Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

OPERATORS MANUAL

TIPPING GEARS

Please consult Harsh if any issues arise as operating instructions are subject to change without prior notice.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

CONTENTS PAGE

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

TIPPING SAFETY INSTRUCTIONS

Please read before operating your Harsh Product: -

Tip – Gives the reader advice in order to simplify certain tasks or warns of potential problems.
Warning – Warning of danger to the operator or product. The operator can be seriously hurt or the equipment severely damaged if the recommended procedure is not followed.
Danger – There is a serious threat to the life of the operator.

Precautions

Operating a tipper involves inherent risks, and accidents can occur if proper safety measures are not followed. To minimise risks to both personnel and equipment, adhere to these essential precautions:

1. **Site Rules and Reporting**
   - Always report to the designated site contact upon arrival and comply with site-specific rules.
   - Deliver or collect loads only in locations deemed safe by the customer. If safety concerns arise, consult your employer before proceeding.
2. **Safe Tipping Practices**
   - Never tip in areas with inadequate lighting or uneven ground. Ensure the vehicle is on stable, level ground, both side-to-side and front-to-back.
   - Avoid tipping downhill whenever possible, and for articulated vehicles, keep the trailer aligned with the tractor unit during tipping.
   - Ensure the load is evenly distributed across the body to prevent tip-over or overloading the tipping gear.
3. **Vehicle Operation**
   - Do not engage the PTO while the vehicle is in gear, and disengage the pump after tipping.
   - Avoid excessive engine revving during tipping to prevent oil starvation or pump damage.
4. **Personnel Safety**
   - Never stand inside the body or within the immediate working area of the vehicle while tipping.
   - Do not leave the vehicle unattended during tipping operations.
   - Never stand beneath a raised body unless it is securely propped with appropriate supports.
5. **Tailgate and Load Management**
   - Always release the tailgate before tipping, ensuring no obstructions can jam under it.
   - Lower the body before addressing load obstructions, especially when the load exceeds the tailgate height.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

6. **Electrical Hazards**
    - Be aware of overhead obstructions such as power cables. In the event of contact:
        - Exit the vehicle by jumping clear without touching the vehicle and the ground simultaneously.
        - Notify emergency services immediately and ensure no one approaches the vehicle until power is disconnected.
7. **Adverse Conditions**
    - Take extra precautions with loads that may freeze or have uneven densities, as these can cause instability during discharge.
    - Be cautious of strong winds, which can affect the tipper's stability.
8. **Stuck Loads**
    - If the load does not discharge when the body is raised to 25 degrees, stop tipping and investigate. Never walk close to a raised body or load.
9. **Emergency Procedures**
    - In case of a vehicle tipping over, remain in the cab, brace against the seat, and hold the steering wheel firmly. Do not attempt to jump out.
10. **Post-Tipping Safety**

    Ensure the body is fully lowered and the tailgate is securely fastened before driving. Never attempt to discharge a load by driving with the body raised.

By following these guidelines, you can significantly reduce the risk of accidents and ensure safe and efficient tipper operations.

Operating Area

Before starting any operation of the tipping equipment make yourself sure that the movements of the equipment do not create dangerous situations to other persons or objects. Always check the environmental conditions and prepare adequate signals to limit the working area. Among these we recommend;

- Barriers and/or ribbons to restrict the area
- Fire extinguishers
- Danger signals
- Warning signs for hanging weights

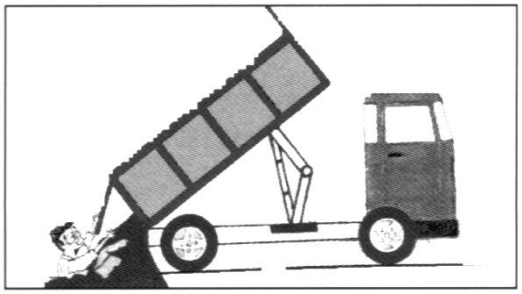
1. Only trained Operatives should use this equipment

