

# Toyota Material Handling *Torque*

THE TOYOTA MATERIAL HANDLING MAGAZINE

WINTER 2012

## PFD FOOD SERVICES

Toyota Material Handling Australia signs new  
forklift agreement with PFD Food Services



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Toyota Material Handling  
**Torque**  
THE TOYOTA MATERIAL HANDLING MAGAZINE

Welcome to the Winter 2012 edition of the Toyota Material Handling Australia (TMHA) magazine "Torque". In this edition we are focusing on our relationship with one of Australia's largest privately owned food service distributors – PFD – and how Toyota Material Handling is assisting them by providing customised solutions to help keep their logistics operations fresh.

We also take a look at what's trending in the automotive world with the launch of the new-look Lexus LX570 set to turn heads with its bold new style. Plus we take an in-depth review of the eco-friendly Prius which has expanded into a family of vehicles following the arrival of the seven-seat Prius V.

And are you looking for parts and service solutions for your forklift or skid steer loader? Toyota Material Handling has the answer. Call us today on 1800 425 438 and see why a Toyota Material Handling service is genuinely better for your forklift and skid steer loader, and for your pocket.



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# PFD Rises To Custom-Designed Forklifts From Toyota

Australia's largest privately owned food-service distributor is now using Toyota Material Handling Australia (TMHA) forklifts across its national networks of warehouses.



## The background

On January 26 this year, PFD Food Services commenced a five-year agreement with Toyota Material Handling Australia (TMHA) for the supply of more than 300 pieces of material handling equipment for its sites nationally.

The agreement resulted in the implementation of brand new equipment, a first for many of the company's sites and the strategic setting of key KPIs to ensure that the increased service level enjoyed by the company's metropolitan sites was extended to the regional centres.

The partnership was the culmination of a 12-month process in which both parties required a clear understanding of each other's requirements, including the trial and modification of equipment at several sites.

Key benefits from this process now include total freezer proofing of all equipment.

The reach trucks gained the most benefit from this process, with heated floors, laser guidance, independent drive and custom dead-man's pedal now standard equipment on PFD-spec equipment.

Future plans for the partnership are the implementation of TMHA's new fleet-management system, with PFD being the first Australian company to have access to this new global technology.



TMHA's agreement with PFD Food Services has seen the rollout of new forklifts across 58 sites nationally with the company taking delivery of approximately 300 forklifts – around 85 per cent of the PFD fleet.

TMHA worked closely with PFD to help develop a number of forklifts specifically for designed for their individual requirements – notably operating in minus 25-degree environments.

TMHA undertook detailed research and analysis of PFD sites and then consulted with them in the development of products to best suit the freezer conditions.

PFD's National Fleet manager Steve Wright said: "Numerous factors led to the contract with TMHA. A little over a year ago, TMHA ordered in some equipment for us to trial.

"The specification of the trial forklifts were

such that we could easily evaluate the units in our sites and we then worked with TMHA on evaluating and further developing the standard features on the units as well as a few other additional options that were available.

"This development work is part of the reason why the products have performed so well, because they were tailored to suit us.

"The significant improvements we saw were

in the steering and traction of the Raymond Reach truck, which is obviously very important when working in slippery minus 25-degree conditions.

"We were also impressed by the professionalism TMHA displayed. They understood that we had been with our current supplier for many years and the decision to change was not one that we would take lightly."

"The region-service capability and coverage of TMHA was a key component for us," Mr Wright added.

Mr Wright said TMHA's Raymond brand forklifts, which comprise the majority of the PFD fleet, had made a positive difference to operations in the company's warehouses.

PFD's involvement with the One Toyota family, which includes the Toyota Motor

Corporation Group, Hino Trucks, Lexus and Toyota Financial services, is an added benefit of the arrangement with TMHA.

"It's not something we considered at first, because we wanted to make sure we had the best product and service for our business. But we certainly see great value in a relationship with Toyota across all parts of our business." Mr Wright said.





