

GRANT
HANDLING
FORKLIFT SOLUTIONS

HELI

AN APROLIS UK COMPANY



HELI Electric Pallet Truck (CBD15/18/20JLI3)

Best Practice Guide

Introduction

The following guide has been created to help your operators use your Electric Pallet Truck **safely and efficiently**.

By following it, you'll improve safety, maximise uptime, and extend the life of your machine.



General Do's and Don'ts

Do	Don't
Charge the battery frequently.	Let the battery run below 20% SOC (State of Charge).
Charge the battery fully at least once a month so it can calibrate the SOC.	Leave the battery uncharged for longer than a month.
Use on flat, stable surfaces.	Use on uneven ground with bumps where the load would be unstable.
Use your pallet truck on a gradient of less than 5% with a load and less than 10% without a load.	Use your pallet truck on a gradient above 5% with a load and above 10% without a load.
Perform daily pre-operational checks – battery is secure, visible damage or leaks, nuts and bolts are tightened, exposed wires/ hoses.	Use damaged or worn parts. Replace faulty forks, wheels or brakes immediately.
Use proper lifting techniques – center the load and keep it balanced on the forks.	Load the pallet however it fits.
Store properly when not in use – park in a safe, designated area with the forks lowered to the floor.	Don't leave the truck in a travel position with the forks up, in the middle of a walkway where it's a trip hazard.
Wear appropriate PPE – use steel-toed boots, a high-vis vest and safety gloves.	Wear ordinary boots without a steel-toe and clothing that makes less visible.
Ensure all staff have had adequate training including an assessment and a certification.	Let anyone operate the machine, even though it's just a pallet truck, it's still a powered piece of equipment.

Battery Care and Charging

Optimal Charge Levels

Maintain battery charge between 30% and 100% to prevent cell strain and extend lifespan. Avoid deep discharge below 20%. Charge the battery fully at least once per month to calibrate the state of charge.

Opportunity Charging Benefits

Use short, frequent charging sessions during breaks to avoid downtime and keep battery healthy.

Proper Charger Use

Always use approved chargers to prevent electrical damage and avoid overheating risks.

Safe Handling and Storage

Handle plugs carefully, avoid extreme temperature exposure, and store indoors when not in use.

If left discharged, these units are susceptible to deterioration. Even though lithium batteries have a relatively low self-discharge rate compared to lead acid, the charge can drop very quickly once it hits 80% discharge.

Currently you cannot recovery charge lithium-ion batteries.



Driving and **Braking**

Optimal Tiller Arm Positioning

Driving with the tiller arm in Zone B ensures the best control and responsiveness for safe operation.

Smooth Acceleration and Speed Control

Smooth starts and appropriate speed reduce mechanical strain and improve load stability during operation.

Safe Navigation and Visibility

Using the horn proactively and ensuring clear visibility helps avoid accidents in congested warehouse spaces.

Load Handling and Braking

Lifting forks just enough and using regenerative braking maintain low center of gravity and smooth stops.

To activate the electromagnetic braking release the handle and the tiller arm will automatically go to the vertical position. The truck will automatically stop, even when on a slope.



Load Handling Techniques

Assess Load Weight

Operators must check load weight against truck capacity to prevent overloading and maintain safe operation.

Centre Load on Forks

Load must be centred on forks to maintain balance and prevent tipping or hydraulic stress.

Controlled Lifting and Placement

Lift loads just enough for clearance and position carefully to avoid sudden movements and ensure stability.

Safe Operation Practices

Maintain situational awareness, avoid riding on trucks, and use slow, straight paths when stacking loads.



Environmental Awareness

Moisture and Water Exposure

The pallet truck is not waterproof; exposure to moisture can cause electrical malfunctions and corrosion. However, it can be used briefly outdoors to bring loads in.

Terrain Impact

Rough and uneven surfaces like gravel and bumpy surfaces can damage the wheels and chassis. It is also not recommended to take them up curbsides.

Ramp Use

Can be used on a ramp with a full load up to a 5% incline and 10% without a load.

Temperature Effects

Designed for use in -10°C to +40°C. Extreme heat accelerates battery wear; freezing lowers efficiency and affects hydraulic fluids.

Dust and Debris Protection

Dust infiltration harms electrical housings and bearings; clean environments support better machine health.

TOP TIP!

Water repellent sprays can also be applied to areas where water is likely to get into the electrics, such as switches and control units.



Routine Maintenance Checks

Daily Safety Checks

Daily inspections include checking for any damage, hydraulic leaks, exposed wires or broken hoses, nuts and bolts are tightened, the battery is secure.

Hydraulic and Brake Maintenance

Hydraulic oil levels and brake performance must be monitored closely to ensure smooth operation and safety.

Weekly and Periodic Inspections

Weekly checks focus on wheel bearings and safety switches, while longer intervals include structural inspections.



Common Operating Issues

Before you notify us of a fault: Do this checklist

- Battery is fully connected
- Truck is unplugged from charger
- Emergency stop is released
- Battery is charged enough to lift
- Key switch is turned on

If the truck doesn't move at all

- Check battery is connected
- Turn the key switch to default position
- Check battery charge
- Open the emergency stop switch

If you experience any other of the following common operating issues, contact us at helicbd.support@granhandling.com

- Forks won't lower
- Forks won't lift
- Truck moves slowly
- Truck suddenly starts
- Moving in one direction



Servicing Your Truck

Wear Over Time

Naturally over time, parts such as load wheels, castor wheels and brackets move and rub against each other causing wear and tear. With regular monitoring and care, you can keep the truck operating smoothly and extend the life of its components.

Preventative Maintenance

Routine and preventative maintenance is key to reducing the risk of breakdowns and costly repairs. We have dedicated local service engineer a that come to you, wherever you are.

Support

To discuss our preventable maintenance programmes, please email info@granthandling.com



Battery Replacement, Storage, and End-of-Life Procedures

Safe Battery Replacement

Replace batteries only when the truck is powered down and parked securely to ensure safety.

Proper Storage Conditions

Store batteries in a cool, dry place with insulated terminals and partial charge to maintain stability.

End-of-Life Handling

Follow environmental laws and regulations for professional recycling to avoid toxic fume release and hazards. This work must be conducted by a qualified professional company.

Safe Battery Transport

Use insulated covers on terminals and secure packaging to prevent vibration and impacts during transport.



Training

To operate an electric pallet truck, employees must have adequate training which involves an assessment and a certification. This training covers practical skills, equipment knowledge, risk awareness and how to use it safely.

Do You Need Training?

Grant Handling offer fully accredited training courses at your facility or ours.

training@aprolistrainingsolutions.co.uk



Contact Information

At Grant Handling, our six regional depots ensure you have fast, local access to experienced service engineers that come to you, wherever you are.

Should an issue arise and you need help with Electric Pallet Truck:

Email helicbd.support@granhandling.com

Want to buy another Electric Pallet Truck?

Visit www.granhandling.com/shop or email ecommerce@granhandling.com



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