HEFPRO

Safe and Skilled With

EPT EN STACKER!

Welcome to the training

Welcome to this training for electric pallet truck drivers. In modern warehouses, distribution centers, and production environments, internal transport plays an indispensable role. Goods are daily moved, stored, and processed using electric pallet trucks. These machines make work lighter, faster, and more efficient, but they also entail risks when not used correctly.

This training has been developed to guide you step by step in working safely, responsibly, and professionally with an electric pallet truck. The focus is not only on operating the machine but especially on your attitude, behavior, and safety awareness.

Safety, attitude, and conscious behavior

Safe working is not just a rule or obligation, but a way of working. Accidents often occur due to routine, time pressure, or underestimation of risks.

In this training, you will not only learn what the rules are but, more importantly, why they exist and how to apply them in practice.

Safety demands conscious action

Conscious Action

Thinking ahead and recognizing risks before they arise

Taking Responsibility

Prioritizing safety every single day

Breaking Routine

Staying alert, even during daily tasks

Table of Contents for this Textbook

This textbook consists of twelve chapters. Each chapter covers a specific aspect of working safely with an electric pallet truck. Together, these chapters form a complete whole.

The structure of the textbook is as follows:

What you will learn in this course

During this course, you will develop the knowledge and skills necessary to operate an electric pallet truck safely and efficiently. You will learn how legislation and company rules apply to your work, how the EPT is technically constructed, and how to operate it correctly.

In addition, you will gain insight into stability, load handling, driving techniques, and the importance of daily checks. Attention will also be paid to working with colleagues and working safely in a busy warehouse environment.

Core Competencies of an EPT Operator

Daily Check

The importance of daily checks and preventive maintenance for safe work

Collaboration

Working with colleagues and communicating in a busy warehouse environment

Safe Working

Working safely in a busy warehouse environment with consideration for others

Learning with practice in mind

Practical tool

This textbook is written as a practical tool. The explanations align with situations you encounter daily in the workplace.

By combining theory and practice, you learn not only *what* to do, but also *why* it is important.

Theory

Knowledge and understanding of rules and techniques

Practice

Application in daily work situations

Insight

Understanding why safety is essential

The goal of this training is not only to obtain a certificate, but primarily to develop safe, conscious, and professional work behavior.

Your journey to becoming a professional EPT operator

This training marks the beginning of your development as a professional electric pallet truck operator. Through the twelve chapters, you will be step-by-step prepared for the responsibilities associated with this position.

> **Safe working is a way of working — every day anew.**

With the knowledge from this textbook, the practical experience you gain, and the right attitude, you are ready to make a valuable contribution to a safe and efficient working environment.

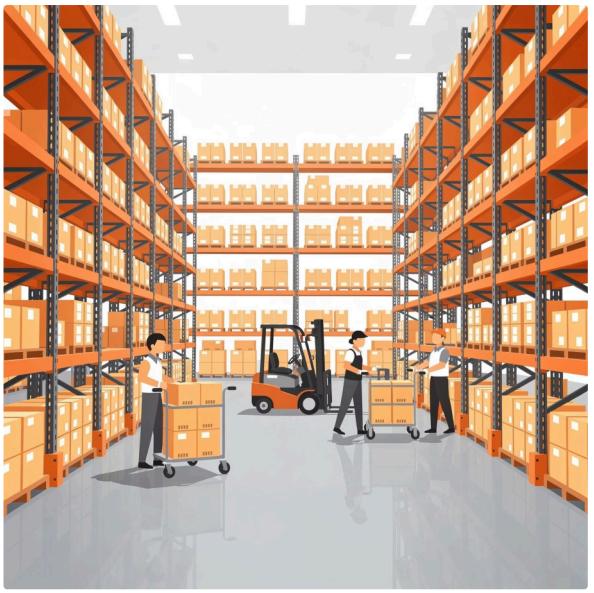
Chapter 1 – Legislation and Safety Responsibilities

Working with an electric pallet truck may seem simple, but it falls entirely under occupational health and safety legislation. Because an EPT is used to move loads in a work environment where other people are also present, its use carries risks. The legislation aims to limit these risks as much as possible and prevent accidents.

In this chapter, you will learn which laws and regulations apply to working with an EPT, who is responsible for what, and why training and instruction are mandatory.

The Occupational Health and Safety Act: basic principles

The **Occupational Health and Safety Act (Arbowet)** is the most important law for safe and healthy work in the Netherlands. This law obliges employers to provide a safe working environment and safe work equipment. Risks must also be prevented or limited as much as possible.



For operators of an electric pallet truck, this means that the work must be organized in such a way that dangerous situations are avoided. Think of clear driving routes, sufficient space for maneuvering, and good agreements between pedestrians and internal transport. The Occupational Health and Safety Act emphasizes that **safety always comes first** and that unnecessary risks are not allowed.

Working Conditions Decree and Working Conditions Regulation

The Working Conditions Act is further elaborated in the **Working Conditions Decree** and the **Working Conditions Regulation**. These contain more specific rules about the use of work equipment, including electric pallet trucks.

Safe work equipment

Work equipment must be safe

Correct use

They may only be used for their intended purpose

Maintenance and inspection

Maintenance and inspection must be in order

Training

Employees must receive adequate instruction and training

For the EPT, this means that the machine must be in good technical condition and that only instructed employees are allowed to operate it.

Working Conditions Information Sheets (AI Sheets)

In addition to legislation, there are **Working Conditions Information Sheets (AI sheets)**. These are practical guidelines that explain how companies can work safely. They are not legally mandatory, but they are used by inspectors, trainers, and companies.

AI-14

Safe design of warehouses

- Driving routes
- Walking routes
- Storage
- Separation of pedestrians and transport equipment

AI-17

Safe use of mobile work equipment

- Driving behavior
- Stability
- Safe use

CE Marking and the Machinery Directive

Every electric pallet truck used in Europe must comply with the **Machinery Directive** and is therefore provided with a **CE marking**. This marking indicates that the machine has been safely designed and built according to European requirements.

> However, the CE marking says nothing about how the EPT is used in practice. Even a technically safe machine can become dangerous due to incorrect use, insufficient maintenance, or an unsafe working environment.

Therefore, **good instruction, correct use, and responsible behavior** of the driver remain essential.

Employer's Responsibilities

The employer is responsible for:

1

Safe workplace

A safe workplace

2

Maintained EPTs

Safe and well-maintained electric pallet trucks

3

Work instructions

Clear work instructions and safety rules

4

Training

Training and instructing employees

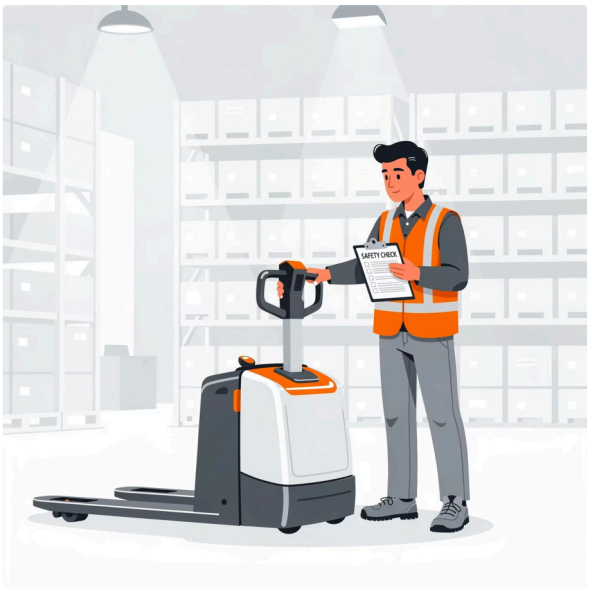
5

Supervision

Supervision of safe working practices

The employer must also ensure that risks are recorded in a **Risk Inventory and Evaluation (RI&E)** and that appropriate measures are taken.

Employee Responsibilities



As an operator of an electric pallet truck, you also have legal obligations. You are responsible for:

- Adhering to safety rules
- Correctly using the EPT
- Performing daily checks
- Reporting defects and unsafe situations
- Following instructions and training

If an EPT is not safe, you may not use it. Safe working is a shared responsibility, but it starts with your behavior.

Shared Responsibility for Safety

Employer

Ensures safe working environment and resources

Employee

Correctly applies safety rules

Training

Provides knowledge and skills

Supervision

Monitors compliance and provides support

Safe operation of an electric pallet truck is a continuous process where both employer and employee play a crucial role. Only through cooperation and mutual understanding can accidents be effectively prevented.