## A family Prius for the Prius family

Toyota has expanded the iconic Prius into a family of vehicles with the arrival of the seven-seat Prius v.

The "v" behind the Prius v name stands for versatility - the first car in Australia to offer customers the flexibility of seven seats combined with a hybrid powertrain.

Prius now becomes the first full hybrid vehicle available as a standalone model range, with Prius v joining the Prius c and the flagship Prius hatch.

Newly designed from the ground up, Prius v is longer, wider and taller than a standard Prius with an extended wheelbase, making it possible to accommodate adults in all three rows.

The adoption of three-row seating has been achieved by the installation of a highly compact, space-saving lithium-ion battery pack.

Placed under the centre console between the front seats, it is the first lithium-ion battery to be fitted to a Toyota sold in Australia.

Prius v will be priced from \$35,990\* with advanced features including a 6.1-inch display-screen audio system, automatic air-conditioning, 16-inch alloy wheels, energy monitor, head-up display, keyless entry and ignition, daytime-sensing headlamps, electric power steering, cruise control and daytime running lamps.

Seven airbags, a reversing camera, hill-start assist, stability and traction control, and anti-skid brakes with brake assist and electronic brakeforce distribution are standard.

Prius v showcases the latest generation of Toyota's Hybrid Synergy Drive® powertrain, which employs a 1.8-litre Atkinson cycle petrol engine and a powerful 60kW electric motor for a combined system output of 100kW.

Supported by low weight and strong aerodynamic performance, Prius v returns class-leading fuel economy of 4.4 litres/100km and CO2 emissions of 101g/km\*\*.

Toyota Australia's executive director sales and marketing Matthew Callachor said Prius v will hold a unique position in the Toyota line-up as well as the industry.

"Prius v will compete in multiple segments with its

combination of size, versatility and fuel efficiency in a mid-size package," Mr Callachor said.

"We see Prius v as an alternative to small or mid-size sedans and wagons as well as compact SUVs and crossover vehicles - with fuel economy few of them can match," he said.

"With the added cargo space, the Prius v might also make an ideal light delivery vehicle for florists and small-package delivery services.

"With all its useable interior space and convenience, as well as its competitive price, performance and fuel economy, Prius v will present a compelling choice for buyers," Mr Callachor said.

Toyota now has a Prius family member to suit a diverse range of buyers, lifestyles and budgets.

Prius v pricing sits logically at the top of the Prius family with the Prius c city car starting at \$23,990\* and the flagship Prius from \$33,990\*.

The new car's seven-seat format features three independent sliding, reclining and split-folding second-row seats and a 50:50 split-folding third tier, providing a huge range of seating and cargo-carrying combinations.

Each row of seats is raised slightly above the one in front, providing clear forward visibility for all occupants while maintaining ample head clearance and legroom throughout.

Even with seven passengers on board, the Prius v provides 180 litres of cargo space. Stowing the third row of seats provides a flat luggage floor with a capacity of 485 litres.

Like Prius, there are three "on-demand" drive

modes to increase the capabilities of the full hybrid powertrain.

EV mode allows for ultra-quiet running on electric motor power alone for up to two kilometres, resulting in zero fuel consumption and emissions.

Eco mode prioritises fuel economy by slightly damping throttle response and limiting power consumption from the air-conditioning system.

Power mode boosts system performance.

Prius v, like all new Toyota vehicles, is covered by Toyota Service Advantage with a capped price of \$130 for each of up to six scheduled logbook services in the first three years or 60,000km#.



# Hybrid Hino truck a first for SICO

A NSW-based specialist manufacturing company has acquired a Hino 300 Series Hybrid to reduce its carbon footprint, save costs and benefit its clients.

SICO South Pacific, whose head office is in the US, purchased the 300 Series Hybrid 616 IFS as its first company-owned truck in Australia.

