

# A Dealer's Guide to Selling Forklift Scales

Forklift scales can dramatically increase your customer's efficiency and throughput during the material handling process. These scales are quick and easy to install, and increase profits by saving time. In order to recommend the best system for your customer, plan a visit to examine the forklift and discuss individual application needs.

## Determine Compatibility

Forklift scales are most compatible with counterbalance forklifts, the most common type of forklift in industrial environments. If your customer has something other than a counterbalance forklift, such as a reach forklift, it is best to consult with the scale manufacturer to conclude whether a scale can be installed.

Forklift scale selection depends upon the forklift's carriage size. Unfortunately, this can't be established from the make and model of the forklift alone. To provide some guidance, a forklift's lifting capacity can help categorize the carriage class type, but the carriage profile is the best way to determine scale viability.

Class	Carriage Height	Capacity	Scale Compatibility
Class I	13 in	2,000 lb	No scale compatible
Class II	16 in	2,000 to 5,500 lb	28-inch and 34-inch scale
Class III	20 in	5,501 to 11,000 lb	38-inch scale
Class IV	25 in	11,000 to 17,500 lb	No scale compatible

## Other important elements for determining compatibility:

### Check attachments and mounting plate compatibility.

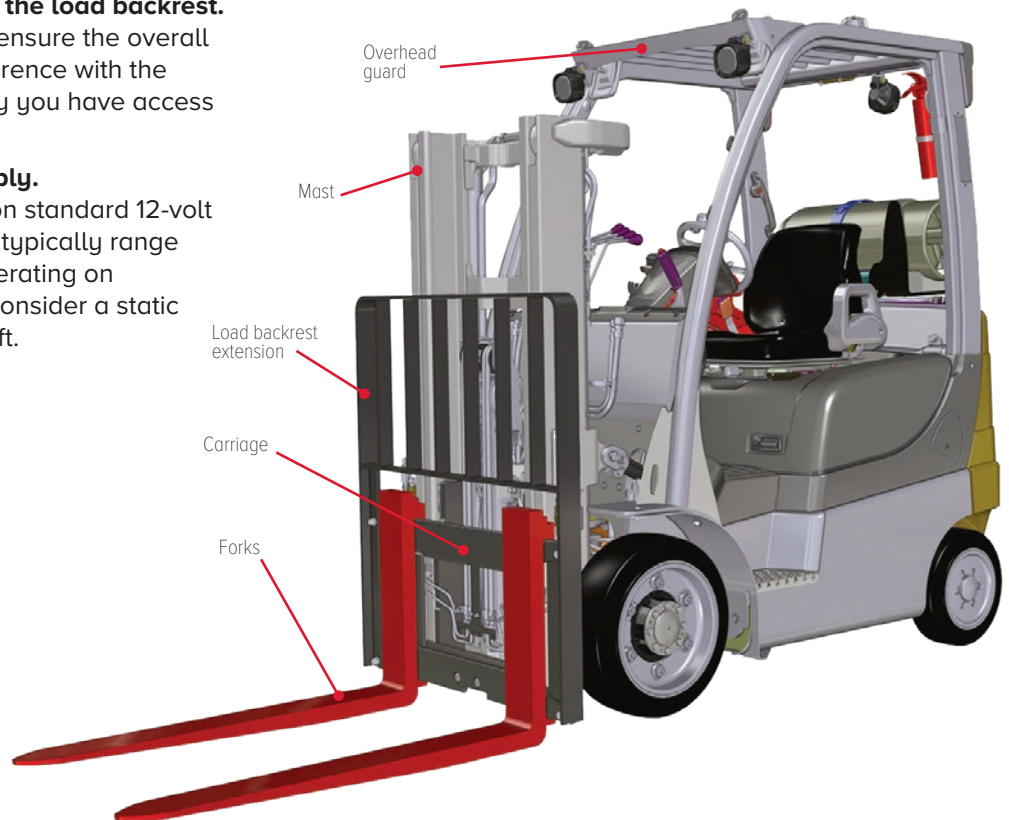
Make sure the forks can be removed from the forklift carriage. If an attachment needs to be re-installed on the scale, confirm the mounting features of the attachment will fit on the front of the forklift scale. Use the measurements from the scale's specifications to ensure adequate space.

### Make sure there is no interference from the load backrest.

If a load backrest extension is attached, ensure the overall width does not create mechanical interference with the scale. If selecting a wireless option, verify you have access to change the batteries.

### Identify the instrumentation power supply.

Gas powered forklifts typically operate on standard 12-volt batteries, while electric vehicle batteries typically range from 24- to 60-volt batteries. Forklifts operating on electric batteries are prone to static, so consider a static prevention method installed on the forklift.





## Customer Operations

When you visit the facility, it is important to take note of how the customer intends to use their forklift scale and how it will affect their operations. You will need to consider operation conditions, review peripheral locations and determine functions of the scale with the operator.

**Consider how a scale attachment will affect operations.** The addition of a forklift scale will cause the forks to protrude an additional four to five inches. Make sure operators can accommodate this additional length in their day-to-day use.

**Examine the environment of operations.** When observing how the customer intends to use their scale, notice if the scale will be exposed to static, washdown or other conditions.

**Review peripheral locations.** Review with operators the potential mounting location of the indicator and other peripherals to ensure they are within easy view but do not hinder safe visibility. Ask what other items may need to be mounted, such as printers or bar code readers.

**Establish what happens with the captured weight.** Talk with operators to determine what functions the forklift scale needs to perform. Ask if they intend to weigh only for printout or if they are looking for weight to be accumulated and/or communicated elsewhere.

## Post Installation

After installation, the forklift will need de-rating, and maintenance will need to be explained to your customer.

**De-rate the forklift.** The de-rating tag may be an OSHA requirement and the forklift seller must be contacted with a request for a new data tag.

**Explain maintenance.** Review daily and weekly maintenance items with the customer to ensure accurate weighing and performance. This includes:

- Ensuring the centering pin is fully seated
- Checking for proper gaps on bottom cleats
- Checking for debris within the scale and between the forklift load apron and scale back plate
- Reviewing where electronic components are installed so the operator is cautious when applying grease and cleaning the forklift

By understanding different forklift compatibilities, how your customer intends to use the scale and how to follow up after installation, you can ensure their needs are met, and achieve greater success in forklift sales. If you need additional assistance or advice, there is always a Rice Lake Weighing Systems forklift expert available to help.

**RICE LAKE**  
WEIGHING SYSTEMS

**HEADQUARTERS**

230 West Coleman Street  
Rice Lake, Wisconsin 54868 - USA  
Tel: (715) 234 9171 | Fax: (715) 234 6967  
[www.ricelake.com](http://www.ricelake.com)