

# the Examiner

December 2017 Issue 15



**Unlocking  
the power of  
technology  
to better  
serve you**

## **in this issue**

**When do you replace  
a hydraulic hose?**

**Thorough Examinations online...**

The Examiner is the newsletter of Consolidated Fork Truck Services Ltd (CFTS). CFTS was formed as a joint venture between the Fork Lift Truck Association (FLTA) and British Industrial Truck Association (BITA). In consultation with the Health and Safety Executive (HSE), CFTS developed the materials handling industry's national accreditation scheme for Thorough Examination. The CFTS Thorough Examination scheme was officially launched in 2004 and continues to be administered by CFTS. For further information visit the CFTS website:

[www.thoroughexamination.org](http://www.thoroughexamination.org)

**Greetings to each and every one of our Accredited Companies. We hope you are all keeping well and that business is brisk.**

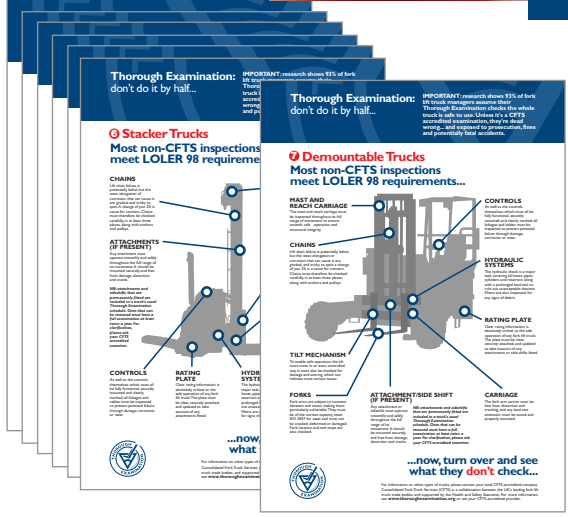
2017 has been busy for everyone at CFTS and our primary focus has been on finding smarter and more efficient ways of supporting your efforts.

One area of particular focus has been our administrative processes. These have been streamlined significantly – using the latest technology – allowing us to spend more time supporting our members.

- An Examiner archive packed with useful information
- Online ordering for Thorough Examination documentation
- Annual accreditation at the start of each calendar year
- A4 CFTS vs Non-CFTS comparison 'cards' – in 7 designs – vailable to view and print online



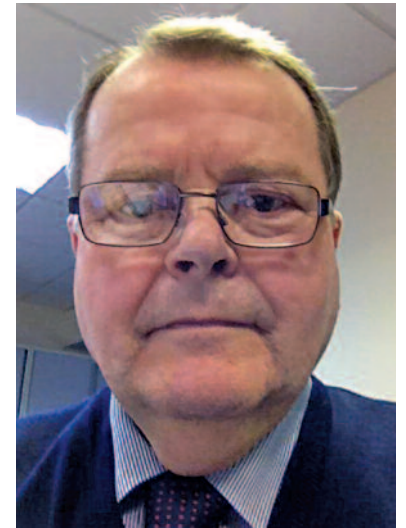
**You can read about the changes in more detail on page 6 and 7**



This is just the start. We plan to increase the amount of information and resources available free of charge to members as an ongoing commitment. Alongside all of this, we have teamed up with Protean to create a CFTS-approved paperless Thorough Examination Documentation System which you'll read more about in this issue. Having invested a considerable amount of time on upgrading our IT systems our intention, over the coming months, is to visit as many of our members as possible. Looking forward to seeing you in 2018!

**Shaun Prendergast**, Technical Manager North  
**Matthew Kennedy**, Technical Manager South

# Board movements



CFTS has appointed **David Callis**, Ecobat's Special Projects Manager, to its board.



Chairman of CFTS, Geoff Martin, said: "We are all extremely pleased to have David joining us on the Board. With over 30 years' experience in quite a specialised part of the industry he's going to be a valuable addition, bringing with him, as he does, a great amount of knowledge and expertise."

David Callis joined the industry in 1985 as Regional Sales Manager for Chloride Motive Power in Crawley. He later joined Hawker as National Account Manager before moving to Powercell in 2005 to become their Operations Director.

He took up the role of Special Projects Manager when Powercell was purchased by Ecobat Technologies and is responsible for all energy management and handling projects.