Purchasing manager Andy Lovis said the arrival of the new 300 Series Hybrid meant SICO could transport its own products to Wollongong and Port Macquarie rather than using external carriers, leading to a new level of operational efficiency.

"The additional benefits of the Hino Hybrid meant we could transport our products more quickly, which is good for our business," he said.

"The Hino truck offers a significant suite of safety features - like its dual SRS airbags and vehicle stability control - something very important to fleet operators these days.

"As a company, SICO is working hard to bridge the gap between supplying sustainable, earth-

friendly product solutions and constructing products that represent good value for our customers - and the Hino Hybrid is a perfect fit for our operations," he said.

Mr Lovis said the purchase of a Hino Hybrid tied in with the company's commitment to minimising its impact on the environment.

The Hino Hybrid has an auto stop-start system to save fuel by shutting down the engine when the vehicle is stationary (which the driver can choose to switch off).

The Hino 300 Series Hybrid features SRS airbags, four-wheel ventilated disc brakes with ABS brakes, electronic brake-force distribution and vehicle stability control - all as standard equipment (as per Hino's entire 300 Series range).

The Hino 300 Series Hybrid's exhaust

emissions easily exceed the requests for Euro 5 and actually meet the EEV (Enhanced Environmentally Friendly Vehicle) standard which, combined with the Hino Hybrid fuel consumption and subsequent emissions-reducing technology, makes it arguably the cleanest light duty truck on the Australian market.

When it came to selecting their new vehicle, Mr Lovis said Hino really helped out by demonstrating the best truck for their purposes.

"We have been impressed with all the features of the truck including the reversing camera and comfortable driver's seat, which has its own suspension," he said.

Since 1951, SICO has provided its customers with a range of mobile folding and rolling, space-efficient tables, stages, dance floors and many other products that help customers get the most out of their available space.

[www.hino.com.au](http://www.hino.com.au)



# TMHA Opens Albury Branch

Toyota Material Handling Australia (TMHA) has established a direct presence in Albury-Wodonga, increasing its customer support capability and confirming TMHA's commitment to the region.

The TMHA Albury branch offers the full Toyota Material Handling range of Toyota, BT Lift Truck and Raymond forklift products, as well as Toyota's comprehensive Huski skid-steer loader range.

Service vans based at the facility in Lavington cover a wide area: east to Corryong, north to Wagga Wagga, south to Euroa and west to Yarrawonga.

Albury-Wodonga branch manager Gareth Conlan said this territory was previously serviced by an agent.

"Establishing a direct TMHA presence has many benefits for customers in the area," he said.

"We can now offer dedicated field support as well as a fully equipped service facility capable of handling all jobs.

"Our six full-time technicians and their support

staff are factory-backed and trained to the highest skill levels in the industry.

"Three fully equipped service vans provide scheduled on-site service and a 24/7 breakdown service.

"Customers now have access to our national network of factory-owned branches and resources," he said.

The TMHA Albury-Wodonga branch is at:

28 Catherine Crescent  
Lavington, NSW 2641

Tel: 1800 425 438

Fax: 6040 4610



TMHA Albury- Wodonga Branch Manager Gareth Conlan and his team at the new branch



# Maddington expands business with new Toyota forklift

A progressive West Australian concrete products manufacturer plans to grow its business by 20 per cent with the help of a specially modified Toyota forklift truck.

Maddington Concrete Products has commissioned a new Toyota 02-7FDA50 forklift, which will handle sections of concrete pipe at its Maddington (Perth) plant.

In an innovative cross-over of technology, the new forklift has a Cascade paper-roll clamp – which is traditionally used for handling newsprint rolls – to handle sections of concrete pipe.

Toyota Material Handling's Perth branch imported and fitted the Cascade attachment.

Maddington Concrete Products has built a strong reputation for its range of pre-cast concrete drainage products, including soak wells, covers, sumps, tanks and leach drains.

General manager Tony D'Agnone said the company was expanding to produce concrete pipes.