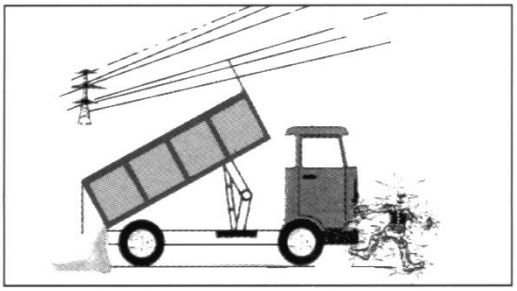
Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

2. The Operative should read the warning labels displayed in the vehicle cab before using the equipment.

3. The Operative should always be in a position of control whilst tipping. Remaining in the cab whilst tipping and ensure cab doors are closed.

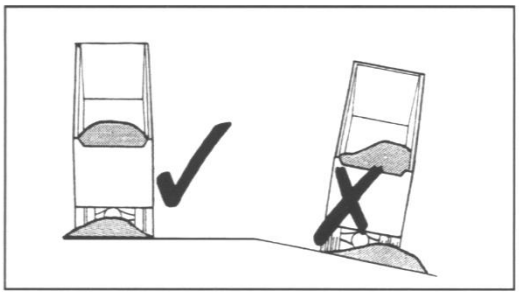
4. Before tipping, check for overhead obstructions (such as electrical power lines over head gantries/beams and do not allow bucket grabs of any kind in the back of the body) and make sure that no other persons are in the vicinity of the vehicle.



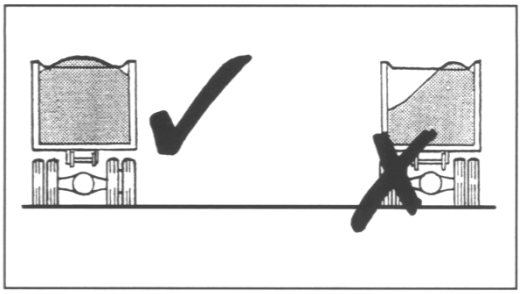


5. Ensure the sheet has been removed/opened, the tail door is released and there is sufficient room at the rear of the vehicle for discharge.

6. Always check the conditions of the area where tipping i.e. do not tip when there is: Wet or unstable ground which may collapse or in high winds



Uneven Ground



Uneven loads

7. Always tip with the vehicle at rest with the handbrake applied. Do not shunt the vehicle whilst tipping. If you need to move, lower the body first when in a suitable stationary position tip again. If the vehicle becomes unstable lower the body immediately. Never tip in areas with inadequate lighting or uneven ground. Ensure the vehicle is on stable, level ground, both side-to-side and front-to-back.

8. Avoid tipping downhill whenever possible, and for articulated vehicles, keep the trailer aligned with the tractor unit during tipping.

9. Ensure the load is evenly distributed across the body to prevent tip-over or overloading the tipping gear.

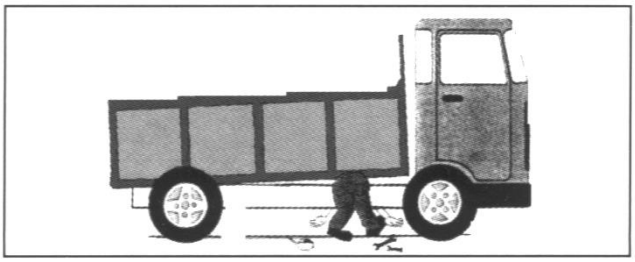
Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

10. After tipping always lower the body fully before driving off. (The body up warning is now effective)

11. Do not drive off if the warning light (situated on the tipper control or PTO switch) is on. This indicates that the PTO is still engaged. Always ensure the PTO is disengaged as bulbs can fail.

12. Before driving away ensure the body is fully lowered and tail door is secure. Place the tipper lever in hold position.

