

# Service & Uptime

## DEMO TIPS



### 1. Access to Components

Quick access to components is what every technician is looking for in an IC lift truck.

#### Point out:

- Larger area between the OHG posts allows the technician room to move.
- No tools required to remove the side panels and floor boards. **Demo** the step-by-step process of cover removal.
- Discuss the patent-pending 4-bar pivot that allows the seat deck to open to an industry-leading 95 degrees. Explain that it is possible to remove the engine without removing the seat deck.
- If the demo truck has On-Demand Cooling, show the improved radiator and engine access that results from relocating the fan to the back of the truck.
- **Demo** the ease of screen removal with ODC.
- **Demo** the steps to removing an LP bottle.

### 2. Component Location

No more getting on your knees or bending over to access components. The C-5 components are located with ultimate accessibility in mind.

#### Point out:

- Frequently accessed touchpoints such as the alternator, starter, dip sticks, oil and air filters.
- **Demo** how you can reach these key components from a standing position.

### 3. Access 1 2 3® Comprehensive Control System and InfoPoint® Maps

Discuss how the technician always has the right tools all the time. There's no guesswork about truck diagnostics, and no handsets, laptops or other diagnostic tools are necessary.

#### Point out:

- The on-board display and show customers how to navigate Access 1 2 3®.
- The InfoPoint® maps and location of the Quick Reference Guide.
- **Demo** the benefits of Access 1 2 3® by creating a fault code. Disconnect the Fuel Lock Off switch located above the air cleaner, and trace the fault through the display and InfoPoint.

#### 4. eSmart™ Accurate Fuel Tracking

Ask how often operators get stuck because they ran out of gas. Then ask if the customer knows if their LP bottles are truly empty when they are replaced.

**Point out:**

- Most systems measure pressure only. There are other key factors, like bottle temperature, that also affect pressure readings.
- The Crown eSmart™ system utilizes a patent-pending algorithm that measures factors beyond pressure.
- **Demo** how to access the total fuel used, fuel rate and fuel available readings. Show how easily the performance mode can be changed from productivity to economy.

#### 5. Extended Service Intervals and Warranties

The C-5 Series' superior construction and exclusive features allow Crown to extended service intervals and offer industry-leading warranties. Use the brochure to communicate these benefits.

**Point out:**

- Extended service intervals: Reference the service manual and highlight PM, oil change and optional power brake service intervals.
- Industry-leading warranties