"We're about to offer concrete pipe in 2.44 metre sections, with inside diameters ranging from 300 to 1200mm," he said.

"A 1200mm diameter section of pipe weighs two tonnes and we needed a machine with a special attachment to handle those loads."

The new 5-FD50 forklift takes the Maddington Concrete Products' Toyota forklift fleet to seven units.

"We have a number of automated machines and need reliable forklifts to move the product around," Mr D'Agnone added.

Tony D'Agnone said the company had used Toyota forklifts for more than three decades.

"My uncle and aunt, Michael and Rose Caruso, founded the company in 1966 and bought their first Toyota forklift in 1979," he said.

"In the early days, we used both Toyota and another brand, but the other brand lost its WA representation and by that stage we wanted to keep the forklift fleet to one maker where possible.

"The Toyota name has been around a long

time and we have always enjoyed good service in WA."

Toyota Material Handling Perth branch Area Sales Manager Tony McGuire said the high levels of safety, performance and versatility offered by the Toyota 02-7FDA50 forklift made it the ideal choice for Maddington Concrete Products.

"Even with the special attachment fitted for the company's unique applications, the Toyota 02-7FDA50 forklift performs at the highest level while providing its operator with peace of mind via leading safety features such as Toyota SAS for preventing tip-overs," said Mr McGuire.

Toyota Material Handling offers a comprehensive range of internal combustion and battery electric forklift trucks, as well as a full range of BT Lift Truck and Raymond warehouse equipment, making it a one-stop shop for material-handling needs.







# New-look Lexus LX offers more equipment and better value

Lexus Australia has introduced its new-look LX 570 with new features, revised model line-up and more competitive pricing than its predecessor.

Sporting a bold new face featuring Lexus' signature spindle grille, the new LX 570 SUV also receives new 20-inch alloy wheels along with exterior and interior styling updates.

New LED daytime running lights complement a new headlamp design and larger fog lamp surrounds.

Revised front and rear bumpers, tail lamps and a new discreet tow hitch cover add to the upgraded aesthetic package.

Changes to LX 570 are more than just skin deep, with the addition of comfort, convenience

and safety features.

These are headlined by a new off-road Turn Assist\* feature that tightens the turning circle by adding more brake force to the inside rear wheel.

Further off-road assistance is provided by a new selectable Multi-Terrain Select function, which delivers the ideal combination of stability and traction control assistance over different surfaces.

The driver can select from five types of terrain modes - rock, rock and dirt, mogul, loose rock, and mud and sand - to optimise vehicle

performance for specific conditions.

Off-road and city driving is also made easier with the new Multi-Terrain Monitor<sup>^</sup>, which uses four external wide-angle cameras to monitor blind spots or areas of the vehicle obscured from view. The cameras' vision is projected on the 8" LCD centre console display.

A new multimedia display, housed between the speedometer and tachometer, displays the front wheel angles (steering), digital speed readout, turn-by-turn navigation and information relating to the Multi-Terrain Select function.

The Crawl Control\* feature has been upgraded, with the number of preset speeds upgraded from three to five steps, for greater off-road control.

LX 570's drivability has also been improved, with the adoption of (when the enhancement pack is fitted), steering wheel-mounted paddle shifters, which work in unison with LX 570's six-speed sequential automatic transmission.

Inside, the already highly specified eight-seat LX 570 includes a number of updates.

The centre cluster has been redesigned, reducing the number of buttons for simpler operation. The driver's seat has new Easy Access system, which makes entering and exiting the vehicle easier by retracting the driver's seat and steering wheel when the ignition is turned off.

Front seats also feature improved ventilation, and a 220-volt power outlet has been added to the cargo area.

The instrument panel has been updated and a new, full colour, multi-information display is added, as well as one touch turn indicators.

A new metallic finish for the centre instrument cluster and front side air vents, along with a new metallic accent above the glove box, freshen the instrument panel's appearance.