13. Never allow anyone to work under an unpropped body.



14. This equipment operates below 70 dbs.

WHILST TIPPING

Always check the conditions of the area where you are tipping i.e. do not tip when there is:

- Wet or unstable ground which may collapse or in high winds
- Never tip in areas with inadequate lighting or uneven ground. Ensure the vehicle is on stable, level ground, both side-to-side and front-to-back.
- Avoid tipping downhill whenever possible, and for articulated vehicles, keep the trailer aligned with the tractor unit during tipping.
- Ensure the load is evenly distributed across the body to prevent tip-over or overloading the tipping gear.
- Stay in cab when tipping. If the load sticks or any problems develop immediately lower the body. (Never shunt the load free or leave the cab and go under a raised loaded body.)
- After tipping, always lower the body fully before driving off and disengage PTO.

WHILST WORKING ON THE VEHICLE

- Never work under a raised loaded body even if propped.
- Never work under a raised empty body unless propped.
- Look for any signs of wear not only on the tipping gear but also the wood packers, hinge assembly, hoses, valve and tank assembly.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

MAINTENANCE INSTRUCTIONS

Please read before operating your Harsh Product: -

Regular maintenance and inspections are essential to ensure the safety, efficiency, and prolonged working life of your tipping gear. Follow the maintenance routine outlined below and adhere to the specified guidelines to avoid unnecessary wear, damage, or accidents.

Daily and Routine Maintenance

1. **Greasing Points**
   - Ensure all grease points are adequately greased. Pay particular attention to the stabiliser frame, tipper hinges, chassis brackets, lifting brackets, piston eye, and cradle.
2. **Hydraulic and Air Systems**
   - Inspect all hoses, hydraulic connections, and air pipes for signs of oil leaks, chafing, and tightness. Ensure that no pipes are knotted, kinked, or unsecured.
3. **Oil Levels**
   - Check the hydraulic oil level in the tank when the tipping gear is at rest. The oil should reach the mesh basket (approximately 40 mm from the top).
4. **Fixing Bolts**
   - Check all fixing bolts for tightness. Replace any damaged or worn bolts with new bolts of an equivalent or higher grade.
5. **Vehicle Condition**
   - Examine the vehicle for any visible damage, including broken spring leaves or tipper hinges, as these can impact the stability of the tipper.
6. **Rams and Glands**
   - Inspect HARSH rams for oil leaks. Ensure gland nuts are tight, as visible threads may indicate loosening.
7. **Tailgate and Safety Features**
   - Confirm the tailgate is securely fastened and operational before and after tipping.
   - Never work beneath a raised body unless it is properly propped with an adequate support system.
8. **PTO and Pump**
   - Inspect PTO/pump mounting bolts after a maximum of 1,500 km. Re-check the backlash between the PTO and gearbox if necessary.

Maintenance Schedule

In addition to daily checks, adhere to the following periodic maintenance tasks:

Weekly Maintenance
- Check for hydraulic leaks and damaged hoses.
- Inspect air controls and ensure proper functionality.

Half-Yearly or Yearly Maintenance
- Change the hydraulic oil and oil filter.
- Clean the inside of the hydraulic tank to prevent contamination.
- Replace air filters to ensure system efficiency.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

Post-Collision Inspection

If the vehicle has been involved in a collision:

1. Inspect the hydraulic system, including the suction hose, oil tank, and connections between the pump and PTO, for damage or leaks.
2. Check pneumatic and hydraulic connections thoroughly.
3. Do not operate the tipping gear until it has been inspected and approved by a qualified HARSH service agent.

Recommended Hydraulic Oil

Use the following hydraulic oils or equivalents with a viscosity of 75–12 mm²/sec at 40°C. Ensure the maximum operating temperature does not exceed 80°C:

- **Elf**: Hydrelf68
- **Morris**: Triad HV37a
- **Texaco**: Rando HD268
- **Shell**: Tellus 68

Note: Biodegradable oils can also be used (e.g., BP Biohyd SE-S, Castrol Carelube HES, Texaco Hydra). However, they attract water, so always use a HARSH air filter with a dehumidifier.