Parking and Safely Taking Out of Service

According to the Working Conditions Act, an electric pallet truck must always be left in such a way that it does not pose a danger to others. This means that the machine is safely switched off, stands stably, and does not block routes or emergency facilities.

01

Safely Shut Down

Correctly shut down machine according to procedure

02

Stable Parking

Park EPT on a flat surface

03

Keep Routes Clear

No blocking of walkways or emergency exits

04

Perform Check

Visual check that everything has been left safely

The employer sets up rules for this, but the operator is responsible for correctly applying them.

Summary: Legislation and Safety

Legal Framework

Working Conditions Act, Working Conditions Decree, and Working Conditions Regulation form the basis for safe working with EPTs

Practical Guidelines

AI Sheets 14 and 17 provide concrete tools for safe design and use

Shared Responsibility

Both employer and employee have obligations for a safe workplace

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Working with an electric pallet truck falls entirely under the occupational health and safety legislation. The Working Conditions Act obliges employers to provide a safe working environment and safe work equipment, while employees are responsible for correct and safe use. Training and instruction are legally mandatory to limit risks and prevent accidents.

Safe working starts with knowledge of the rules and conscious behaviour from every operator.

Chapter 2 – Workplace and Warehouse Environment

A safe workplace is the foundation for safe operation of an electric pallet truck. The layout of the warehouse or production environment largely determines the risks involved during work.

A Safely Designed Workplace

A safe workplace is the foundation for safe operation of an electric pallet truck. The layout of the warehouse or production environment largely determines the risks involved during work. Many accidents are not caused by the machine itself, but by an unclear or messy workplace.

When using an EPT, the operator often moves close to the machine and the load. This means that limited space, poorly placed storage, or unexpected obstacles pose an immediate danger to feet, legs, and posture. A well-designed workplace ensures that the operator does not have to improvise and that safe working becomes the normal way of working.

> **A safe workplace is clear, logically arranged, and tailored to the way goods are moved.**

Driving Routes and Transport Routes

Driving routes are fixed paths along which electric pallet trucks move through the warehouse. These routes must be clearly marked and kept free of obstacles. In practice, problems often arise when driving routes are temporarily used for storage or when employees unexpectedly cross.

Because an EPT drives silently and stays low to the ground, it is easily overlooked. Especially in busy warehouses, this can lead to collisions or entrapments. Clear driving routes ensure that everyone knows where transport takes place and where extra vigilance is needed.

As a driver, always follow the indicated routes and avoid taking "faster" alternatives not intended for transport.

Pedestrians and Walking Routes

In many work environments, electric pallet trucks share space with pedestrians. This is one of the biggest risk factors in internal transport. Pedestrians are vulnerable and are not always aware of approaching vehicles, especially when they move silently and without exhaust noise.

Separated Routes

Separate walking routes from driving routes as much as possible

Clear Agreements

Agreements on right-of-way, speed, and communication

Extra Caution

Adjust speed, maintain distance, and stop if unclear

As an electric pallet truck operator, always err on the side of caution: adjust your speed, maintain extra distance, and stop when a situation is unclear.

Safe working here means not only paying attention to where you are driving, but especially to who is around you.

Intersections, Corners, and Restricted Visibility

Intersections, corners, and passages are places where visibility is often limited. High shelving, stored goods, or machinery can block the view, causing colleagues to see each other too late.

In these places, as a driver, you must be extra vigilant. Reduce speed, look ahead, and anticipate unexpected movements from others. Where present, mirrors, markings, or warning signals can help, but these never replace your own attentiveness.

> An important rule is: if you cannot see what is coming, do not assume the path is clear.

Floors, Ramps, and Thresholds

The quality of the floor greatly influences safety when working with an electric pallet truck. Unevenness, loose plates, wet spots, or damage can cause the EPT to stop unexpectedly, slip, or lose balance.

Ramps and Thresholds

Ramps and thresholds require extra attention, especially when the EPT is loaded. A heavy load can cause the truck to accelerate or push back, leading to loss of control. Therefore, ramps must be clearly marked, and the operator must adjust their speed.

Floor Quality

A good floor is clean, flat, and free of obstacles. Unsafe floor situations must be reported immediately.

Loading and Unloading Zones

Loading and unloading zones are often busy places where multiple means of transport come together. There is little space here, and the pace is often high. This increases the risk of collisions and damage.

When working with an EPT (Electric Pallet Truck) in these zones, an overview is essential. Loads must be stable, routes must remain clear, and communication with colleagues is important. Clutter, loose pallets, or improperly placed goods significantly increase the risk.

Order and structure in loading and unloading zones directly contribute to safe working.

Communication and Collaboration

Working safely with an electric pallet truck never happens alone. Good communication with colleagues is indispensable. This can consist of eye contact, hand gestures, fixed agreements, or the use of signals.

Eye Contact

Make visual contact with colleagues to clarify intentions

Hand Gestures

Use clear signals to indicate direction and actions

Fixed Agreements

Follow joint procedures and work agreements

Warning Signals

Use available signaling for dangerous situations

As a driver, you must clearly show what you intend to do and be alert to the behavior of others. When in doubt, always stop. Collaboration and mutual understanding ensure that everyone can do their work safely.

Acting in Unsafe Situations

Despite good organization and clear rules, unsafe situations can arise. Think of a blocked driving route, a defective EPT, or unexpected obstacles. In such cases, it is important not to continue working "because it's faster."

01

Stop Working

Immediately interrupt your work when you observe an unsafe situation

02

Report the Situation

Inform your supervisor or responsible person about the problem

03

Wait for a Solution

Only proceed when the problem has been fully resolved and the situation is safe

> Safe working means stopping, reporting the situation, and only proceeding when the problem has been resolved. Safety always takes precedence over speed or productivity.

Driver Responsibilities

As the operator of an electric pallet truck, you bear a significant responsibility for safety in the workplace. Your role extends beyond just operating the machine.

Follow Routes

- Only use designated driving routes
- Do not take "faster" alternatives
- Respect traffic rules in the warehouse

Be Alert

- Pay attention to pedestrians and colleagues
- Reduce speed at intersections
- Anticipate unexpected situations

Communicate

- Clearly state your intentions
- Stop if in doubt
- Report unsafe situations immediately

By taking these responsibilities seriously, you contribute to a safe working environment for everyone.

Main risk factors in the workplace

1

Unclear environment

Cluttered workspaces and poorly placed storage lead to dangerous situations

2

Shared spaces

Pedestrians and EPTs in the same zone without clear separation

3

Limited visibility

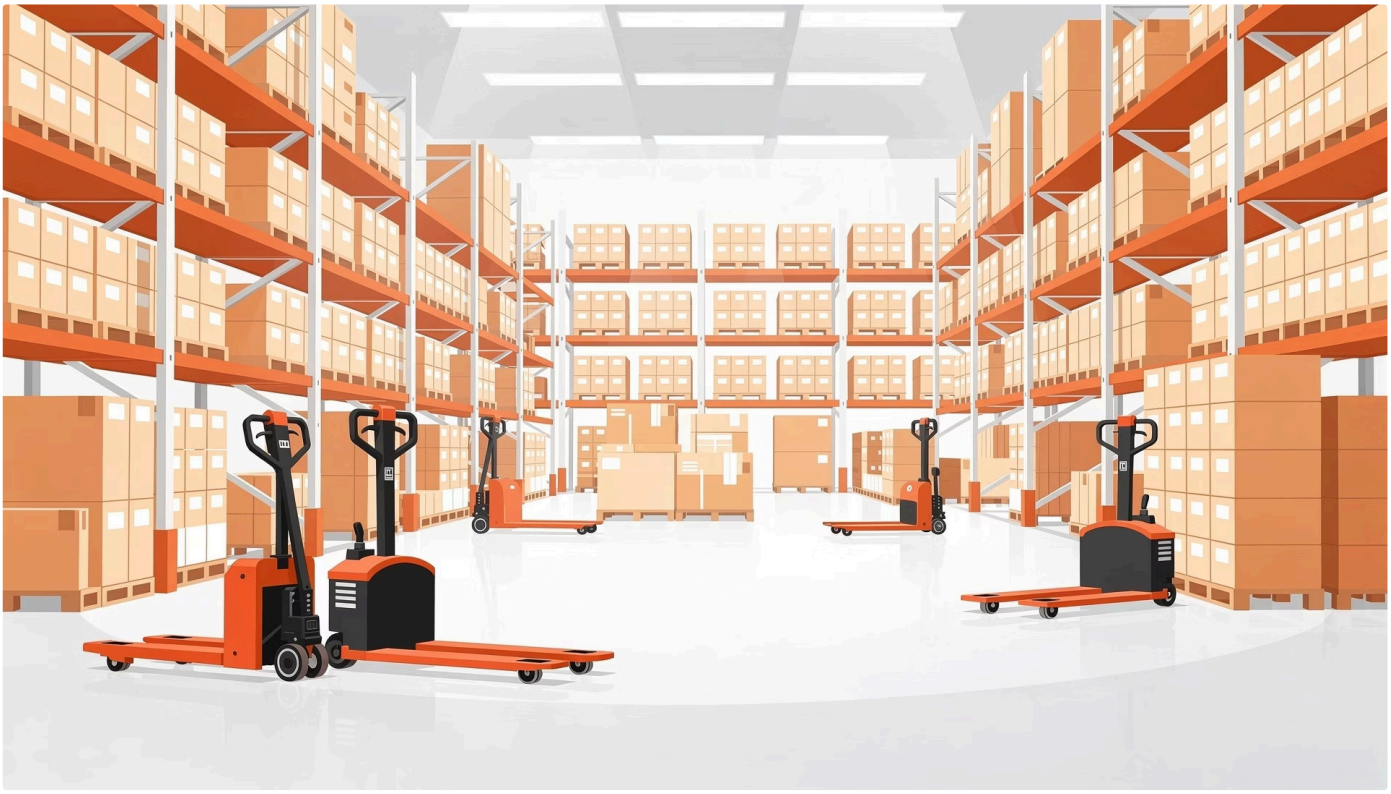
Intersections, corners, and high shelving that block visibility