A new dual rear seat entertainment system also increases appeal for back seat occupants.

The LX 570 cabin offers a choice of ivory or black leather-accented interior trim.

Exterior colours are also updated, with new Mercury Gray and Sleek Ecru replacing Rhodium and Metallic Beige.

Lexus has also revised the LX 570 line-up to a single model, while an available enhancement pack replaces the Sports Luxury grade.

The LX 570 will now carry a recommended retail price of \$140,900 - almost \$9,000 less than the superseded Sports model.

The new model carries substantial standard specification including, Multi-Terrain Select and Display, Crawl Control, Adaptive Variable Suspension, cool-box, dual-screen rear seat entertainment, 20-inch alloy wheels, reversing camera#, smart start and entry with Smart key, four-zone air-conditioning, daytime running lamps, 10 airbags, Mark Levinson 19-speaker audio, front and rear clearance sonar#, Bluetooth<sup>TM</sup>## capabilities, and a host of other luxury features.

The newly available enhancement pack features Lexus Pre-Collision safety System+, Active Cruise control+, rear seat heaters, ventilated front seats, paddle shift and the inclusion of mahogany wood grain-look interior trim, including on the steering wheel.

The enhancement pack is available as a \$16,000 option, bringing the recommended retail price to \$156,900 - almost \$9,000 less than the previous Sports Luxury model.



# Casey Stoner Renews Toyota Huski Agreement



Two-time world motorcycle champion Casey Stoner will be the 'face' of Toyota's Huski skid-steer loader range for a further two years.

Stoner has renewed his agreement with Toyota Material Handling for a further two years, to the end of March 2014, and taken delivery of a second Huski 5SDK-11 loader.

The Huski 5SDK-11 is the largest loader in the comprehensive Toyota skid-steer range.

Toyota Material Handling Beresfield branch manager Peter Wilson delivered the latest skid steer loader to Stoner's farm in NSW.

Casey Stoner's image has been used to

promote the Toyota Huski skid-steer loader range since 2009.

Toyota Material Handling Australia's Chief Operating Officer, Steve Takacs, said the whole company was delighted to continue having Casey Stoner not only using but also representing the company's Huski skid-steer loader products.

"Casey is an outstanding ambassador for Australian sport, and Toyota Material Handling

Australia looks forward to another successful partnership with him," Mr Takacs said.

In 2007 Stoner became the second-youngest champion in the history of motorcycling's Grand Prix premier class, a championship which began in 1949.

Accolades after that victory included Young Australian of the Year.

He secured a second MotoGP championship in 2011 and has won more than 40 GPs in an

11-year GP career.

Toyota's new Huski 5SDK skid-steer loader range has five models, with operating load capacities from 320 to 900kg (SAE) – including two model choices not available in its predecessor, the highly popular 4SDK range.

The range spans from the carry-over 4SDK4 model with an operating load rating of 320kg, up to the range-topping new 5SDK11 with an operating load rating of 900kg.

Huski buyers can also opt for the Huski 5SDK9 (a new skid-steer loader model with an operating load rating of 730kg), the

5SDK5 (430kg operating load), the 5SDK8 (650kg) and the 5SDK10 (820kg).

Key features of the 5SDK skid-steer loader models include a larger open cabin, reduced noise and vibration levels and digital meters for quick fuel, oil and engine temperature checks.

The new 5SDK skid-steer loaders also incorporate the heavy-duty construction, low running costs and long machine-life characteristics which have encouraged the high levels of brand loyalty that Huski has achieved.



TOP DOG  
IN THE  
DIRT



## Easy Flow Praises Access Advantage of Toyota Huski

An experienced father and son operating team uses the compact advantage of Toyota's Huski 4SDK-4 skid-steer loader to speed repair works at western Sydney nursing homes.

Easy Flow principal Bruce Finn has three Toyota Huskis, which he operates alongside son Steven and an employee.

