



## Facts about silent solutions

### Today's trends — quiet handling solutions

In today's fast-moving, '24-hour' business environment, regular delivery of goods has become a way of life. Customers expect fresh produce in supermarkets and fully stocked shelves in daily goods stores. To meet these demands, more businesses are scheduling deliveries outside of regular business hours – to reduce traffic problems, cut travel times and minimise the disruption to shopping activities.

Both governments and business leaders recognise the importance of balancing the benefits of after-hours deliveries with protecting the quality of life for people living around shops and stores. However, research has shown that not many 'quiet' delivery and loading / unloading options currently exist.

Government and industry are working to develop quieter solutions, through such initiatives as the PEAK programme in the Netherlands ([www.piek.org](http://www.piek.org)). The new BT Lifter Silent from Toyota Material Handling Europe is an excellent example of this new generation of quiet delivery and material handling equipment.

### Benefits and trends in after-hours delivery and silent equipment

- **Environmental benefits.** Evening and night-time deliveries mean that delivery vehicles spend less time stuck in traffic, resulting in lower emissions and fuel consumption. Quieter delivery and loading / unloading equipment also addresses the growing issue of noise pollution.
- **Enhanced public health and safety.** Scheduling deliveries in the evening and at night takes delivery vehicles off the road during peak commuter periods, making the streets safer and less crowded for pedestrians, cyclists and automobile drivers.
- **Bottom-line rewards.** Research in the Netherlands has shown that evening and night-time distribution can cut travel times for delivery vehicles by up to 50%, resulting in significant savings on fuel and labour costs.
- **Growing interest across Europe.** Government agencies and businesses across Europe are looking at ways to reap the benefits of after-hours deliveries while still protecting citizens from unwanted disturbances. In the Netherlands, the PEAK programme was started in 1999 to find ways to reduce the noise associated with the movement of goods. Similar projects are underway or are being discussed in England, Ireland and Sweden, among others.



- **Enhanced, operator friendly equipment.** Experience has demonstrated that equipment that is re-engineered for noise reduction is also often enhanced in terms of quality and durability. Plus, quieter equipment is more pleasant to operate and demonstrates that businesses care about their employees.
- **The quiet pallet handling solution.** The new BT Lifter Silent LHM230SI is especially designed for applications requiring quiet handling of goods. As certified by the PEAK programme, noise levels from the BT Lifter Silent do not exceed 60 decibels (dBA) – approximately the same volume as two people talking in a normal tone of voice.
- **No compromise on quality.** Easy to maintain and easy to use, the BT Lifter Silent is just as robust as the other pallet trucks in the BT range. With a unique lifetime (99-year) guarantee on the fork frame and a five-year guarantee on the pump unit and tow bar, the BT Lifter Silent is equipped with high-quality rubber steering wheels and powerthane bogie wheels for whisper-quiet operation.
- **Silent but powerful.** A certified silent model of the BT Orion LWE200 powered pallet truck is also available as a Special Request modification.

## When selecting a quiet pallet truck, ask yourself:

- What kind of material is used for the wheels? Are they designed for quiet operation?
- Are the parts durable enough, or will they start to make more noise as they begin to wear out?
- Is parts movement limited to what is absolutely necessary?
- How much maintenance is needed and how easy is this maintenance to perform?
- Is the pallet truck fully functional, ergonomic and user friendly in addition to being quiet?



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