4

Poor floor quality

Unevenness, wet spots, and damage that hinder control

Chapter 3 – Types of Electric Pallet Trucks



In a warehouse or logistics environment, a wide range of activities are carried out. Electric pallet trucks have been developed in various designs, each tailored to a specific work situation.

Why different types of electric pallet trucks exist

In a warehouse or logistics environment, a wide range of activities are carried out. Sometimes it involves short movements of light pallets, while in other situations longer distances, higher speeds, or heavier loads are involved. One type of electric pallet truck is therefore not suitable for all tasks.

Electric pallet trucks have been developed in various designs, each tailored to a specific work situation. By using the correct type of EPT, work becomes not only more efficient but, above all, safer. An incorrect choice can lead to instability, physical strain, or accidents.

As an operator, it is important that you understand which type of EPT you are using, what it is intended for, and what limitations are associated with it.

Hand Pallet Truck and Electric Pallet Truck

The hand pallet truck is the simplest internal transport device and is operated entirely manually. The electric pallet truck is the motorized variant, where propulsion and often lifting take place electrically. This reduces physical strain and makes it possible to move heavier loads over longer distances.

> **Note:** Although operation seems simpler, electric drive brings additional risks. The truck can accelerate faster, move more quietly, and exert more force than a hand pallet truck.

Therefore, clear instructions and safe driving behavior are essential.

Walkie Electric Pallet Truck

The **walkie EPT** is the most common electric pallet truck. The operator walks behind or next to the truck and controls it via the tiller arm. This type is mainly used for short distances, order picking, and moving pallets within the warehouse.

Because the operator is close to the machine, there is an increased risk of foot injuries and crushing. Especially on bends, slopes, and narrow passages, extra attention must be paid to the position of the feet and the speed of the truck.

The walkie EPT requires constant alertness and an active working attitude.

Ride-on Electric Pallet Truck

With a **ride-on EPT**, the truck has a fixed or foldable platform on which the operator can stand. This type is used when longer distances need to be covered and a higher work rate is desired.

Higher Speed

Because the speed is higher than with a walk-behind EPT, the risks also increase.

Greater Impact

Braking, cornering, and unexpected obstacles have a greater impact.

Increased Alertness

The operator must therefore maintain a good overview, adjust their speed to the environment, and always be prepared to stop quickly.

Electric Pallet Truck with Operator Compartment

Some electric pallet trucks are equipped with an enclosed or semi-open operator compartment. The operator sits or stands within the machine's contours. These trucks are used for intensive transport over longer distances.

The advantage of this type is that the operator has more protection and comfort. At the same time, this requires extra awareness of the truck's dimensions and surroundings. The operator sits lower than with other internal transport equipment, which can limit visibility.

> A careful driving style and good use of mirrors and sight lines are important here.

Overview of the three main types

Walkie Pallet Truck

- Operator walks behind/next to truck
- Control via tiller arm
- Short distances
- Order picking
- Risk: foot injuries and crushing

Ride-on Pallet Truck

- Platform for operator
- Longer distances
- Higher work pace
- Higher speed
- Risk: braking and turns

With Operator Compartment

- Enclosed or semi-open cabin
- Intensive transport
- More protection
- Lower visibility
- Risk: (implied limited visibility/maneuvering challenges)

Technical differences and influence on safety

The different types of electric pallet trucks differ not only in appearance, but also in technical characteristics. Think of wheel configuration, turning circle, maximum speed, and braking systems. These differences directly influence the driving behavior and stability of the truck.

Wheel configuration

Influences stability and maneuverability

Turning circle

Determines maneuverability in narrow spaces

Maximum speed

Increases risks at higher values

Braking systems

Crucial for safe stopping

A compact pedestrian pallet truck reacts differently than a heavier ride-on pallet truck. What feels safe with one truck can pose risks with another type. Therefore, it is important that you only work with types for which you have been instructed and that you adjust your driving style to the specific machine.

Limitations and risks of electric pallet trucks

What are EPTs designed for?

Electric pallet trucks are designed for horizontal transport of pallets. They are not intended to stack loads at height or to transport people. They are also sensitive to poor floors, slopes, and obstacles.

When do accidents occur?

Many accidents occur when an EPT is used outside the purpose for which it was designed. Think of excessively heavy loads, driving on unsuitable slopes, or working in spaces that are too narrow.

> Working safely also means: accepting what a machine cannot do.

The right truck for the right task

Choosing the correct type of electric pallet truck is a shared responsibility between employer and operator. The employer makes the right resources available, but the operator must identify when a machine is not suitable for the task.

01

Employer

Makes the right resources available

02

Operator

Identifies when a machine is not suitable

03

Jointly

Ensuring a safe and efficient working environment

By working with the right EPT, you prevent unnecessary risks

Safety

Prevent unnecessary risks by using the correct type

Health

Reduce physical strain with the right machine

Efficiency

Contribute to a safe and efficient working environment

As an operator, it is important that you understand what type of EPT you are using, what it is intended for, and what limitations come with it.

Chapter 4 - Structure and Technology of the Electric Pallet Truck

Why knowledge of the technology is important

To work safely with an electric pallet truck, it is important that you understand how the machine is constructed and how the main components function. You don't have to be a mechanic, but insight into the technology helps you to recognize deviations more quickly and to use the EPT correctly.

Many accidents and damages occur because operators do not know how forces work, where the limitations lie, or what the function of certain components is. By knowing the technology, you can **work more safely** and better assess what an EPT can and cannot do.

Chassis and frame

Function

The chassis forms the basis of the electric pallet truck. This sturdy frame carries the weight of the machine and the load. In EPTs, the chassis is built low so that pallets can be picked up and moved close to the floor.

Risks

Because the chassis is low, there is an increased risk of crushing feet or hitting obstacles. Damage to the frame can affect the stability and driving characteristics of the EPT. Therefore, a truck with visible damage to the chassis must not be used.

Forks and fork construction

The forks are designed to carry pallets and move loads horizontally. They are made of strong steel, but can be damaged by improper use, for example, by driving crooked, collisions, or picking up unsuitable pallets.

> **Important:** The forks must be straight and equal in height. Worn or bent forks make the load unstable and can lead to loss of control.

Because electric pallet trucks do not have a large lifting height, correct placement of the forks under the pallet is extra important.

Lifting mechanism

Function

The lifting mechanism ensures that the pallet is lifted a few centimeters so that it can be moved. In electric pallet trucks, this happens hydraulically, driven by an electric pump.

Warning

Although the lifting height is limited, the system operates under high pressure. Irregular lifting, shocks, or failure to hold the load can indicate a malfunction. The operator must be alert to this and report deviations immediately

Drive wheel and load wheels

Drive wheel

The electric pallet truck usually has one central **drive wheel**, which provides propulsion and steering.

Load wheels

In addition, there are **load wheels** under the forks that support the weight of the pallet.

The condition of the wheels has a major influence on stability, driving behavior, and braking distance. **Worn, damaged, or contaminated wheels** increase the risk of slipping and loss of control, especially on smooth or uneven floors.

Tiller Arm and Controls

The tiller arm is the main control point of the electric pallet truck. Through this arm, the operator steers the EPT, controls the driving direction, and the lifting and lowering of the forks.