Safety Notes

- Always wear suitable protective clothing when performing maintenance to avoid skin contact with hydraulic oil.
- Never clean hydraulic components with a steam cleaner, as this can damage the cylinder, valve, and hoses.
- Time spent on maintenance is an investment in safety and prevents costly breakdowns.

Conclusion

By following the above maintenance instructions and adhering to routine checks, you can ensure your HARSH tipping gear operates safely and efficiently for years to come. For further assistance or inquiries, contact your nearest HARSH service point.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

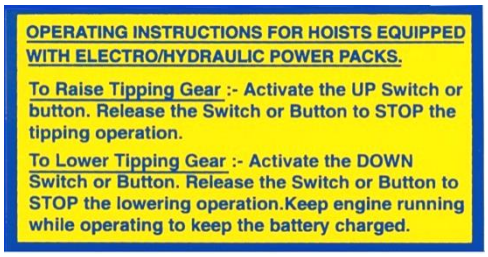
OPERATING INSTRUCTIONS

Please read before operating your Harsh Product: -

SU - UNDERFLOOR STABILIZED TIPPING GEARS

ELECTRO HYDRAULIC POWER PACK (A5, A6, B10, C20 MODELS ONLY)

1. Ensure handbrake is engaged.
2. Ensure the gearshift is in neutral.
3. Press the up switch or button to raise the body.
4. Release the switch or button to stop the tipping gear in the hold position.
5. Press the lower switch or button to lower the body.
6. To stop the body from lowering release the switch or button.
7. Never allow the body to bounce or jerk when stopping tipping movement.



NOTE: KEEP THE ENGINE RUNNING WHILE TIPPING TO CHARGE THE BATTERY.

PTO/PUMP OPERATION – DOUBLE ACTING GEARS (B10, C20, D40, E50, E55, F60, G70, H80, H80[N] MODELS ONLY)

1. Ensure the handbrake is engaged.
2. Ensure the gearshift is in neutral.
3. Disengage clutch – pause approximately eight seconds to allow transmission to stop. (Note: on certain transmissions fitted with rear mounted PTO units, any gear can be selected to stop the transmission turning, then return the gear shift to neutral.)
4. Engage PTO control lever. (Warning light will come on.)
5. Engage clutch

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

6. To raise the body, select the tip position on the valve control lever. (Suggested engine speed 1,000/1,200rpm).

7. To lower the body, select the lower position on the valve control lever. Do not disengage the PTO as the tipping gear is powered down. (Failure to follow this instruction will result in air entering the system possibly causing the oil tank to overflow).

8. To stop the body when tipping or lowering, select the neutral/hold position on the valve control lever. (Take care when lowering a body on to body props).

9. When the body is down, select the neutral/hold position on the valve control lever.

10. Disengage clutch

11. Disengage PTO control lever. (Do not drive off with PTO engaged).

NOTE: THIS CAB CONTROL WILL AUTOMATICALLY RETURN TO THE HOLD POSITION WHEN RELEASED.

PTO/PUMP OPERATION – SINGLE ACTING GEARS (J100, J100[N], K110, K110[N], L120, L125, M130 MODELS ONLY)

1. Ensure the handbrake is engaged.

2. Ensure the gearshift is in neutral.

3. Disengage clutch – pause approximately eight seconds to allow transmission to stop. (Note: on certain transmissions fitted with rear mounted PTO units, any gear can be selected to stop the transmission turning, then return the gearshift to neutral).

4. Engage PTO control lever. (Warning light will come on).

5. Engage clutch.

6. To raise the body, select the tip position on the valve control lever. (Suggested engine speed 1,000/1,200 rpm).

7. To lower the body, select the lower position on the valve control lever. The PTO should preferably be disengaged.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

8. To stop the body when tipping or lowering, select the neutral/hold position on the valve control lever. (Take care when lowering a body on to body props).

