

# 7 Questions to Ask Before Choosing A Forklift Attachment Supplier

Whether you're familiar with forklift attachments or not, there are so many types and models available on the market that it can often seem impossible to choose the right one let alone from the right supplier. There's a lot more than meets the eye with forklift attachments, with regular testing needed and relevant health and safety legislations to adhere to, so naturally it can be challenging to keep up. But it's equally important that your supplier helps you along the way, providing quality products as well as customer support and technical guidance.

To make the process easier for you, we've compiled some of the top questions – complete with answers – **that are worth asking any potential forklift attachment supplier.**



1

## Will My Attachment Be Certified?

**Answer:** By law, all forklift attachments sold in the UK should come supplied with a Certificate of Conformity (EC Declaration of Conformity for Machinery). If this certification isn't offered by your supplier, you run the risk of prosecution by the HSE should any accident occur, and you won't be able to pin the blame on the company. Cover your employees, yourself, and your business by making sure your chosen provider can supply the appropriate health & safety documentation with your attachment.

2

## Are Your Attachments Health & Safety Approved?

**Answer:** Any forklift attachment should come certified with a 'CE' mark, as this evidences that it's gone through stringent health & safety, and quality, inspections and tests. By making sure that your forklift attachment comes CE marked, you're guaranteed a product that conforms to the Machinery Directive (Directive 2006/42/EC of the European Parliament) and abides with various legislative requirements. Without this important certification, not only is it illegal to use, but there can be significant implications down the line in terms of health & safety, so it's important that you check from the outset that you're covered. (The only exception to this is non-integrated work platforms, which under European Law, are not required to be 'CE' marked).



3

## Can You Answer My Technical Questions?

**Answer:** Not only should your forklift attachment provider supply you with a product to suit your requirements, but it's important that you have full knowledge of the product you're purchasing. The company should be able to answer all and any technical questions you throw at them, as quite often they would need to be answered anyway in order for them to carry out the necessary forklift de-ration calculation (as fitting an attachment to your forklift will affect its capacity). Some of the questions worthwhile asking include 'what is the weight of my attachment?' and 'can you tell me where the centre of gravity is on the attachment?'

4

## How Can I Be Sure I'm Buying From a Quality Supplier?

**Answer:** One indication that your chosen forklift attachment company is a quality manufacturer is whether or not they're registered by the British Standards Institution (BSI). If they display the BSI logo, the company will have to undergo annual audits by the organisation's representatives and evidence that they adhere to its strict quality processes and procedures, including ISO 9001 -2000. If your chosen supplier uses the BSI logo, then you can have peace of mind knowing that quality is high on their agenda.



5

## What Guarantees and Warranties Do I Receive?

**Answer:** Any reputable supplier worth its weight in gold will offer a warranty as a form of promise to stand behind their products, or a Guarantee that they'll repair or replace your item, or give you a full refund, if an attachment becomes faulty within a certain amount of time. Some providers will offer a guarantee or warranty that lasts longer than just one year, which is a sign that they have complete confidence in the quality and workmanship of their products.

6

## Do You Offer Thorough Examination?

**Answer:** Using a forklift attachment that came fully tested and in adherence with the relevant health & safety legislations doesn't mean that it will always be fit for purpose down the line. They need periodic Thorough Examination (LOLER 98 and PUWER 98) testing by law, which is a little like a vehicle's MOT test. Companies that carry the CFTS accreditation will undertake Thorough Examination for you, and you can be rest assured that it will be carried out in full, and be legally valid. The test will be performed by a trained and qualified engineer in accordance with strict quality procedures.



7

## Do You Hold Spare Parts for My Attachment?

**Answer:** Asking them whether they have spare parts – in theory – will give you a straight-forward answer. But it's worth remembering that not all forklift attachment companies have spare parts for all of their products. Meaning that if anything does need replacing on yours – whether a simple spring, chain or bolt mechanism – and they don't supply spares, you may be faced with having to purchase a completely new unit, which is hugely inconvenient, costly, and downright unfair. That can be avoided by asking the question in the first instance, and if they do have spare parts, will ensure you have minimal downtime while they get your attachment back up and running.

## Charges - An Easy Way To Remember

Because we're nice people :) we've devised an easy way to remember the questions you need to ask, for times when you don't have this guide to hand... **Behold, CHARGES:**

- C** Will My Attachment Come With a **Certificate of Conformity**?
- H** Are Your Attachments **Health & Safety** Approved?
- A** Can You **Answer** My Technical Questions?
- R** How Can I Be Sure I'm Buying From a **Reputable** Supplier?
- G** What **Guarantees** Do I Receive?
- E** Do You Offer Thorough **Examination**?
- S** Do You Hold **Spare** Parts for My Attachment?

We really are clued up when it comes to forklift attachments, so if you have any questions about anything mentioned in this guide – or would like to talk to someone about your requirements – **please do get in touch with a member of the team on 01686 611 200, [sales@forklift-attachments.co.uk](mailto:sales@forklift-attachments.co.uk), or visit [www.forklift-attachments.co.uk](http://www.forklift-attachments.co.uk)** – we'd be more than happy to help.



*The Quality Leader In Forklift Truck Attachments*

If you need a 'be-spoke' solution to your material handling, we'd love to hear from you

**Call Us On +44 (0)1686 611 200**