The position of the tiller arm often also determines the speed and braking behavior of the truck. An incorrect posture or improper use can lead to sudden movements or loss of control. Therefore, it is important that the operator always adopts a **stable and safe working posture**.

Braking Systems

01

Motor Braking

Motor braking is usually used while driving, where the truck automatically slows down when the driving command is released.

02

Automatic Parking Brake

In addition, many EPTs have an automatic parking brake that engages when the truck is stationary or when the tiller arm is brought into a safe position.

These systems prevent rolling away and ensure that the truck can be left safely.

Safety Features

Electric pallet trucks are equipped with various safety features to protect the operator and the environment. These include emergency stop buttons, dead man's control, horn, and speed limitation.

Emergency Stop

Dead Man's Control

Horn

Speed Limitation

These features support safe working, but never replace the responsible behavior of the operator. It is important that you know where these features are located and how they function, so you can act quickly in emergency situations.

Load Capacity and Technical Limits

Every electric pallet truck has a maximum permissible load capacity. This capacity must **never be exceeded**. Overweight loads can lead to damage to the truck, loss of control, or accidents.

In addition to the maximum weight, factors such as the condition of the pallet, the distribution of the load, and the floor condition also play a role. The operator must always consider these factors when using the EPT.

Important Factors in Loading

- Maximum weight
- Pallet condition
- Load distribution
- Floor condition

Recognizing Technology in Practice

In daily practice, you notice the electric pallet truck's technology by how it responds: smooth or jerky driving, stable or erratic behavior, fast or slow lifting. **Deviant behavior** is often an initial sign that something is not right.

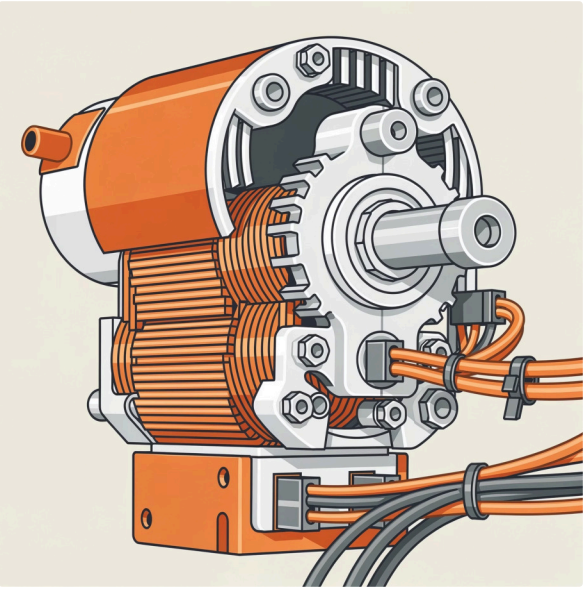
By paying attention to these signals, you can identify and report problems in a timely manner. This directly contributes to safe working and preventing malfunctions or accidents.

Chapter 5 – Drive and Batteries

Electric pallet trucks are powered by electric motors and traction batteries. This chapter covers the operation of the electric drive, the different types of batteries, charging, and troubleshooting.

Electric Drive

Electric pallet trucks are always electrically powered. Instead of an internal combustion engine, they use one or more electric motors for driving and lifting. These motors deliver power instantly when the operator gives a driving command. As a result, an EPT reacts quickly and precisely, which is an advantage, especially in busy warehouses and narrow spaces.



Because electric pallet trucks produce no exhaust gases, they are suitable for indoor use in almost all sectors, such as logistics, retail, manufacturing, food, and pharmaceuticals. The quiet nature of the machine makes the work more pleasant but also requires extra vigilance because the truck is less audible to others.

Traction Batteries as Energy Source

The energy for the electric drive comes from a traction battery. This battery is a heavy and important part of the EPT and determines how long and how powerfully the truck can operate. The battery not only supplies energy for driving, but also for lifting and all electronic systems.

Energy Source

Supplies energy for driving, lifting, and electronic systems

Heavy Component

Important component that requires careful handling

Careful Use

Damage can lead to malfunctions or dangerous situations

Because the battery is heavy and under high load, it must be handled carefully. Damage or improper use can lead to malfunctions, reduced performance, or dangerous situations.

Lead-Acid Batteries

Traditionally, many electric pallet trucks are equipped with **lead-acid batteries**. These batteries are reliable, but require maintenance and careful handling. Hydrogen gas can be released during charging, which poses an explosion hazard if ventilation is insufficient. Therefore, lead-acid batteries must always be charged in well-ventilated areas.

Important: Lead-acid batteries contain battery acid, which can be dangerous if it leaks or is damaged. The operator must therefore pay attention to damage, loose cables, and abnormalities during charging and use.

Hydrogen Gas

Can be released during charging – explosion hazard if ventilation is insufficient

Battery Acid

Dangerous if leaked or damaged – caution required

Maintenance

Regular inspection for damage and loose cables necessary

Lithium-ion batteries

Electric pallet trucks are increasingly equipped with **lithium-ion batteries**. These modern batteries are low-maintenance, charge faster, and do not produce gas during charging. This makes ventilation less critical and allows the battery to be recharged intermittently without adverse effects on its lifespan.

Although lithium-ion batteries are safer in daily use, they remain susceptible to damage and overheating. A damaged battery can pose a danger and and must be immediately taken out of service. Careful handling of the battery therefore always remains necessary.

Comparison of battery types

Characteristic	Lead-acid	Lithium-ion
Maintenance	Regular maintenance required	Low-maintenance
Charging time	Longer charging time	Faster charging
Gas formation	Hydrogen gas during charging	No gas formation
Ventilation	Well-ventilated area required	Ventilation less critical
Intermediate charging	Not recommended	Possible without disadvantages
Sensitivity	Battery acid in case of leakage	Damage and overheating

Charging the Battery

The battery must always be charged according to the operating instructions. Incorrect charging can lead to reduced performance, shortened lifespan, or dangerous situations. The operator checks before and after charging whether cables, plugs, and charging points are in good condition.

01

Follow operating instructions

Always charge according to prescribed procedures

02

Check before charging

Inspect cables, plugs, and charging points for damage

03

Charge in time

Start charging at the end of the workday or when battery voltage is low

04

Check after charging

Verify that everything proceeded correctly and is in good condition

Recognizing malfunctions and deviations

An electric pallet truck often indicates itself when there is a malfunction or low battery voltage, for example, via warning lights or a display. Changes in driving behavior, lifting speed, or braking performance can also indicate a problem.

Warning lights

Lights or display indicate malfunctions or low battery voltage

Driving behavior

Changes in driving behavior can indicate problems

Lifting speed

Abnormal lifting speed indicates a possible malfunction

Braking performance

Changed braking performance is a warning sign

Important: The operator must never continue working with a malfunction that could affect safety. Deviations must be reported immediately so that the EPT can be safely checked or repaired.

Safely Working with Batteries

Handle Batteries Carefully

Batteries are heavy and under high load – damage can be dangerous

Follow Charging Instructions

Always charge according to company regulations to ensure performance and safety

Pay Attention to Ventilation

Especially with lead-acid batteries, good ventilation is essential during charging

Report Deviations Immediately

Never continue working with a malfunction – report problems immediately for inspection

Check Regularly

Inspect cables, plugs, and battery for damage before and after charging

Chapter 6 – Stability and Load

Stability plays a central role in working safely with an electric pallet truck. This chapter covers all aspects that influence stability when working with an EPT.

The importance of stability in electric pallet trucks

Stability plays a central role in working safely with an electric pallet truck. Although an EPT does not have great lifting heights, heavy loads are often moved with it. In combination with speed, turns, and uneven floors, this can lead to loss of control, sliding loads, or even the truck overturning.

Many accidents with EPTs occur because stability is underestimated. The driver assumes that the low lifting height is automatically safe, while the weight of the load and the movement of the truck are crucial. Stability means that the truck and the load remain in balance together, under all circumstances.

The center of gravity of the load

Every load has a center of gravity: the point where the weight effectively converges. For a pallet, this center of gravity is usually in the middle, provided the load is evenly distributed. When the pallet is unevenly loaded or when goods protrude, the center of gravity shifts.

On an electric pallet truck, the center of gravity is close to the floor. However, an incorrectly placed load can make the truck feel restless, steer poorly, or be difficult to brake.

The further the center of gravity of the load is forward or to the side, the more unstable the situation becomes.

> An important lesson for the driver is that stability is not only determined by the weight, but primarily by the distribution of that weight.

