Service System™	●	●	●	●
Integrity Parts System™	●	●	●	●
Planned Maintenance	●	●	●	●
Periodic Maintenance		●	●	●
Detailed Service Reports	●	●	●	●
Customised Billing Cycles	●	●	●	●
Components subject to wear and tear			●	●
Major Components			●	●
Attachment Repairs				●
Wheels and Tyres				●
Light Bulbs and Fuses				●
Misuse or Abuse				●
Battery Planned Maintenance*	●	●	●	●
Battery Repair*	●	●	●	●
Charger Planned Maintenance*	●	●	●	●
Charger Repair*	●	●	●	●

OPTIONAL

Optional items are available upon request – they are **not** included as standard in our programmes.

*** NOTE:**

Service Programmes may differ between countries. For more information, please consult your local Crown representative.

Service Programmes

Planned

This simple programme covers the basic maintenance that should be performed on your trucks to ensure their proper operation.

Planned Plus

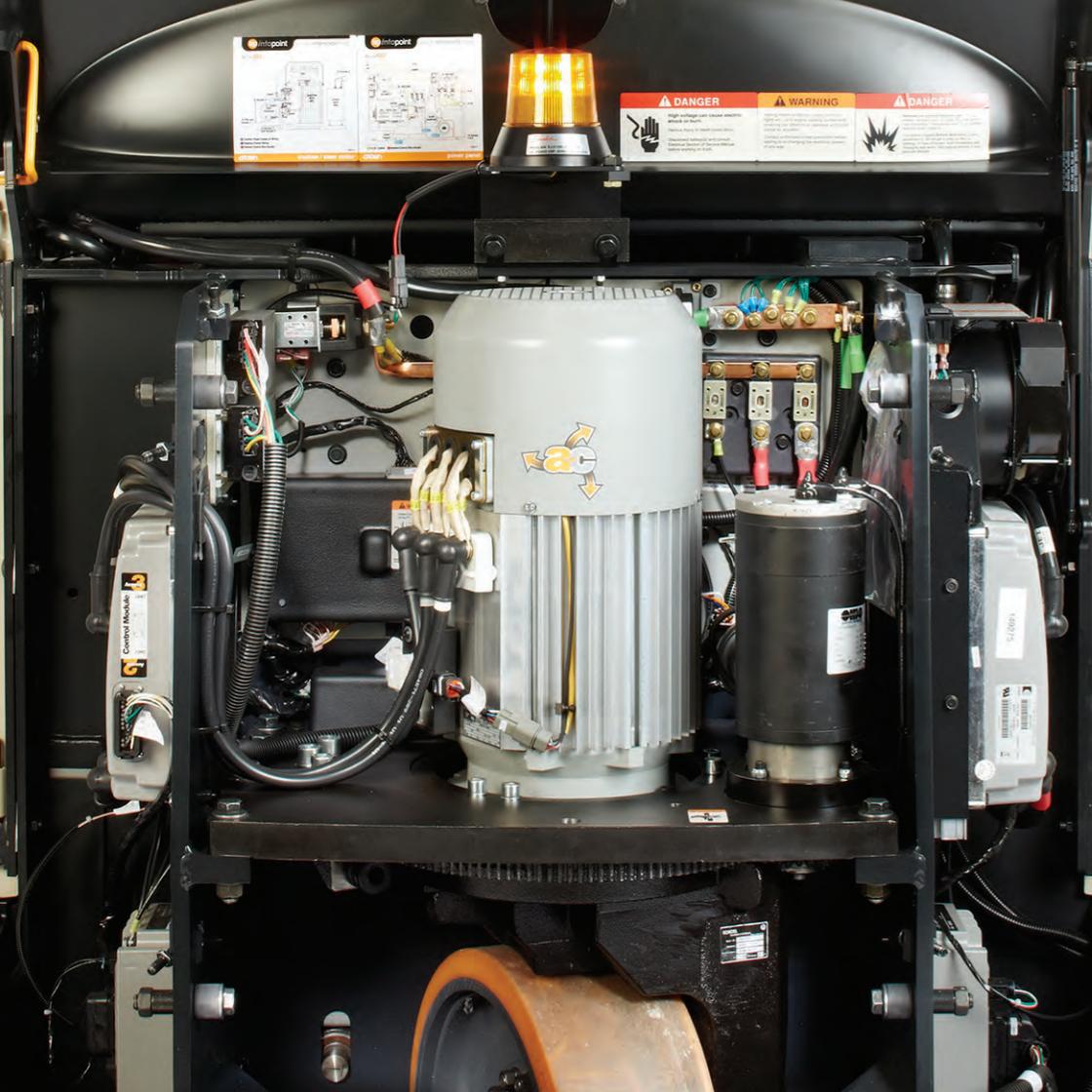
Planned Plus covers both the scheduled inspections of the Planned programme and a comprehensive annual evaluation.

Full

This programme includes planned maintenance and all routine maintenance repairs.

Complete

This is Crown's most comprehensive service programme. The monthly rate covers planned maintenance, routine maintenance, all breakdown repairs, and minor damage repairs up to a certain amount.



Proven Performance

Our service solutions are systematic, efficient and designed to deliver increased uptime at a low total cost.