David said: "It's a great honour to join the Board. CFTS plays a hugely important role in the industry and is a key driver in pushing the industry towards ensuring every single working fork lift is safe to operate."

# Coming soon: Chain training day

Over the next 12 to 18 months and in partnership with FB Chain, we will be running a pilot programme of chain training days at that company's new purpose-built manufacturing and distribution centre in Letchworth, Hertfordshire.



These look set to be extremely valuable events for those delivering Thorough Examinations, as well as those involved in decisions concerning chain replacement purchases.

The first event will be held during the first week of February 2018 and will be

followed by second mid-year and another later in the year. Depending on uptake, we will review and liaise with FB Chain to see whether this can become an ongoing programme.

Days will be limited to no more than 20 people, so please keep a close eye on your inbox to avoid disappointment.

## New steel chain wear gauge from FB Chains

FB Chains is now producing a steel version of its famous chain wear gauge. While the price is slightly higher, it is very good value as it is stronger and more hard-wearing – so it will always be up to the job... even in the hands of the most robust engineer!

Available now from [chainweargauge.com](http://chainweargauge.com).



(L to R): Matthew, Peter Church of FB Chain and Shaun.

Frequently asked questions...

# When should I replace a hose?

This is a question frequently posed to CFTS Technical Managers Shaun and Matthew.

Under guidance from BITA, FEM (European Standards) and Goodyear & Parker, we have the following advice for hydraulic hoses being inspected visually.

Any of the conditions opposite require immediate shutdown and replacement of the hose assembly.

- Slipping of hose fitting
- Hard, stiff, heat-cracked or charred hoses
- Cracked, damaged or badly corroded fittings
- Damaged, cracked, cut or abraded cover (leaving reinforcement exposed)
- Leaks at fitting or in hose
- Kinked, crushed, flattened or twisted hose
- Blistered, soft, degraded or loose cover



We expect competent persons to use their experience during a visual inspection. On that basis, CFTS would not expect hoses to be replaced where it is clear that reinforcement is not a risk (ie minor scuffs and small nicks).

CFTS would also like to remind all accredited companies of the dangers involved in working on a hydraulic system, including:

- Working near or under hydraulically-supported loads
- Residual pressure
- Hose and hose reel whip
- Burns, slips and toxicity
- Pressure injection injuries

## REMEMBER:

Never check for leaks or damage by running your hand over a hose or fitting which may have contents above atmospheric pressure.

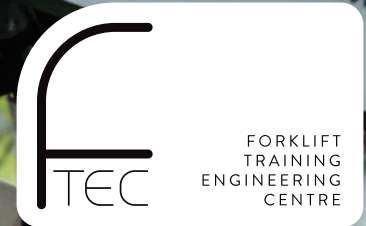
# Good news from F-TEC

Good news continues to flow from F-TEC, the fork truck training centre created by the industry, for the industry.

Having opened its doors in July 2016 with just two members of staff and a couple of fork lift trucks, it now features seven fork lifts, three power pallet trucks plus a diesel cab sweeper and employs eleven staff – including three full-time trainers. The number of classrooms has risen from one to three accommodating dozens of engineers.

Numbers on courses have risen dramatically: monthly attendance on Thorough Examination courses are up by 17.3% per month.

For more information on Thorough Examination courses available, call F-TEC on **01793 686182** or email [info@ftec.org.uk](mailto:info@ftec.org.uk). Alternatively, for advice on fulfilling your obligations as a CFTS accredited company, contact details can be found on the back cover.



## Upcoming course dates

### Thorough Examination (Engineer) 2 day course

5th-6th Dec 2017 ● 9th-10th Jan 2018  
6th-7th Feb 2018 ● 6th-7th Mar 2018  
20th-21st Mar 2018 ● 3rd-4th Apr 2018  
17th-18th Apr 2018 ● 8th-9th May 2018

### Thorough Examination Revalidation 1 day course

7th Dec 2017 ● 11th Jan 2018 ● 8th Feb 2018  
8th Mar 2018 ● 22nd Mar 2018 ● 5th Apr 2018  
10th May 2018

### Thorough Examination Manager 1 day course

2nd Aug 2018 ● 8th Nov 2018

# Website update

www.thoroughexamination.org



## REMEMBER:

If you haven't already re-accredited this year, you will be required to do so before you can order new packs.