Influence of Speed on Stability

Higher Speed

The faster you drive, the greater the forces acting on the load and the truck

Greater Risks

In case of sudden braking, accelerating, or swerving, the load can shift or tip over

More Control

Driving calmly provides more control, more time to react, and reduces the chance of the truck becoming unstable

Speed has a major impact on the stability of an electric pallet truck. In busy warehouses, time pressure often arises. Nevertheless, it is especially important to reduce speed then.

A safe speed is not fixed, but depends on the environment, the load, and the situation.

Turns, Turning, and Maneuvering

When taking turns, the center of gravity of the load shifts to the outside of the turn. The sharper the turn and the higher the speed, the greater this shift becomes. With a heavy or poorly loaded pallet, this can lead to loss of stability.

Direct Reaction

Electric pallet trucks often react directly to steering movements. This requires smooth, calm movements from the operator.

Risk of Abrupt Turning

Abrupt turning or correcting increases the risk of the load shifting or the operator losing control.

Safe Approach

Therefore, turns should always be taken wide and at an adjusted speed.

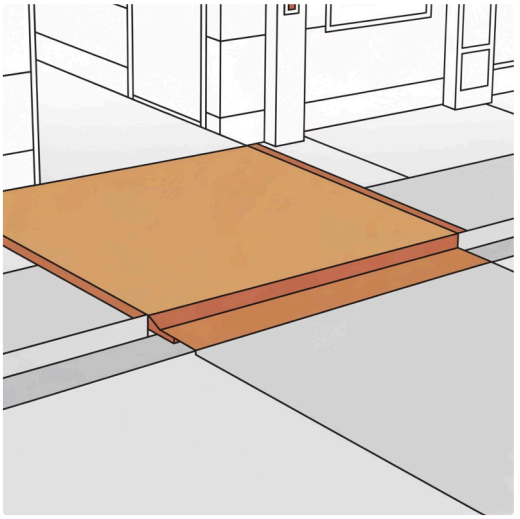
Slopes, Thresholds, and Height Differences

Slopes and height differences pose an additional challenge to stability. A loaded electric pallet truck (EPT) can roll faster than expected on a slope, especially when the operator momentarily loses control. The load can also shift when encountering thresholds or transition plates.

Prior Assessment

It is important that the operator assesses beforehand whether a slope is suitable for the truck and its load. In case of doubt, a different route should be chosen or assistance should be called.

Working safely sometimes means taking a detour.



Overloading and Technical Limits

Maximum Load Capacity

Every electric pallet truck has a maximum load capacity. This capacity is based on safe operation under normal circumstances.

Consequences of Overloading

When this capacity is exceeded, stability decreases, and there is a risk of damage to the truck or accidents.

Overloading is not always visible. Pallets with damaged bottoms or unevenly distributed loads can also negatively affect stability. The operator must therefore always critically examine the load before moving it.

Recognizing stability while working

In practice, stability manifests itself in the driving behavior of the truck. A stable EPT drives smoothly, reacts predictably, and remains easy to steer.

Stable situation

Smooth driving, predictable reactions, good steerability

Warning signs

Shocks, vibrations, unexpected movements, or an uneasy feeling

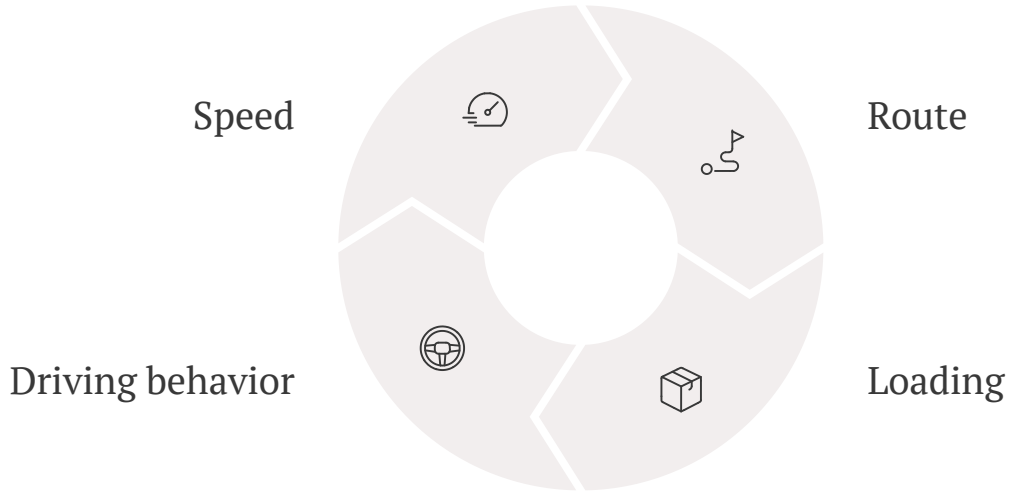
Immediate action

Drive slower, reposition better, or stop when necessary

A professional driver recognizes these signals and adjusts their driving style immediately. By driving slower, repositioning better, or stopping when necessary, unsafe situations are prevented.

Stability as the driver's responsibility

Stability is not a given, but the result of the choices the driver makes. Speed, route, load, and driving behavior together determine how stable the situation is.



The electric pallet truck supports safe working, but cannot compensate for incorrect use.

Therefore, a large part of the responsibility lies with the driver. By consciously handling stability, you directly contribute to your own safety and that of others.

Factors influencing stability

Center of Gravity

The weight distribution determines the balance of the truck and load

Speed

Higher speed increases forces during braking and maneuvering

Turns

Sharp turns shift the center of gravity outwards

Slopes

Height differences require extra control and adjusted speed

Loading

Overloading reduces stability and increases risks

Floor condition

Uneven floors and thresholds affect driving behavior

Summary: Stability in practice

Stability when working with an electric pallet truck is the result of conscious choices and professional action. All factors – from center of gravity to speed, from turns to slopes – work together and influence each other.

Recognize the signals

Pay attention to shocks, vibrations, and unsteady driving behavior

Adjust your driving style

Choose a safe speed and take wide turns

Assess the situation

Check the load, the route, and the conditions beforehand

Take responsibility

Your choices determine your own safety and that of others

By consciously dealing with stability, you work not only safer, but also more efficiently and professionally.

Chapter 7 – Daily Inspection and Maintenance

An electric pallet truck is often used intensively: multiple shifts per day, changing operators, and varying working conditions. Daily inspection and maintenance are essential for safe operation.

Why daily inspection is necessary

An electric pallet truck is often used intensively: multiple shifts per day, changing operators, and varying working conditions. Precisely because of this, small defects can arise quickly. A worn wheel, a poorly responding brake, or a damaged tiller arm may seem harmless, but in practice, it can have major consequences.

The Working Conditions Act stipulates that work equipment must be safe and used safely. Daily inspection is an important part of that safety. The employer is responsible for maintenance and inspection, but the operator is responsible for the inspection before use. You are the one who first notices if an EPT responds differently than normal.

> An electric pallet truck that is not safe may not be used. Not "just for a moment", not "until the end of the shift", but not at all.

The role of the operator in inspection and maintenance

As an operator, you are not a mechanic, but you are an important link in keeping the machine safe. Daily inspection means you carefully watch, listen, and feel how the electric pallet truck behaves. Deviations you identify can prevent greater damage or accidents.

Good maintenance therefore begins with proper use. Driving calmly, loading correctly, and handling the machine carefully extend its lifespan and reduce malfunctions. Sloppy or rough use, on the other hand, leads to extra wear and increased risks.

Look

Visual inspection for damage and deviations

Listen

Noticing unusual sounds during use

Feel

Perceiving vibrations and abnormal behavior

Systematic inspection: observe, test, and assess

A good inspection is always systematic. By following the same sequence every time, you prevent parts from being forgotten. The inspection broadly consists of three steps: visual inspection, functional inspection, and assessment of deviations.

01

Visual inspection

Check for visible damage or deviations

02

Functional inspection

Test if the electric pallet truck responds normally

03

Assessment

Determine if the machine can be used safely

During the visual inspection, you check for visible damage or deviations. During the functional inspection, you test whether the electric pallet truck responds normally. Afterwards, you assess whether the machine can be used safely.

Visual inspection before use

Before you start working with the electric pallet truck, walk around it calmly. You pay attention to, among other things, the general condition of the machine. Damage to the chassis, cracks, bent parts, or loose cables are direct signals that the EPT may not be safe.

Forks

The forks must be straight and free of cracks or deformation. Damaged forks can cause a pallet to sit unstable or slip unexpectedly.

Wheels

Check that they are intact, not excessively worn, and free of dirt or debris that could affect driving performance.

