

# NC NATIONAL CART CO



## SAFE USE & MAINTENANCE GUIDE SHELVES AND NON ROLLING STOCK ITEMS

Thank-you for your purchase! This guide will help you maintain and extend the service life of your products, while ensuring that they remain safe and usable for your associates and patrons.

Any product, no matter how well constructed, may fail as a result of improper maintenance, abuse/mistreatment, or improper use. To reduce this risk, we strongly recommend you read and follow all safety/maintenance procedures contained in this packet and implement your own safety inspection and maintenance protocols before placing your items in use.

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### Receiving & Unloading

Your National Cart products have been packaged to prevent damage and utilize the space in the trailer. Immediately take control of the delivery when it arrives. The driver may or may not know the procedures needed to unload products. Once the trailer is in place at the loading dock check all visible bindings. **DO NOT** drop the products to the ground while unloading, components may be damaged. **DAMAGE CAUSED BY IMPROPER UNLOADING AND HANDLING OF PRODUCTS IS NOT COVERED BY THE WARRANTY. COUNT THE PRODUCTS AS THEY ARE UNLOADED, BUT KEEP THEM SEPARATE FROM OTHERS SO THAT THE COUNT CAN BE VERIFIED AT THE END OF UNLOADING. INSPECT PRODUCTS FOR ANY DAMAGE CAUSED DURING SHIPMENT. ITEMS SHALL BE UNPACKED TO THE EXTENT NECESSARY TO DETECT OTHERWISE CONCEALED DAMAGE. NOTE ANY DAMAGE AND THE FINAL PRODUCT-COUNT ON THE BILL OF LADING.**

### Important:

**Remove any product from service if it is found to be damaged or if it fails one or more checks listed in the safety inspection criteria section of this guide. A damaged item should remain out of service until a repair or replacement can be made. Missing or damaged items must be reported to the driver and to National Cart. Call 1-800-455-3802 and speak to a customer service representative with the details of your shipment.**

### Safe Use Information

The intended use of Shelving and Non Rolling Stock items is to store, hold or work with a variety of items. Any use other than what the product is intended for can cause damage to the product and make it unsafe to operate. **Items with damage, defects or missing parts must be taken out of service immediately until a repair or replacement can be made.**

### Safe Use Guidelines

**THE FOLLOWING LIST PROVIDES SOME BASIC DO's AND DON'TS ABOUT OPERATING SHELVES AND NON ROLLING STOCK ITEMS**

**DO** educate your associates and managers when and how to intervene when they observe unsafe use of products.

**DO** inspect products daily for damage, defects, or missing parts and remove them from service immediately. Inspection checklist provided in this document

**DO** perform periodic maintenance and repairs to your products to ensure they are safe and ready for use.

**DO** inform management of unsafe conditions in the operating environment.

**DO** use the correct size pans and lugs and their appropriate load ratings to mate with shelves or surfaces

**DO** keep surfaces clean and free from obstructions

**DO** move products or set them in place manually unless they have been specifically designed to be moved with a fork truck or pallet jack

**DO** use the appropriate anchors for mounting products to walls or floors. Qualified contractors are recommended.

**DON'T** overload the products beyond their capacity

**DON'T** sit or hang on or in products

**DO** avoid operating or placing products on uneven surfaces

**DO** place loads onto products from the bottom up and always put the heaviest loads on the bottom first

**DO** store or install products neatly and in locations that do not allow the products to become hazards within their environment

**DO** level the bases of products so that all four legs touch the ground at the same time. Uneven bases may cause a product to tip while in use

**DO** place items onto products in ways that fully support their load. Do not place items larger than the load bearing surface(s) onto products.

**DO** stabilize loads on products and always load to achieve the lowest possible center of gravity

**DO** avoid tall loads that could cause overturning

**DON'T** use products for horseplay

**DON'T** modify a product in any way and inspect for applicable sanitary conditions

**DO** use caution when operating a product around hazards (curbs, thresholds, etc.)

**DO** keep hands and loose clothing or hair clear from hinges, pinch points and moving parts

**DON'T** allow products to impact against each other or any other kind of obstruction

## Moving Parts Safe Use Guidelines

The product(s) that you have may or may not have moving parts that are incorporated into their design. Some or all of the following guidelines may be applicable to your specific situation.

Make sure all removable features (handles, shelves, legs etc.) are properly secured before operating

Beware of pinch points and keep all body parts, clothing or other objects clear from these areas.

## Promoting Safe Use in the Store

The safe use and operation of the product should be a high priority of operation wide safety practices. **Associates need to be trained about the potential dangers caused by not following warning labels and recommendations.**

## Safety Inspection Criteria

Inspect your products as necessary to keep them in proper working order. To aid you in performing routine Safety Inspections; we are providing the following Safety Inspection Checklist. Products should be visually inspected regularly to identify problems. **Train associates to know what to look for during inspections. Remove products from service immediately if any safety issues are found.**

## Safety Inspection Checklist

If one or more of the following criteria fails upon inspection of a product, – **REMOVE FROM SERVICE IMMEDIATELY UNTIL A REPAIR OR REPLACEMENT CAN BE MADE.** Items that have been removed from the fleet for repair should be tied together with a lock and chain and labeled “**DO NOT USE – UNSAFE**” until they can be repaired or replaced.

- ✓ **All Safety-Warning Labels are present and fully legible.**
- ✓ **All moving parts can be operated properly and with ease.**
- ✓ **There are no missing or broken components on the product and all fasteners/anchors are tight and secure.**
- ✓ **There are no bent, cracked, sharp or protruding areas on the product that may cause injury.**
- ✓ **All welds and/or joints are intact and the product is level to the ground.**



Your Satisfaction is very important to National Cart Company. If you have any comments or questions concerning proper maintenance and/or safety of our carts, please contact our Customer Service Department (800) 455-3802 . We recommend that this copy of NCC Safe Use & Maintenance Guide be kept on file or displayed within your facility. National Cart Company is not responsible for aftermarket additions or maintenance performed by outside contractors at your store. For a list of service companies, please call our Customer Service Department at the phone number below. For reprints of this document, visit our website at [www.nationalcart.com](http://www.nationalcart.com). Spare Parts for NCC Products can be purchased by contacting our Customer Service Department by fax, phone or e-mail.

## Maintenance Recommendations

Your National Cart Products have been designed to withstand the daily rigor of normal use and to perform as expected throughout their service life with minimal maintenance. While special cases may exist, the care and maintenance of the products is your responsibility. By following the procedures listed below, you can be sure that your purchase will have a long and useful life. We strongly recommend that you perform a thorough cleaning and routine maintenance every 3-6 months. The products should be serviced by a trained in-house associate, or a qualified service company.

### REPLACE WORN COMPONENTS.

- Parts such as plugs, caps, hand grips, casters, bumpers, removable components, etc can be easily replaced during routine maintenance. Certain repairs may require a higher level of mechanical expertise and knowledge. Please contact your customer service representative if you are unsure of any necessary repair.
- High or Low temperature applications may require specific replacement parts

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Your Satisfaction is very important to National Cart Company. If you have any comments or questions concerning proper maintenance and/or safety of our carts, please contact our Customer Service Department (800) 455-3802 . We recommend that this copy of NCC Safe Use & Maintenance Guide be kept on file or displayed within your facility. National Cart Company is not responsible for aftermarket additions or maintenance performed by outside contractors at your store. For a list of service companies, please call our Customer Service Department at the phone number below. For reprints of this document, visit our website at [www.nationalcart.com](http://www.nationalcart.com). Spare Parts for NCC Products can be purchased by contacting our Customer Service Department by fax, phone or e-mail.