9. When the body is down, select the neutral/hold position on the valve control lever.

10. Ensure the PTO control lever is disengaged before driving off. (Do not drive off with PTO engaged).

NOTE: THIS CAB CONTROL WILL AUTOMATICALLY RETURN TO THE HOLD POSITION WHEN RELEASED.

WET KITS

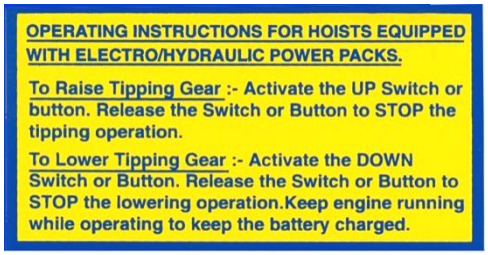
For Wet Kit operating instructions please follow the above. However, first of all ensure the quick release couplings are securely connected. If operating a dual pressure Wet Kit, ensure the correct position on the changeover lever (diverter valve) has been selected.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

FE - FRONT END TIPPING GEARS

ELECTRO HYDRAULIC POWER PACK – ALL ELECTRICALLY OPERATED FRONTEND GEARS

1. Ensure handbrake is engaged.
2. Ensure the gearshift is in neutral.
3. Press the up switch or button to raise the body.
4. Release the switch or button to stop the tipping gear in the hold position.
5. Press the lower switch or button to lower the body.
6. To stop the body from lowering release the switch or button.
7. Never allow the body to bounce or jerk when stopping tipping movement.



NOTE: KEEP THE ENGINE RUNNING WHILE TIPPING TO CHARGE THE BATTERY.

PTO/PUMP OPERATION – COVERS ALL HARSH FRONTEND TIPPING GEARS FITTED WITH PTO/PUMP

1. Ensure handbrake is engaged.
2. Ensure the gearshift is in neutral.
3. Disengage clutch – pause approximately eight seconds to allow transmission to stop. (Note: on certain transmissions fitted with rear mounted PTO units, any gear can be selected to stop the transmission turning, then return the gear shift to neutral.)
4. Engage PTO control lever. (Warning light will come on).
5. Engage clutch
6. To raise the body, select the tip position on the valve control lever. (Suggested engine speed 1,000/1,200rpm).
7. To lower the body, select the lower position on the valve control lever. The PTO should preferably be disengaged.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

8. To stop the body when tipping or lowering, select the neutral/hold position on the valve control lever. (Take care when lowering a body on to body props).

9. When the body is down, select the neutral/hold position on the valve control lever.

10. Ensure the PTO control lever is disengaged before driving off. (Do not drive off with PTO engaged.

NOTE: THIS CAB CONTROL WILL AUTOMATICALLY RETURN TO THE HOLD POSITION WHEN RELEASED.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

3W - 3-WAY TIPPING GEARS

Please follow the above tipping instructions and the following

Check before attempting to raise the body that there are **ALWAYS** **TWO** pivot pins fitted. Ensure they are located correctly in the appropriate sockets for the intended direction of tip.

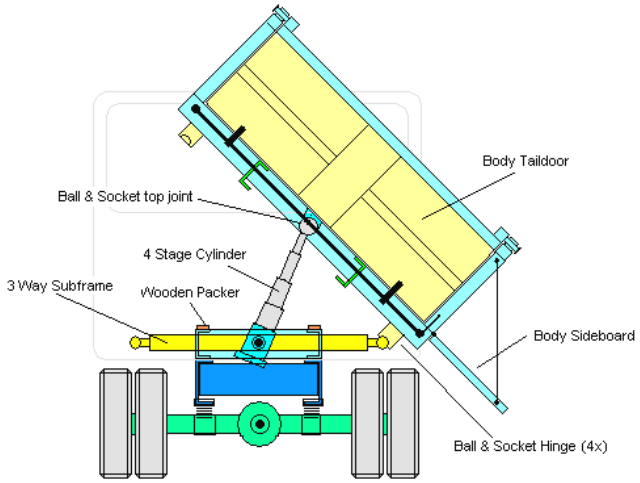
Only 2 pivot pins can be positioned in the sockets at any one time and can only be used as a matching pair. Do not attempt to mix the pivot pins. The pins have machined flutes to suit their dedicated corner sockets.

