

# 2 Comfort & Safety

## DEMO TIPS



### 1. Driveability

Driveability is that confident feeling you get when maneuvering or handling a load on the C-5. It consists of 4 basic elements:

- Comfort
- Control
- Stability
- Visibility

### 2. Comfort

Operator comfort is imperative to productivity. Without the C-5's comfort features, operators spend more time making adjustments.

#### Point out:

- Entry/exit features like the angled step. **Demo** how the lower end facilitates entry while the upper end facilitates exit. Show how the V-sculpted seat deck offers convenient (drop-down) access to the large step. Continue the demo by showing hand-holds (posts) and extended floor space and head room.
- **Demo** the entry/exit advantage from the right side of the truck and how it comes in handy while in a trailer working with loads (when the left side of the truck is next to the trailer wall).
- The FlexSeat's limited need for adjustment. **Demo** how the seat back flexes to offer postural relief and how the seat cushion utilizes a mesh that doesn't "bottom out" on a hard surface. This reduces the shock and vibration felt by the operator while driving over docks.
- The isolation mounts for the engine and OHG reduce vibration in the operator compartment.
- The wedge in the counterweight deflects hot air away from the operator while traveling in reverse. **Demo:** take a piece of paper and run it across the counterweight opening while the engine is running. Show how air doesn't flow from the center of the counterweight.

### 3. Controls

Strategically placed controls are easy to activate but don't hinder entry/exit or visibility.

#### Point out:

- Infinitely adjustable steer column, easy-to-operate hydraulic levers with tactile feedback, and a push button park brake that provides easy, out-of-the way control.
- **Demo** the ease of entry/exit from the right hand side of the truck.

## 4. Stability

Stability is the cornerstone of driveability. Stability is gained through the C-5's smart use of steel and optimized center of gravity.

### Discuss the Intrinsic Stability System and its key components:

- Greater mass in the right places equates to added strength and more confidence.
- Tilt interlock and speed control. **Demo** how tilt interlock keeps operators from tilting too far forward. Show how the mast must be tilted to no more than 2 degrees forward tilt to lift the mast above staging.
- Discuss the benefits of dead engine braking and steering.
- **Demo** the hill hold feature on a ramp, if possible. Hill hold is not active in neutral or during travel down a ramp. The feature is activated when the truck is in the gear that would allow it to travel up the ramp.

**Examples:** If the truck is facing forks-first down an incline, hill hold will be active when the truck is shifted into reverse. Similarly, if the truck is facing forks-first up an incline, hill hold will be active during forward travel. (Remember that a loaded truck must travel power unit-first down a ramp.)

**Note:** *Hyster's clutch-based braking allows them to provide ramp hold regardless of what gear the truck is in. But clutch-based braking creates excess heat and premature wear in transmission components.*

- Discuss the advantages of ramp speed control and how its optional on competitors trucks.
- **Demo** wheel loading and stability by showing the forward stability video.

## 5. Visibility

Visibility is a key component of safety. Every point on the C-5 has been designed to optimize visibility.

### Point out:

- How the sculpted cowl, narrow steering column and clear view mast improve forward visibility. Discuss the 3 windows (panes) of visibility: left of the mast, middle of the mast and right of the mast. Acknowledge how some competitors might have an advantage in one area, but not all.
- OHG cross member is slanted to maximize visibility at height.
- The sculpted seat deck offers unmatched visibility to the ground.
- Industry-leading rearward visibility results from lower counterweight and LP bottle bracket.
- **Demo** the rearward visibility advantage by asking customers to sit in Crown and competitor seats and using objects or people to show different sight lines.