If you have not created a login and updated your details, please do so now.

Any queries? Please contact Amanda on **01344 623800** so she can assist you

Nearly a year has passed since we launched a Members area on the CFTS website.

It's worth familiarising yourself with this aspect of the website. It is packed with free resources and includes lots of functions designed to save you time and money. In this section, you can...

### Update your company details and contact information section

Contact details — especially email addresses — must be correct to enable us to direct any information regarding legislation and changes to the correct people.

Improved Member functions also allow larger companies to create accounts for individual depots. This will allow individual sites to log in and place their own orders, with head office maintaining ultimate administrative control.

### View, print or download from the CFTS Inspections vs Non-CFTS Inspections comparison library

Currently there are seven versions available free of charge, including: counterbalance truck, telehandler, rough terrain fork truck, man-up machine, reach truck, demountable truck and stacker truck.

Looking for laminated CFTS vs Non-CFTS comparisons?

Contact the CFTS office (details on the back cover), so we can arrange for these to be sent to you.

### Order documentation packs and decals online

Available 24/7, this means you can order what you need — as and when you need it — without spending time on phone calls and faxes.

### Download and use CFTS logos

There's a full set of logos available that you, as a Member Company, can download and use on your paperwork, website and even vehicle livery.

### View or Download every issue of the Examiner

This archive is a useful reference as back issues contain guidance on common topics of interest for our Members.

### Access Thorough Examination proposal documents

Available to print out or digitally sign, these are an effective tool for presenting costs to potential customers — helping you to grow your business.

### Looking ahead

We are committed to updating this area with the latest developments and expanding the information available to Members.

# Thorough Examinations online...

## Which pack is right for you?

In January, our all-electronic packs for Thorough Examination will be available online (as well as still being available in the traditional paper format).

If you decide to switch, you'll find the system – developed in association with leading fork lift field-service specialists Protean Software – simple, straightforward and very cost-effective to use.

Importantly, it will be available in four different, customizable packages to suit the size and nature of your business. So, you never pay for facilities or capability you don't need.

At the same time, you can easily upgrade if you want additional functionality – to include invoicing, stock control and accounts merging for example.

Within each package (listed below), you have the option to specify the appropriate number of licences necessary to accommodate both engineers and office staff.



While Protean will invoice you directly for fees, please note that by using the paperless system you will receive a 10% discount on paper documentation costs from CFTS. In addition, you will be sent an adequate supply of decals and date stickers to cover your usage.

To find out more, please contact your Area Manager.

Shaun Prendergast **07730 768668** or  
Matthew Kennedy **07739 638866**

### 1 Lite Package

#### Protean 7.3 Lite TE Edition

For: smaller members:  
includes licence for 1 office user  
and 1 engineer (additional  
licences available)

Manages: Customers, Contacts,  
Equipment, Inspections, Jobs (TE  
only), Planner Board, Engineer  
Mobile App, Messages

#### Monthly cost: £30

Additional users (office or  
mobile): £20 per month each.

Installation cost:  
£995 one-off fee.

Add-on training costs:  
£100 per hour online or  
£700 per day plus expenses on-site.

### 2 Extra Package

#### Protean 7.3 TE Edition

For: small - medium sized  
members: includes licence for  
1 office user and 1 engineer  
(additional licences available)

Manages: Customers, Contacts,  
Equipment, Inspections, Jobs (all  
types), Planner Board, Engineer  
Mobile App, Messages & Invoicing

#### Monthly cost: £40

Additional users (office or  
mobile): £25 per month each

Installation cost:  
£1250 one-off fee.

Add-on training costs:  
£100 per hour online or  
£700 per day plus expenses on-site.

### 3 Enterprise Quickstart Package

#### Protean 7.3

For: medium-sized members:  
includes licence for 1 office user  
and 1 engineer (additional  
licences available)

Manages: Customers, Suppliers,  
Contacts, Equipment, Inspections,  
Jobs, Planner Board, Engineer  
Mobile App, Stock Control,  
Order Processing, Invoicing,  
Messages, Tasks, Maintenance  
Agreements

#### Monthly cost: £90

Additional users (office or  
mobile): £50 per month each

Installation cost:  
£1750 one-off fee.

