



## SAFE USE & MAINTENANCE GUIDE ROLLING STOCK ITEMS

Thank-you for your purchase! This guide will help you maintain and extend the service life of your fleet, while ensuring that your rolling stock items remain safe and usable for your associates and patrons.

Any product, no matter how well constructed, may fail as a result of improper maintenance, abuse/mistreatment, or improper use. To reduce this risk, we strongly recommend you read and follow all safety/maintenance procedures contained in this packet and implement your own safety inspection and maintenance protocols before placing your items in use.

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### Receiving & Unloading

Your National Cart products have been packaged to prevent damage and utilize the space in the trailer. Immediately take control of the delivery when it arrives. The driver may or may not know the procedures needed to unload products. Once the trailer is in place at the loading dock check all visible bindings. **DO NOT** drop the products to the ground while unloading, the casters or other components may be damaged. DAMAGE CAUSED BY IMPROPER UNLOADING AND HANDLING OF CARTS IS NOT COVERED BY THE WARRANTY. COUNT THE PRODUCTS AS THEY ARE UNLOADED, BUT KEEP THEM SEPARATE FROM OTHERS SO THAT THE COUNT CAN BE VERIFIED AT THE END OF UNLOADING. INSPECT PRODUCTS FOR ANY DAMAGE CAUSED DURING SHIPMENT. ITEMS SHALL BE UNPACKED TO THE EXTENT NECESSARY TO DETECT OTHERWISE CONCEALED DAMAGE. NOTE ANY DAMAGE AND THE FINAL CART-COUNT ON THE BILL OF LADING.

### Important:

**Remove any product from service if it is found to be damaged or if it fails one or more checks listed in the safety inspection criteria section of this guide. A damaged item should remain out of service until a repair or replacement can be made. Missing or damaged items must be reported to the driver and to National Cart. Call 1-800-455-3802 and speak to a customer service representative with the details of your shipment.**

### Safe Use Information

The intended use of Rolling Stock items is to store or transport goods. Any use other than what the product is intended for can cause damage to the product and make it unsafe to operate. **Items with damage, defects or missing parts must be taken out of service immediately until a repair or replacement can be made.**

### Safe Use Guidelines

**THE FOLLOWING LIST PROVIDES SOME BASIC DO's AND DON'TS ABOUT OPERATING ROLLING STOCK ITEMS.**

**DO** educate your associates and managers when and how to intervene when they observe unsafe use of products.

**DO** inspect products daily for damage, defects, or missing parts and remove them from service immediately. Inspection checklist provided on next page

**DO** perform periodic maintenance and repairs to your products to ensure they are safe and ready for use.

**DO** inform management of unsafe conditions in the operating environment.

**DON'T** overload the cart beyond its capacity or use for something other than what it is intended.

**DO** use the appropriate personal protective equipment for the task (gloves, safety glasses, proper footwear etc.)

**DON'T** ride on or in products

**DO** avoid operating products on uneven surfaces.

**DON'T** overload the cart beyond its capacity or use for something other than what it is intended.

**DO** use the appropriate personal protective equipment for the task (gloves, safety glasses, proper footwear etc.)

**DON'T** ride on or in products

**DO** avoid operating products on uneven surfaces

**DO** place loads onto products from the bottom up and always put the heaviest loads on the bottom first

**DON'T** leave products unattended and always store in a proper location that prevents the item from becoming a trip hazard

**DON'T** overload products or exceed weight limits

**DON'T** push or pull carts from their wide sides

**DO** use handles to push, pull, or navigate products. It can be unsafe to push/pull on other parts of the cart; or to push/pull on the material loaded on the cart.

**DON'T** put fingers or other body parts through openings in products while pushing or pulling on them

**DO** stabilize loads on products and always load to achieve the lowest possible center of gravity

**DON'T** start or stop abruptly when moving products

**DON'T** move product with pallet jacks or fork lift trucks unless the product is specifically intended to do so

**DO** avoid tall loads that could cause overturning

**DON'T** use products for horseplay or riding

**DON'T** tow products unless specifically designed to do so

**DO** keep products in your control at all times

**DO** take special precaution when moving loaded carts across transitions in the floor such as door thresholds, ramps, dock plates, etc. as loads may shift or become unstable.

**DON'T** push and allow products to move on their own. Products left outside should be secured in order to keep them in place.

**DO** be aware that products that nest or fold for storage may have a different center of gravity; take care when handling.

**DON'T** slide carts sideways. This can damage the casters and/or the frame so that the item will have to be removed from service.