The Finns use the larger Toyota Huski 5SDK-8 and 5SDK-9 SSLs for general concreting works, including slabs for new homes.

Bruce Finn said the Toyota 4SDK-4 was a boon for repair works in the grounds of nursing homes.

"Space is at a premium in the nursing homes, so many of the access paths are only one metre wide," he said.

"We're often called in to repair concrete

pathways and the Huski 4SDK-4 does a sensational job, because it's only 900mm wide.

Mr Finn said he entered the earth moving and concreting business 28 years ago and switched to Toyota Huski skid-steer loaders five years ago.

"Initially, it was a cost decision – the Toyota Huski was every bit as good as what we had been using, but we saved on the purchase price," he said.

"Now, I appreciate the reliability of the Toyotas and level of product support.

"You turn the key and they start, every time,

which is most important."

Toyota Material Handling Australia's Sydney sales manager Grant Ginger supplied the three most recent Huskis to Easy Flow in 2011.

TMHA offers a wide range of skid-steer loaders in Australia, from the compact 4SDK-4 right up to the 900kg operating load 5SDK-11.

The Huski SSLs are designed for strength, performance and reliability.

Key features include smooth operator entry and exit, an easy-to-read instrument panel and low vibration and low fatigue control levers, for outstanding operator comfort.

### Giving our Aussie earth a shift in the right direction.

Engineering the perfect blend of quality, performance and reliability was the driving force behind the 5SDK range of Toyota Huski skid steer loaders. Developed and tested in Australia, the Huski 5SDK features exceptional strength, manoeuvrability, and driver comfort, all backed by Toyota's trusted reputation for delivering quality equipment and professional after sales support. Available in operating loads from 320kg – 900kg, you can be assured that there's a Huski model guaranteed to put you at the head of the pack.



5SDK



1800 425 439

[www.toyotaskidsteerloader.com.au](http://www.toyotaskidsteerloader.com.au)





## TMHA Gladstone Branch Moves To Larger Premises

Toyota Material Handling Australia's Gladstone branch has moved to larger premises, increasing its customer support capability and confirming TMHA's commitment to the region.

The new branch facility offers the full TMHA range of Toyota, BT Lift Truck and Raymond product, as well as Toyota's comprehensive Huski skid-steer loader range.

Service vans based in Gladstone cover a huge area: north to Rockhampton, south to Maryborough and west to Emerald.

Gladstone branch manager Steve Anderson said the new facility at 19c Bensted Street offered a substantially larger workshop area and increased warehouse space for a wide range of spare parts.

"The new, larger workshop area means we can bring in forklifts for any major service," he said.

"Our earthmoving customers can have their Toyota Huski skid-steer loaders serviced in our facility."

Mr Anderson said Toyota had a long history of customer support for Toyota forklifts and Huski skid-steer loaders in the Gladstone region, initially by service vans based in Brisbane.

"Toyota has had 'men on the ground' in Gladstone for the last five years.

"The branch has its own fleet of fully equipped

service vans, staffed by the best-trained forklift and Huski service technicians in the industry."

He said the TMHA Gladstone branch has a large fleet of rental forklifts.

"Our Huski skid-steer customer base is growing as local earthmoving and concreting companies become increasing aware of the reliability, durability and ease of operation of the Toyota product."

The new TMH branch is at 19c Bensted Street, Gladstone, Queensland 4680. Telephone (07) 4972 6144; fax (07) 4976 9774.



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To be completed at TMH Workshops.  
Transport included.

## PLUS FREE SPORTS PACK!

Includes sports bag and cap.



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- Free Pressure Clean & Paint Repair\* (Subject to scheduled times & availability)

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INCLUDES GST

To be completed at TMH Workshops, Transport not included

## PLUS FREE SPORTS PACK!

Includes sports bag and cap.



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customer service and parts support you'd expect from the world leader.# So if you're looking for a forklift provider who really ticks all the boxes, talk to your local Toyota Material Handling branch today.



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