Only remove and re-fit pivot pins when the body is fully lowered position.

Always re-fit the correct pivot pins to the matching rear corner sockets after a side tip operation has been completed.

If either pivot pins sustain any damage, or display excessive wear or excessive corrosion, then the pin or pins, must be replaced with a Harsh OEM supplied component before further use of the tipper.

The vehicle **MUST NOT** be driven without the two pivot pins correctly located.



Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

AUTO LUBE SYSTEMS

Please read before operating your Harsh Product: -

Harsh offer an automatic greasing system as an optional extra to the hoist package and you not only make maintenance simple but also you minimise downtime and grease consumption. Autolubes working from a sealed unit have proved themselves highly reliable and effective over several decades of practical use. Lubricating each grease point ensures that wear is kept to a minimum and seals are kept in a perfect condition preventing maintenance.

This system enables greasing of the complete HARSH underfloor gear and the rear hinge from one point at the side of the chassis, without the need to work under a tipped body.

NOTE: The Harsh Auto Lube can be retro fitted, please contact Harsh Ltd for details.

USING THE HARSH AUTO LUBE

1. Ensure the system is fully charged with grease when receiving the vehicle. Charge if necessary.

2. Apply grease every 50 tips or twice weekly which ever comes first until fresh grease is visible at all grease points. Turn the diverter to grease the hinge.

3. As the grease gun is chassis mounted ensure all dirt is cleaned from the outer casing before inserting a new grease cartridge.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

PROBLEM SOLVING

PROBLEM SOLVING / TROUBLESHOOTING

The following troubleshooting steps can be performed without specialised tools. If the issue persists after attempting these solutions, please contact HARSH Ltd at **01759 372100** or your nearest HARSH service dealer.

---

1. The Hoist is Jerky or Sluggish

- **Possible Cause**: Air may be trapped in the hydraulic system.
- **Solution**:
  - Check the hydraulic oil level and ensure it is sufficient.
  - Operate the hoist to its full stroke several times to expel any trapped air back into the hydraulic tank.

---

2. The Body Will Not Tip

- **Possible Causes and Solutions**:
  - Ensure the vehicle air pressure has built up sufficiently.
  - Check the oil level in the hydraulic tank and ensure it is at the dipstick level.
  - Verify that the PTO (Power Take Off) is engaged and the PTO warning light is on.
  - Ensure the tipper lever is in the "Raise" position.
  - Inspect all oil pipes for kinks or blockages.
  - Check the quick-detachable couplings (for tractor-trailer setups) to ensure they are clean and securely connected.
  - Inspect air pipes for any leaks or disconnections.

---

3. The Body Will Not Lower

- **Possible Causes and Solutions**:
  - Confirm that the PTO is disengaged and the warning light is off.
  - Move the tipper lever back to "Raise" and attempt the following steps:
    1. Rev the engine until you hear the relief (overload) valve blow (a high-pitched noise).
    2. Maintain engine revs for five seconds.
    3. Move the tipper lever to the "Lower" position.
  - If the body still does not lower:
    - Place the tipper lever in the "Hold" position.
    - PROP THE BODY securely for safety.
    - Disengage the PTO and switch off the engine.

---

4. The Body Stops on the Way Up

- **Possible Causes and Solutions**:
  - Lower the body as slowly as possible, then check the following:
    - Ensure the body is not overloaded or that the load is evenly distributed.
    - Verify that the oil level in the hydraulic tank is sufficient.