FULL-SERVICE PROVIDER

Crown's experienced, professional local sales and service team is ready to support you before, during and after your purchase.

FIRST-TIME-FIX PHILOSOPHY

Not only is Crown a highly vertically integrated manufacturer, but our components are also modular. This means that it is much easier to train service technicians on various Crown models and equipment. It also means that because we have one of the lowest component counts in the industry, our technicians are more likely to have the components needed for repairs.

Crown Services – Quality Maintenance for Quality Performance

Crown offers a comprehensive, integrated Service & Parts solution tailored to meet your exacting operational needs. Working with you to provide appropriate levels of support, Crown draws upon tried-and-tested systems to ensure that you benefit from higher uptime, lower maintenance costs and better fleet utilisation.



CROWN-TRAINED SERVICE TECHNICIANS

Crown service technicians have the experience, tools, continuous training and support required to keep our customers up and running. Our unique Demonstrated Performance® Training programmes are designed to promote safety and reduce total cost of ownership.



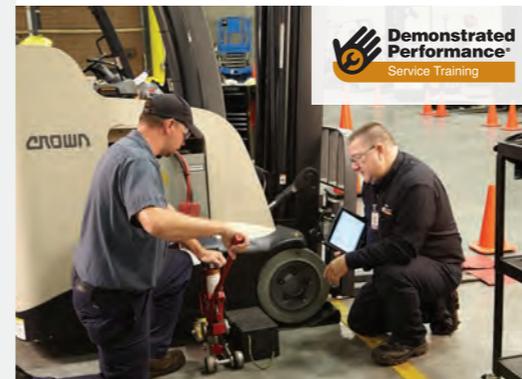
SPARE PARTS AVAILABILITY

Our state-of-the-art European distribution centre offers excellent off-the-shelf parts availability, enabling us to deliver spare parts to most countries within 12 to 24 hours.



FULLY STOCKED SERVICE FLEET

All our locations offer products and services uniquely tailored to the local market. Our well-managed stocking process means that customers benefit from first-time fixes and reduced downtime.





MORE THAN
100
DESIGN
AND SUSTAINABILITY
AWARDS

UP TO
85%
OF FORKLIFT
COMPONENTS
MADE IN-HOUSE



Why Choose Crown?

Crown, one of the world's largest material handling companies, has a reputation for award-winning product design, advanced engineering and technology, and commitment to sustainability.

Crown's emphasis on vertically integrated production – the company designs and manufactures up to 85% of the components used in its forklifts – means it has considerable control over the supply and quality of components. This enables the company to provide a full portfolio of reliable products from a network of production sites, backed by a truly global sales and service operation.

Crown has an ongoing commitment to environmental sustainability, and its products have won over 100 design and sustainability awards.

These factors come together to create market-leading products that offer customers huge benefits at the lowest possible total cost of ownership.

An Industry Leader

Customers and industry experts agree – Crown has a reputation for award-winning product design, advanced engineering and technology, and commitment to sustainability. Backed up by a global support network and unrivalled reliability, Crown is the obvious choice as your material handling partner.



VERTICAL INTEGRATION

Up to 85% of all the components that go into our lift trucks are designed and manufactured by Crown, including key parts like motors, drive units and electronic modules.



WIDE RANGE OF STRONG, RELIABLE PRODUCTS

Crown offers a wide range of strong, reliable forklifts and material handling products for pallet moving, order picking and specialised tasks that help your business grow.



GLOBAL SALES AND SERVICE NETWORK

Crown manages an extensive global sales and service network to meet customer needs anytime, anywhere, offering proven performance, quick response times and trucks fixed right the first time.



WARRANTY SUPPORT

Crown is renowned for the reliability of its products, and we back this up with comprehensive long-term warranties, enhancing the value of your equipment over its lifetime.





Helping Ensure Your Success

Crown forklift trucks are designed with safety top of mind, but lift trucks are only as safe as their operators. That's why we not only build safe forklifts, but also provide comprehensive training programmes in line with regulations and legal requirements in each country.

FORKLIFT OPERATOR TRAINING

Crown offers various forklift training programmes that can help increase employee and lift truck performance and assist employers in fulfilling their requirement to train their operators in the safe use of powered forklift trucks.

SAFETY CONSULTATIONS

Crown can help you in your efforts to provide a safe, productive industrial forklift work environment – not only by supplying equipment designed around your operators, but also by providing professional training products and services for your operators, supervisors and service technicians.

BATTERY CONSULTANCY

Whatever the size and configuration of your fleet, or complexity or throughput of your application, we will help you find the battery provider and power source that are ideal for you.

MATERIAL HANDLING CONSULTANCY

Crown works with you to help you select the optimal material handling solution to suit your application and the specific operational characteristics of your facility.



InfoLink

FLEET MANAGEMENT SYSTEM

Crown InfoLink® is a cloud-based, wireless forklift fleet and operator management system that delivers actionable data to help customers increase productivity.

By making all your forklift-related activities completely transparent, InfoLink's flexible approach allows you to fully integrate your operational and service schedules for optimal utilisation of your fleet based on your organisational priorities and budgets.



Plastic pocket for business card



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

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