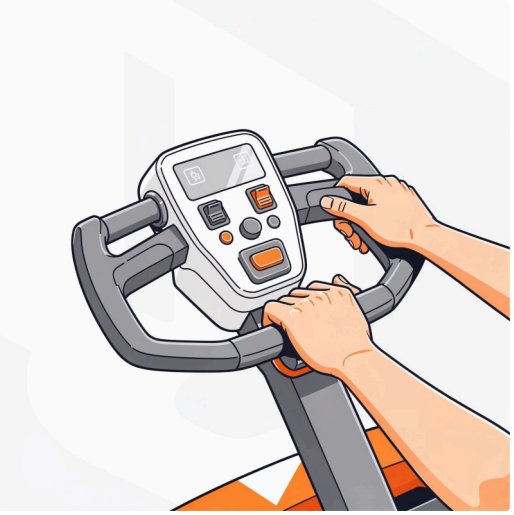
Leaks

Look for visible leaks of hydraulic oil. Oil on the floor can lead to a slipping hazard for both the EPT and pedestrians.

Inspection of tiller arm and controls

The tiller arm is the main control component of the electric pallet truck. It must be able to move freely and not be stiff or damaged. You check whether the control buttons work properly and return to the neutral position automatically.

A tiller arm that sticks or does not respond properly can cause the truck to continue driving unexpectedly or not stop on time. That immediately makes working with the EPT unsafe.



Free movement

The tiller arm must move smoothly without being stiff

Control buttons

All buttons must function correctly and return to neutral

No damage

Check for cracks, breaks, or other damage to the tiller arm

Brakes and Safety Features

The braking systems of an electric pallet truck must always function reliably. When the drive control is released, the truck must come to a controlled stop immediately. The automatic parking brake or dead man's switch must also function correctly.

In addition, check that safety features such as the emergency stop, horn, and any warning signals are functioning. These features are intended to prevent or limit danger, especially in emergency situations.

Braking system

Immediate and controlled stop when drive control is released

Parking brake

Automatic parking brake or dead man's switch must function correctly

Emergency stop

Emergency stop, horn, and warning signals must function

Battery and electrical components

The battery is an essential part of the electric pallet truck. Check that the battery is sufficiently charged, securely fastened, and that cables and plugs are undamaged. Loose or damaged cables can lead to malfunctions or dangerous situations.

Lead-acid batteries

For lead-acid batteries, pay extra attention to signs of leakage or corrosion.

Lithium-ion batteries

For lithium-ion batteries, check for visible damage or error messages.

Battery anomalies should never be ignored.

Functional check before driving

After the visual inspection, you test the operation of the EPT. You check whether driving forward and backward runs smoothly, whether lifting and lowering respond normally, and whether the truck steers well.

Driving

Test forward and reverse driving

Lifting

Check lifting and lowering

Steering

Test steering response

During this test, pay attention to sounds, vibrations, or shocks that are different from normal. These are often the first signs of a problem.

Signals during functional check

Pay attention to these warning signs

Unusual sounds

Squeaking, grinding, or banging noises that deviate from normal

Vibrations

Unexpected vibrations in the tiller arm or chassis

Shocks

Sudden shocks or jerks during driving or lifting

Abnormal responses

Delayed or irregular response to operating commands

These are often the first signs of a problem that requires attention.

What to do in case of defects or deviations

If you notice a defect or deviation during inspection or use, stop work immediately. Report the problem according to company agreements and decommission the EPT if necessary.

Stop Immediately

Cease work immediately upon detection of a defect

Report the Problem

Report according to company agreements and procedures

Decommission

Prevent colleagues from working with an unsafe machine

It is important that you never improvise or try to fix defects yourself. That is the job of authorized maintenance personnel. By reporting promptly, you prevent colleagues from working with an unsafe machine.

Maintenance and Safe Use

Good maintenance is not only a task for the technical service but also the result of careful daily use. Driving calmly, avoiding overloading, and correctly handling the battery contribute to a reliable and safe electric pallet truck.

Drive Calmly

Avoid sudden movements and high speeds

Correct Loading

Respect maximum load and weight distribution

Careful Battery Management

Follow guidelines for charging and maintenance

Daily Inspection Checklist

Follow this systematic inspection before each use

Inspection Item	Points of Attention
General condition	Chassis, cracks, bent parts
Forks	Straight, no cracks or deformation
Wheels	Intact, not worn, clean
Leaks	No hydraulic oil on floor
Tiller arm	Free movement, working buttons
Brakes	Stop immediately, parking brake works
Safety features	Emergency stop, horn, signals
Battery	Charged, cables undamaged
Functional test	Driving, lifting, steering

Daily inspection and responsible use together form the basis for safe working

Good maintenance is not only a task for the technical service but also the result of careful daily use. Driving calmly, avoiding overloading, and correctly handling the battery contribute to a reliable and safe electric pallet truck.

Daily inspection and responsible use together form the basis for safe working with an EPT.

Your responsibility

As a driver, you are the first line of safety

Systematic approach

Follow the same inspection steps every day

Report immediately

Report deviations immediately

Chapter 8 – Driving Techniques and Operation

Safe operation of an electric pallet truck largely depends on how you drive and operate it. The EPT is powerful, quiet, and responds directly to steering and driving commands. This makes the work efficient but also requires control, calm, and an overview from the driver.

Why Driving Technique is Important

Safe operation of an electric pallet truck largely depends on how you drive and operate it. The EPT is powerful, quiet, and responds directly to steering and driving commands. This makes the work efficient but also requires control, calm, and an overview from the driver.

Many accidents do not arise from technical problems, but from incorrect driving behavior: excessive speed, insufficient observation, abrupt steering, or underestimating the surroundings. Good driving technique means you master the machine and adapt your behavior to the situation.

Starting and Driving Off

Before driving off, ensure you have a stable and safe working posture. With a walk-behind EPT, stand directly behind or next to the tiller arm, with sufficient distance from the forks and wheels. With a ride-on EPT, take a stable position on the platform.

01

Adopt a stable working posture

For walk-behind EPT: directly behind or next to the tiller arm. For ride-on EPT: stable position on the platform.

02

Give quiet driving command

The electric drive delivers immediate power, so abrupt acceleration can lead to loss of control.

03

Continue to monitor surroundings

Driving off calmly ensures stability and gives you time to continue monitoring the surroundings.

While driving off, give a quiet driving command. The electric drive delivers immediate power, so abrupt acceleration can lead to loss of control or shifting of the load. Driving off calmly ensures stability and gives you time to continue monitoring the surroundings.

Driving without a load

Driving without a load seems simple, but it carries its own risks. The EPT reacts lighter and can accelerate faster. This increases the chance that the operator will drive too fast or make unexpected movements.

Important: Without a load, maintain the same driving discipline as with a load: adjusted speed, good observation, and anticipating others. Even without a load, the electric pallet truck remains a powerful vehicle.

Driving with a load

When driving with a load, the driving behavior of the EPT changes. The truck becomes heavier, the braking distance longer, and maneuverability decreases. It is therefore important that the pallet rests stably on the forks and that the load does not protrude.

Forks low to the floor

Keep the forks low to the floor while driving for optimal stability.

Adjust speed

Adjust your speed to the load and the environment in which you are working.

Avoid sudden movements

Avoid sudden steering or braking movements, so that the load does not shift.

While driving with a load, keep the forks low to the floor and adjust your speed. Avoid sudden steering or braking movements, so that the load does not shift. Calm and controlled driving increases safety and prevents damage.

Driving around corners

When taking turns, the center of gravity of the load shifts. The sharper the turn and the higher the speed, the greater the risk of instability. This is especially true for heavy or unevenly loaded pallets.

Therefore, always take corners wide and at low speed. Look ahead in the direction you want to go and avoid sudden corrections. **A good turn starts even before steering.**

Driving in reverse

Driving in reverse is sometimes necessary, for example, when forward visibility is obstructed by the load. Even when driving in reverse, maintaining an overview is essential. Always look in the direction of travel and regularly check what is happening next to and behind you.

> Driving in reverse requires extra attention for pedestrians, as they often do not expect the EPT from this direction. Driving calmly and clear communication are extra important here.

Driving in busy environments

In busy warehouses, you often work with other vehicles and pedestrians. This requires extra vigilance and anticipation. Adjust your speed, maintain distance, and be prepared to stop immediately.

Extra vigilance and anticipation

Work together with other vehicles and pedestrians by thinking ahead.

Adjust speed and maintain distance

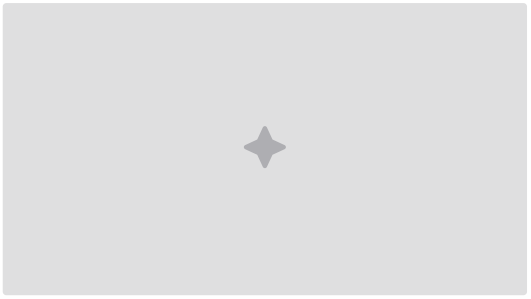
Adjust your speed, maintain distance, and be prepared to stop immediately.