---

5. The Body Will Not Stay Up in the "Hold" Position

- **Possible Cause**: Hydraulic system failure.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

- **Solution**:
  - Return the tipper lever to "Raise" and lift the body.
  - Rev the engine until the relief (overload) valve blows (high-pitched noise).
  - Maintain engine revs for five seconds, then move the tipper lever to "Hold."
  - If the body still will not stay up, lower the body and inspect for faults.

---

6. Excessive Noise

- **Possible Causes and Solutions**:
  - Check the hydraulic oil level and top up if necessary.
  - Inspect all hydraulic pipes for kinks, leaks, or damage.

---

7. Cylinder Does Not Extend

- **Possible Causes and Solutions**:
  - Ensure the PTO is engaged.
  - Verify there is sufficient hydraulic oil in the tank.
  - Check that the stopcock below the oil tank is open.
  - Increase pneumatic pressure if the air pressure is too low (minimum 6 bar / 87 PSI).
  - Tighten any loose quick-detachable couplings.

---

8. Cylinder Extends Too Slowly or Does Not Fully Extend

- **Possible Causes and Solutions**:
  - Check the air pressure (minimum 6 bar / 87 PSI).
  - Verify the oil level in the tank.
  - Inspect for faulty components such as the pump or relief valve. Contact a service station if necessary.

---

9. Cylinder Does Not Lower Properly

- **Possible Causes and Solutions**:
  - Check if the return oil filter is blocked and replace if necessary.
  - Inspect the lowering speed adjustment for incorrect settings.
  - Ensure the air-control and knock-off valve are functioning correctly.

---

10. In Case of Air Control Failure

- **Possible Causes and Solutions**:
  - Check for broken or disconnected air hoses.
  - Inspect the air-control for blockages caused by dirt or debris.
  - Contact a service station for further assistance if the issue persists.

IMPORTANT SAFETY NOTE

Always ensure the tipping body is securely propped when performing any troubleshooting or maintenance under a raised body. This is critical to prevent serious injuries or accidents.
For further assistance, consult HARSH Ltd or an authorised service provider.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

HITS (Harsh Improved Truck Support)

Introduction

Harsh Ltd prides itself on being an industry leader in the products and the services we offer. We aim to provide products that give the operator added value in payback and profit generation. This core belief is at the very heart of Harsh from its foundation with the World's first stabilised Tipping Gear back in 1987. This unique product concept and design revolutionised the industry and changed the way in which the tipping sector treated safety. From that day forward Harsh has continued from its Yorkshire roots to improve and support the commercial vehicle sector by sourcing and designing industry leading products.

The introduction of the Sheeting System Division in 1996 saw the UK's first ever automated tarpaulin covers fitted on UK road going vehicles. The demount handling equipment introduced in 1999 saw Harsh design in house its own Skip and Hookloaders. Not satisfied with simply importing readymade continental versions, Harsh set about designing our very own demount bodies. With all the benefits needed to operate effectively in the UK. Working with manufacturing partners with a vast amount of experience we tailored the demount designs to UK specifications. This saw the launch of the Harsh T Range of Skiploaders and the Harsh Hooklift models.

This recipe of providing products with added value has underpinned the continued growth of Harsh from a small family company into a worldwide recognised brand in vehicle hydraulics and ancillary equipment. We currently export our products all over the world with notable joint ventures in New Zealand, Australia and South Africa.

It is however our expertise and knowledge of the UK market which has seen us recently launch our new HITS programme; focusing our attention on a more service led business support unit. HITS has grown from its initial inception in providing one large nationwide operator with a tailored service package, into a service package offered with all our products as standard.

What is HITS?

HITS stands for Harsh Improved Truck Support and is a tailor made service led package that helps support working trucks to ensure minimum repair and maintenance costs and ultimately reduce vehicle downtime.

How does HITS work?