**DON'T** modify a product in any way

**DO** use caution when operating a product around hazards (curbs, thresholds, etc.)

**DO** keep hands and loose clothing or hair clear from hinges, pinch points and moving parts

**DON'T** allow products to impact against each other or any other kind of obstruction

## Moving Parts Safe Use Guidelines

The product(s) that you have may or may not have moving parts that are incorporated into their design. Some or all of the following guidelines may be applicable to your specific situation.

Make sure all removable features (handles, shelves, legs etc.) are properly secured before operating

Beware of pinch points and keep all body parts, clothing or other objects clear from these areas, including wheels.

Wheels can present rolling pinch points that are out of view underneath the cart

## Promoting Safe Use in the Store

The safe use and operation of rolling stock items should be a high priority of operation wide safety practices. **Associates need to be trained about the potential dangers caused by not following warning labels and recommendations.**

## Safety Inspection Criteria

Inspect your products as necessary to keep them in proper working order. To aid you in performing routine Safety Inspections; we are providing the following Safety Inspection Checklist. Products should be visually inspected regularly to identify problems. **Train associates to know what to look for during inspections. Remove products from service immediately if any safety issues are found.**

## Safety Inspection Checklist

If one or more of the following criteria fails upon inspection of a rolling stock product, – **REMOVE FROM SERVICE IMMEDIATELY UNTIL A REPAIR OR REPLACEMENT CAN BE MADE.** Items that have been removed from the fleet for repair should be tied together with a lock and chain and labeled “**DO NOT USE – UNSAFE**” until they can be repaired or replaced.

- ✓ **All Safety-Warning Labels are present and fully legible.**
- ✓ **All moving parts can be operated properly and with ease.**
- ✓ **There are no missing or broken components on the cart (bumpers, handles, etc.) and all fasteners are tight and secure.**
- ✓ **Wheels and casters are not bent, loose or missing from their mountings and the wheels roll freely.**
- ✓ **There are no bent, cracked sharp, or protruding areas on the cart that may cause injury.**
- ✓ **All welds and/or joints are intact and the cart is level to the ground.**

## Maintenance Recommendations

Your National Cart Products have been designed to withstand the daily rigor of normal use and to perform as expected throughout their service life with minimal maintenance. While special cases may exist, the care and maintenance of the products is your responsibility. By following the procedures listed below, you can be sure that your purchase will have a long and useful life. We strongly recommend that you perform a thorough cleaning and routine maintenance every 3-6 months. The products should be serviced by a trained in-house associate, or a qualified service company.

## CLEAN PRODUCTS EVERY 3 TO 6 MONTHS.

- Products exposed to snow, ice and salt will need to be cleaned/maintained more often. This is especially important in Northern Regions
- Take products outside and into a secured corner of your parking lot, away from cars and patrons when cleaning.
- When using a power washer do not exceed 1500 psi of water pressure or 150 degrees F. of water temperature. Too much pressure or heat can damage the finish.
- Remember to check with your local and state regulations regarding runoff of detergents or cleaners.
- Allow products to air-dry completely before returning them to the store.
- Never use a solvent or a degreaser on the bearings of your products. If the casters are making excessive noise use a caster-manufacturer recommended oil or grease.

## REPLACE WORN COMPONENTS.

- Parts such as plugs, caps, hand grips, casters, bumpers, removable components, etc can be easily replaced during routine maintenance. Certain repairs may require a higher level of mechanical expertise and knowledge. Please contact your customer service representative if you are unsure of any necessary repair.

## STORE PRODUCTS IN A COVERED AND WELL VENTILATED AREA.

- Prolonged exposure to moisture will eventually cause rust and damage.
- Avoid storing products in or near standing water, or water sources
- Do not store products under a tarp or any other wrapping. This will trap moisture around them and cause damage to the finish
- Take care while moving products along the outside of your building or walls. The rough surface can damage the finish and lead to rust and corrosion.



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Your Satisfaction is very important to National Cart Company. If you have any comments or questions concerning proper maintenance and/or safety of our carts, please contact our Customer Service Department (800) 455-3802 . We recommend that this copy of NCC Safe Use & Maintenance Guide be kept on file or displayed within your facility. National Cart Company is not responsible for aftermarket additions or maintenance performed by outside contractors at your store. For a list of service companies, please call our Customer Service Department at the phone number below. For reprints of this document, visit our website at [www.nationalcart.com](http://www.nationalcart.com). Spare Parts for NCC Products can be purchased by contacting our Customer Service Department by fax, phone or e-mail.