Never rely on assumptions

Don't assume others see or hear you; act as if they don't.

Safe driving in busy environments means never relying on assumptions. You don't assume others see or hear you, but act as if they don't.

Driving on ramps and thresholds



Ramps and thresholds pose an increased risk for electric pallet trucks. A loaded EPT can accelerate or roll back faster than expected. Therefore, always approach ramps in a controlled manner and at an adjusted speed.

If in doubt whether a ramp is suitable for the truck or the load, choose another route. Safe working sometimes means taking a detour instead of accepting risks.

Stopping and parking during work

During work, you regularly need to stop, for example, to pick up or set down a load. Even for short stops, ensure that the electric pallet truck remains under control and cannot roll away.

Release controls

Release the controls so that the braking systems become active.

Maintain overview

Maintain an overview of your surroundings before proceeding.

Ensure safety

This prevents unexpected movements and dangerous situations.

You release the controls so that the braking systems become active, and maintain an overview of your surroundings before proceeding. This prevents unexpected movements and dangerous situations.

Operation as a conscious action

Every action with the electric pallet truck must be deliberate. Driving, steering, braking, and lifting are not automatic actions, but choices you make as the operator.

By working calmly, controlled, and with attention, you not only increase safety but also the quality and efficiency of the work.

Key driving techniques

Smooth starting

Give a calm driving command and avoid abrupt acceleration for optimal control.

Adjusted speed

Adjust your speed to the load, the environment, and the situation you are working in.

Wide turns

Always take turns wide and at low speed to prevent instability.

Conscious operation

Every action is a conscious choice that contributes to safety and efficiency.

Chapter 9 – Moving and Storing Loads

Safely moving loads is one of the most important tasks when working with an electric pallet truck. This chapter covers all aspects of load handling, from picking up to storing.

The importance of proper load handling

Safely moving loads is one of the most important tasks when working with an electric pallet truck. Most risks associated with EPT use do not arise during driving itself, but during the picking up, moving, and setting down of pallets. An improperly handled load can shift, tip, or fall, resulting in injury or damage.

Good load handling means understanding how a load behaves, how it is constructed, and how your actions influence it. Safe working therefore begins even before you actually pick up the pallet.

Pallets and load carriers

Electric pallet trucks are designed for moving pallets and similar load carriers. However, not every pallet is suitable for safe movement. Damaged planks, loose blocks, or protruding nails can make the pallet unstable or cause it to snag on the forks.

Before picking up a pallet, always assess its condition. Also, check the load distribution. A pallet that is unevenly loaded or has goods protruding from it poses an increased risk during transport.

Check the pallet

Damaged planks, loose blocks, or protruding nails

Assess the load

Load distribution and stability

Watch out for protruding parts

Goods that stick out pose additional risk

Correctly picking up a load

When picking up a load, position the electric pallet truck directly in front of the pallet. The forks should be driven fully and evenly under the pallet. Only when the forks are properly placed should you lift the pallet a few centimeters from the floor.

Lifting too quickly or inserting the forks at an angle can cause the pallet to tilt or get damaged. Calmness and precision are therefore important when picking up loads.

01

Position directly in front of the pallet

02

Drive forks fully and evenly under the pallet

03

Lift the pallet a few centimeters from the floor

Transporting loads

During transport, always keep the load as low as possible to the floor. This ensures a low center of gravity and better stability. Adjust your speed to the weight of the load and the surroundings.

Sudden braking, sharp turns, or unexpected steering movements increase the chance of the load shifting. By driving calmly and smoothly, you maintain control over both the truck and the load.

Correct procedure

- Keep load low to the floor
- Adjust speed to weight and environment
- Drive calmly and smoothly
- Maintain control over truck and load

To avoid

- Sudden braking
- Making sharp turns
- Unexpected steering movements
- Excessive speed

Visibility and Driving Direction During Load Transport

When the load obstructs the view forward, you must not drive blindly ahead. In that case, you should drive backward or use an alternative route. Good visibility is essential to prevent collisions with pedestrians, racks, or other vehicles.

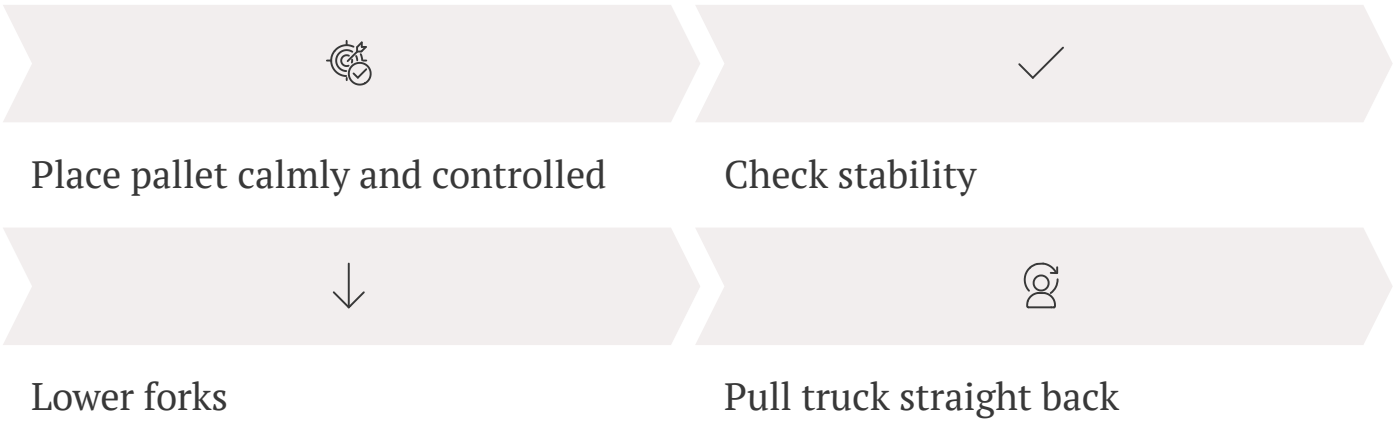
If driving backward is not safe or practical, the situation must be adjusted, for example, by getting help from a colleague or by repositioning the load.

Important: Good visibility is essential to prevent collisions with pedestrians, racks, or other vehicles. Never drive blindly forward.

Setting Down and Positioning Loads

Setting down a load requires as much attention as picking it up. You place the pallet calmly and controlled in the desired location. Only when the pallet is stable, you lower the forks and pull the truck straight back.

Careless placement can lead to unstable stacking or damage to goods and floors. Therefore, always take the time to position the load correctly.



Stacking and Storage

Electric pallet trucks are not intended for high stacking. When pallets are stored, this usually happens on the floor or in low storage. It is important that the surface is flat and stable so that the pallets cannot shift.

When stacking pallets, ensure that the bottom pallet has sufficient bearing capacity and that the load remains stable. Unstable stacks pose a risk to everyone in the vicinity.

Flat surface

Ensure a stable base

Sufficient load capacity

Bottom pallet must be strong enough

Stable load

Prevent shifting and tilting

Working in racks and confined spaces

In some situations, electric pallet trucks are used near racks or in narrow spaces. This requires extra precision and attention. Small steering errors can already lead to damage to racks or goods.

Always drive slowly here and take into account limited maneuvering space. If the space is too cramped, another means of transport must be used.

Additional points of attention

- Always drive slowly
- Extra precision when steering
- Take limited maneuvering space into account
- Small steering errors can cause significant damage
- If space is too cramped, use another means of transport

Loading and unloading

When loading and unloading, for example at trucks or loading docks, extra caution is required. The transition between the floor and the vehicle can cause differences in height or instability.

You check whether the surface is suitable and whether the pallet can be moved safely. Never drive on a loading bridge or floor that is not suitable for an electric pallet truck.

Note: Never drive on a loading bridge or floor that is not suitable for an electric pallet truck. Always check the surface first.

Common mistakes and risks

Many accidents are caused by haste, underestimation of risks, or ignoring procedures. Examples include driving with loads that are too heavy, excessive speed, poor visibility, or working with damaged pallets.

By working consciously, following the correct sequence, and not deviating from agreements, you significantly reduce these risks.