Add-on costs:  
Data migration: £700 per day  
Hire module: £10 per month  
Protean Intelligence Dashboards:  
£10 per month  
Customer Web Portal:  
£25 per month  
Accounts Integration Module:  
£25 per month  
Extra online training:  
£100 per hour  
Extra on-site training:  
£700 per day plus expenses

### 4 Enterprise Full Package

#### Protean 7.3

For: larger members: includes  
licence for 1 office user and 1  
engineer (additional licences  
available)

Manages: Customers, Suppliers,  
Contacts, Equipment, Inspections,  
Jobs, Planner Board, Engineer  
Mobile App, Stock Control,  
Order Processing, Invoicing,  
Messages, Tasks, Maintenance  
Agreements, Customer Web  
Portal Interface, Hire Modules,  
Accounts Integration.

#### Monthly cost: £150

Additional users (office or  
mobile): £50 per month each

Installation cost:  
£5000 one-off fee.

Add-on costs:  
Data migration: £700 per day  
Hire module: £10 per month  
Protean Intelligence Dashboards:  
£10 per month  
Customer Web Portal:  
£25 per month  
Accounts Integration Module:  
£25 per month  
Extra online training:  
£100 per hour  
Extra on-site training:  
£700 per day plus expenses

### Currently use Protean?

If you currently use Protean, you can upgrade to the CFTS System FOC by contacting Protean directly. Alternatively, speak to your CFTS Technical Manager.

## CFTS Board Members & Officers



**Geoff Martin**  
Chairman  
Jofson Ltd



**David Callis**  
Ecobat  
Technologies Ltd



**Mike Knowles**  
Crown Lift Trucks



**Derek Martin**  
Director  
Champion Forklifts



**Peter Harvey**  
FLTA



**James Clark**  
Secretary, BITA



**Shaun Prendergast**  
Technical  
Manager, CFTS



**Matthew Kennedy**  
Technical  
Manager, CFTS

## Did you know you can pay by BACS?

Our BACS facility is designed to save you time and money. This secure and automated service means you can eliminate the expenses related to writing and posting payments.

Most importantly, it's a secure payment method that removes the risk of outstanding cheques being delayed or mislaid within the postal system.

If you're not already paying by BACS, you can set up your payments today by getting the details from Amanda at [amanda.cook@bita.org.uk](mailto:amanda.cook@bita.org.uk) or telephone **01344 623800**.

**Reminder:**  
CFTS payment terms are 30 days

## Contacts

### Reminder

May we take this opportunity to remind all companies accredited to the CFTS scheme that documentation should be ordered via the CFTS website [www.thoroughexamination.org](http://www.thoroughexamination.org) using your login/password details or via [amanda.cook@bita.org.uk](mailto:amanda.cook@bita.org.uk). Invoice queries should be directed to Consolidated Fork Truck Services. The relevant contact details are given below.

### Documentation pack orders

Please order via the CFTS website [www.thoroughexamination.org](http://www.thoroughexamination.org) using your login/password details or via [amanda.cook@bita.org.uk](mailto:amanda.cook@bita.org.uk).

### Invoices and general CFTS administration

Contact Amanda at the CFTS office.

Her details are:

#### Consolidated Fork Truck Services

5-7 High Street, Sunninghill, Ascot, Berkshire SL5 9NQ

Tel: **01344 623800**

Fax: 01344 291197

Email: [amanda.cook@bita.org.uk](mailto:amanda.cook@bita.org.uk)

### Technical advice & other queries

North of England, Scotland, Northern and Southern Ireland: CFTS Technical Manager **Shaun Prendergast** oversees all aspects of administration and is happy to deal with any queries. His contact details are:

Mobile: **07730 768668**

Email: [shaun@thoroughexamination.org](mailto:shaun@thoroughexamination.org)

### South of England, West Country, Channel Islands and Wales:

CFTS Technical Manager **Matthew Kennedy** is also available to handle any queries you may have. His contact details are:

Mobile: **07739 638866**

Email:

[matthew@thoroughexamination.org](mailto:matthew@thoroughexamination.org)

To contact either Shaun or Matt by post, please use the following address:

#### Consolidated Fork Truck Services Ltd

5-7 High Street, Sunninghill, Ascot, Berkshire SL5 9NQ