Everyone of our products is sold with a full Harsh warranty as per our standard terms and conditions of sale. HITS in its basic format is our way of extending full product service support beyond the initial sale. Whether in terms of a quick service response, warranty, parts on the shelf or friendly technical advice HITS has it covered. Simply telephone Harsh on 01759 372100 or Phil Bovingdon our Service Manager on 07984 412789 – Available 24/7 HITS will have your queries dealt with quickly and efficiently.

We also go beyond the industry norm and carry out full inspections and reports on everyone one of our Service Jobs to enable you the customer to learn exactly what has happened with your vehicle. This also enables us to build a portfolio on each of your individual trucks, compare data and suggest areas for

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

preventative maintenance checks. Working in a Service partnership with our customers really does provide added value on our products.

How does HITS offer nationwide support?

We have 2 fully stocked Service Vans based at our Full Sutton, York HQ available at a moment's notice to travel anywhere in the UK. Fully stocked with mobile equipment to carry out onsite repairs our service engineers are trained to get you moving again as fast as possible.

Requiring a faster response, we also have 1 small minivan for an even quicker service; often available as a gesture for courtesy hire if your truck requires back to factory support. This takes the logistical nightmare of a breakdown out of your hands immediately, whilst we deal with your repair quickly and efficiently.

We also have our very own Harsh tractor unit, which enables us to collect and deliver trailers. A further example of our investment in HITS and the importance we place on our Service Support.

Do you have a Service Engineer in my local Area?

Yes. We have a complete nationwide network of Dealers / Service engineers all fully trained and most complete with a range of stocked parts to keep you moving. Please see our Dealer List attached to this document for further details on your nearest engineer.

Ring Harsh on 01759 372100 or Phil Bovingdon our Service Manager on 07984 412789 and we will arrange for your nearest agent to be ready awaiting your arrival.

Do you have Parts off the Shelf?

HITS offers a complete range of spare parts available off the self-next day to anywhere in the UK. With over 35,000 vehicles equipped with Harsh equipment we send out on average 15 spare part items per day across our product ranges to help support Harsh products in the field. Using a guaranteed before Noon carrier we aim to have your parts packed and packaged inside an hour of your order. Delivered to you the next working day or Saturday AM if required.

Telephone our Spares Department on 01759 372100 for friendly helpful advice with product documentation and schematics to aid identification.

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

Do you offer Extended Terms or R&M Packages?

HITS can be if required further encompassing and include extended warranty options, full periodic service reports and onsite maintenance checks as well as fully stocked onsite parts outlets. For further details on these possibilities please speak with your Harsh representative to tailor design a package to suit your needs.

For example, we have numerous HITS packages which currently involve periodic fleet inspections using a traffic light reporting system. These reports are then fed back to you the customer and a programme is then agreed to ensure any red or amber issues are dealt with prior to them becoming a VOR. A preventative maintenance system that has dramatically reduced downtime and repair costs for numerous customers.

HITS has also been extended recently to cover other manufacturers products where possible to help with one easy point of contact.

Industry Accreditations

Harsh Ltd are ISO9001:2008 compliant credited by the British Standard Institute. Meaning we have full audited systems which give us full traceability and processes in place to ensure full support.

We are active members of the UK CHEM (Container Handling Equipment Manufacturers) committee set up to lobby government with regards to the best practises for the UK waste handling industry.

Harsh are also currently working towards ECWVTA (European Community Whole Vehicle Type Approval) legislation coming into play in October 2014.

After Sales Service & Customer Care – How do we compare?

In an independent survey, Harsh came out top on after sales service and customer care for the hydraulic industry in the UK. With note to our special attention to detail and our personal approach to customers. We are proud of this achievement and endeavour to provide honest, quick and simple answers to any of your questions or needs.

Service Contact Details

Service Manager – Peter Arthur
Harsh Ltd
T. 01759 372 100
M. 07984 412 717
E. peter.arthur@harshuk.com

Spare Parts Department
Harsh Ltd
T. 01759 372100
E. harsh@harshuk.com