Overly heavy loads

Exceeding maximum capacity

Excessive speed

Loss of control over truck and load

Poor visibility

Driving blindly forward with obstructed view

Damaged pallets

Working with unsuitable load carriers

Haste

Skipping procedures due to time pressure

Underestimation

Not taking risks seriously

Chapter 10 – Environment, Health and Safety

Safe working as part of a healthy working environment

Safe working as part of a healthy working environment

Working with an electric pallet truck not only affects safety, but also health and the environment. In modern logistical environments, increasing attention is paid to the sustainable employability of employees and limiting environmental impact. Safe and responsible working directly contributes to this.

An electric pallet truck can make the work lighter, but improper use can lead to physical complaints, accidents, or damage to the work environment. Therefore, it is important not only to look at the machine, but also at the way it is operated.

Noise and vibrations

Electric pallet trucks are quieter than machines with an internal combustion engine, but they are not completely silent. During driving, braking, and driving over uneven surfaces, noises and vibrations are generated which, with prolonged exposure, can be stressful.

Vibrations are mainly transmitted via the tiller arm, the platform or the floor. Prolonged work with vibrations can contribute to fatigue or complaints in the hands, arms, and back. By driving calmly, avoiding uneven floors, and operating the machine correctly, these effects can be limited.

Ergonomics and working posture

A good working posture is essential to prevent physical complaints. For walk-behind EPTs, it is important that the operator walks upright, holds the tiller arm relaxed, and does not work in a twisted posture. For ride-on EPTs, a stable stance on the platform is important, with both feet firmly placed.

Walking upright

Operator walks upright with walk-behind EPTs

Relaxed grip

Hold the tiller arm relaxed

Stable stance

Both feet firmly on platform with ride-on EPTs

Many complaints arise from repetitive movements, prolonged walking with exertion, or working in an incorrect posture. By regularly changing posture, adjusting the working pace, and using the machine correctly, physical strain is reduced.

Battery safety and hazardous substances

Electric pallet trucks operate on batteries, which can pose risks if used incorrectly. Lead-acid batteries contain battery acid and can form gas during charging. This requires careful handling and sufficient ventilation in the charging area.

> **Increasingly, EPTs are equipped with lithium-ion batteries.** These are low-maintenance and do not produce gas during charging, but must be protected against damage and overheating.

Regardless of the battery type, deviations must always be reported, and damaged batteries must not be used.

Lead-acid versus Lithium-ion

Lead-acid batteries

- Contain battery acid
- Form gas during charging
- Require ventilation
- Require careful handling

Lithium-ion batteries

- Low maintenance
- No gas formation
- Protection against damage
- Protection against overheating

Important: Always report deviations and do not use damaged batteries

Leaks, spills, and contamination

Leaks of hydraulic oil or battery fluid pose a risk to both safety and the environment. Oil on the floor can cause a slipping hazard and contaminate the work environment.

01

Detect

Observe leaks or spills

02

Stop

Immediately stop work

03

Report

Immediately report the situation

04

Clean up

Act according to company procedures

When you detect leaks or spills, stop work and report it immediately. Cleaning up hazardous substances must be done according to company procedures and must not be ignored.

Risks of Leaks

Safety Risks

- Slip hazard on the floor
- Increased accident risk
- Danger to employees

Environmental Risks

- Work environment contamination
- Environmental damage from chemicals
- Long-term pollution

Action required: Stop work immediately upon detecting leaks and follow company procedures for safely cleaning up hazardous substances.

Accidents and Near-Misses

Not only actual accidents, but also near-misses are important to report. A near-miss shows that something could go wrong, even if it turned out okay.

By reporting these situations, measures can be taken to prevent recurrence. This contributes to a safe work culture where learning from situations is central.

Why report near-misses?

> **A near-miss is a warning** – it shows where risks lie before something actually goes wrong.

Insight into risks

Identify where dangers lie in the work environment

Preventive measures

Opportunity to solve problems before accidents happen

Learning and improvement

Share knowledge with colleagues to prevent recurrence

Safety culture

Contribute to an environment where safety is a priority

Accidents and Near-Misses

Not only actual accidents, but also near-misses are important to report. A near-miss shows that something could go wrong, even if it turned out fine.

Near-miss

Situation that just turned out fine

Report

Report situation

Measures

Take preventive actions

Safe culture

Learn from situations

By reporting these situations, measures can be taken to prevent recurrence. This contributes to a safe work culture where learning from situations is central.

Chapter 11 – Practice Questions and Final Exam

This chapter helps you test your knowledge and prepare for the final exam. By reviewing the practice questions, you check whether you understand the material and can apply it in practice.

The purpose of practice questions

Practice questions are designed to check whether you understand the material and can apply it in practice. They help you connect theory with daily work involving the electric pallet truck.

It's not just about the correct answer, but primarily about understanding *why* an answer is right or wrong.

By reviewing the practice questions per chapter, you will prepare yourself well for the final exam and for safe work in practice.

Practice Questions per Chapter

Chapter 1 & 2 – Safety and Legislation

1

Question 1

Why is safe operation of an electric pallet truck important?

2

Question 2

Who is responsible for EPT maintenance and who for daily checks?

3

Question 3

What does it mean that safety is also a matter of attitude and behavior?

Chapter 3 – Workplace and Warehouse Environment

- ### Question 1

  Why is separation between driving routes and walking routes important?

- ### Question 2

  What risks arise at intersections and with poor visibility?

- ### Question 3

  What should you do in an unsafe situation in the warehouse?

Chapter 4 & 5 – Types of EPTs and Technology

Chapter 4 – Types of Electric Pallet Trucks

1. What is the difference between a pedestrian EPT and a rider EPT?
2. Why is it important to use the correct EPT for the correct task?
3. Name a risk of using an EPT outside its intended application.

Chapter 5 – Structure and Technology

1. Why is knowledge of the technology important for the operator?
2. What function does the tiller arm have?
3. Why is the condition of the wheels important for safety?

Chapter 6 – Drive and Batteries

Question 1

What is the difference between a lead-acid and a lithium-ion battery?

Question 2

Why should battery charging be done carefully?

Question 3

What do you do in case of a malfunction or error message?

Chapter 7 – Stability and Load

01

Question 1

What is meant by the center of gravity of the load?

02

Question 2

How does speed affect stability?

03

Question 3

Why are bends and slopes risky situations?

Chapter 8 – Daily Check and Maintenance

Control Questions

1. Why is daily inspection mandatory?
2. Which parts do you check before use?
3. What do you do if you notice a defect?

Important: Daily inspection is not only an obligation, but also an essential safety measure that prevents accidents.

Chapter 9 & 10 – Driving Techniques and Load Handling

Chapter 9 & 10 – Driving Techniques and Load Handling

Question 1

Why should you start gently with an EPT?

Question 2

What is the risk of driving with poor visibility?

Question 3

Why should you transport loads as low as possible?

Chapter 11 – Environment, Health, and Safety

Chapter 11 – Environment, Health, and Safety

Question 1

How does good driving behavior contribute to a healthy work environment?

Question 2

Why is it important to report near-misses?

Example final exam questions

The final exam usually consists of multiple-choice and open questions. Below are some example questions:

Multiple choice

> **What is the correct action when parking an EPT?**
>
> - a) Leave forks raised
> - b) Park the truck in the driving route
> - c) Lower forks and switch off the machine
> - d) Only release the tiller arm

Practical assessment

In addition to the theoretical test, a practical assessment is often conducted. This assesses:

- safe driving behavior
- correct operation of the EPT
- proper load handling
- interaction with colleagues and the environment

The practical assessment shows whether you can actually apply the theory in your daily work.

Completion of the training

After successfully completing the theory and practical parts, you will have the knowledge and skills to operate an electric pallet truck safely and responsibly.

This does not mean that learning stops: safe working requires continuous attention and conscious behavior.

HEFPRO

Safe and Skilled Operation of EPT and Stacker is a comprehensive and practice-oriented training manual for everyone working with electric pallet trucks (EPT) and stackers. This book provides the theoretical foundation for both beginner and experienced operators and aligns with current requirements regarding safety, professional competence, and legislation.

The manual is designed as a reference guide during and after training. Operators can use it to prepare for exams and refresher courses, as well as a practical handbook to quickly find information when questions or uncertainties arise in daily operations.

This book is suitable for:

- Beginner EPT and stacker operators
- Experienced operators refreshing their knowledge
- Refresher training courses
- In-company training and internal education programs

In this manual you will learn, among other things:

- How to work safely and responsibly with EPT and stackers
- How to recognize and control workplace risks
- Correct handling of loads, stability, and driving behavior
- Working in accordance with applicable laws and regulations
- Professional conduct in warehouse and logistics environments

This book covers all essential knowledge required to work safely and competently with EPT and stackers — whether you are operating these machines for the first time or have many years of experience.

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