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Revision Date	Revision Details
0, 09/18/14	Draft
A, 01/23/15	New release... Author = Terry Melvin

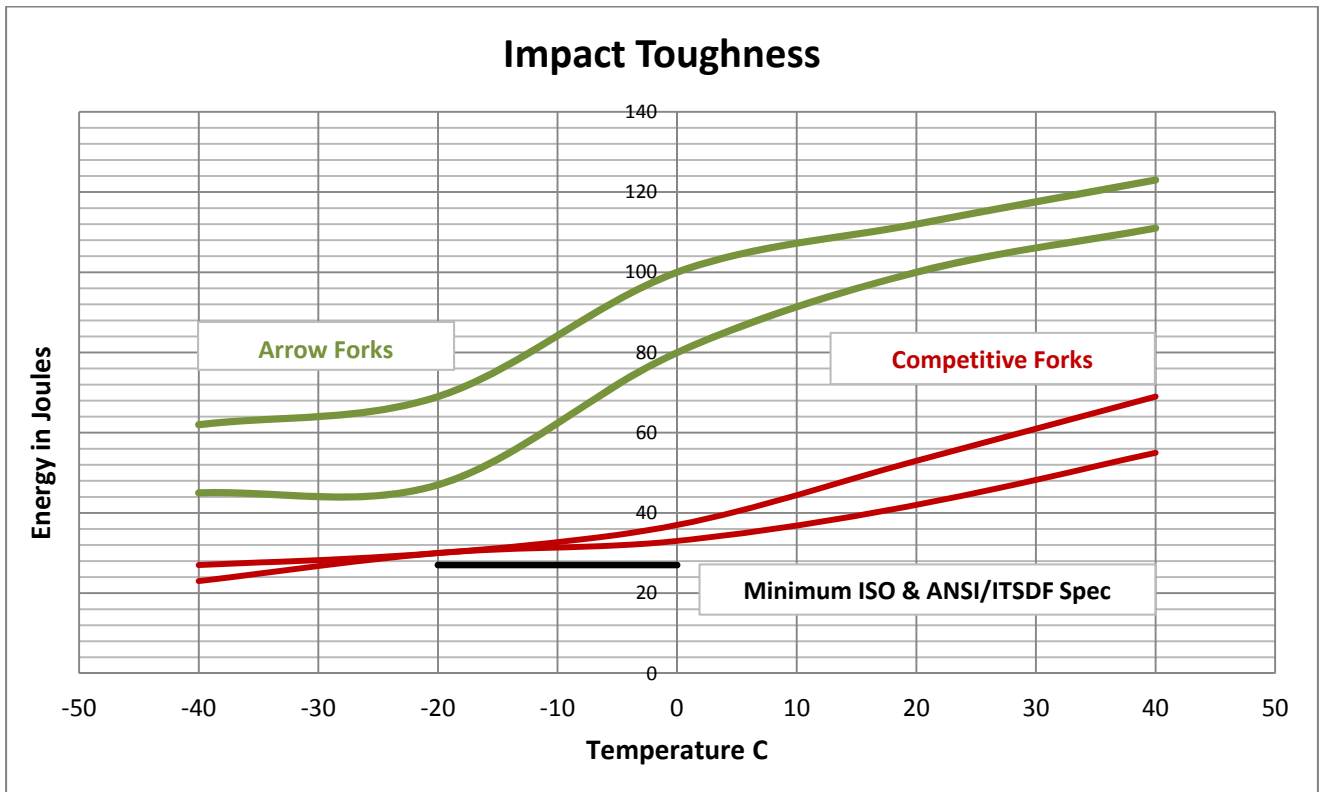
1.0 Purpose: Describes why Arrow Forklift Forks are guaranteed to perform, provide Safety for users and exceed both Industry Standards and Customer expectations.

2.0 Quality Materials & Quality Processes:

2.1 Fork Materials are generally comprised of the following:

Manufacturer	Chemistry							
	C %	Cr %	Mn %	Mo %	P %	S %	Si %	Fe %
Arrow Sample A	0.31	0.39	1.31	0.00	0.015	0.007	0.270	97.698
Arrow Sample B	0.30	0.39	1.28	0.00	0.020	0.008	0.270	97.732
Competitor Sample C	0.41	0.99	0.66	0.00	0.022	0.008	0.026	97.884
Competitor Sample D	0.43	0.96	0.67	0.00	0.023	0.008	0.270	97.619

3.0 Impact Resistance: Arrow Forks significantly outperform 40Cr Competitive Forks





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<u>Temperature</u>	<u>Arrow Minimum Resistance</u>	<u>Industry Standard</u>
@ -40 C	> 40 Joules	None
@ -20 C	> 45 Joules	> or = 27 Joules
@ 0 C	> 75 Joules	None
@+20 C	> 90 Joules	None
@+40 C	> 100 Joules	None

- 4.0 Heat Treating:** Arrow Forks are fully heat treated by being totally immersed in Heat Treating Ovens and Cooling Pools for specific temperature and time cycles required for each specific fork size and type. Many competitive products with various metallic compositions are typically only Heat Treated only at the Heel, near the Clip or at the Tips. Arrow's approach guarantees strength and uniformity at all points along the entire product.
- 5.0 Capacity Ratings:** Arrow Forks are significantly stronger than 40Cr Forks by 20%. Many competitors offer forks that may appear to provide the same load carrying capability as Arrow products. However, the capacity rating stated on their product may be calculated at a **500 mm** load center. The standard ITSDF B56 load center is set at **600 mm**. Forks that have a calculated and stated load rating at a 600mm load center **are 20% stronger** than forks rated at 500 mm.
- 6.0 Safety Factor:** All Arrow Forks exceed a **3X Safety Factor** for Rated Capacity using a 600 mm load center.
- 7.0 Warranty:** Arrow offers a **3 Year Limited Warranty** on all Fork products. All Arrow forks are warranted to be free from defects in material and workmanship for 3 Years after shipment in normal use and service. Arrow forks meet or exceed all ISO 2330 Standards and ANSI/ITSDF B56.11.4 Standards as provided by the Industrial Truck Association.
- 8.0 Value:** What does this mean to Users?
- 8.1** Unparalleled performance in normal use and service
 - 8.2** Reduced wear and longer Fork life
 - 8.3** Reduced Downtime
 - 8.4** Enhanced Safety for people and equipment
 - 8.5** Improved resistance against operator aggressiveness and accidents
 - 8.6** Unimpeded operation in cold temperatures
 - 8.7** Fewer fork replacements
 - 8.8 Lower Cost of Ownership!**