



HYSTER

FREQUENTLY ASKED QUESTIONS ABOUT AUTOMATED LIFT TRUCKS

Automating has gotten a lot easier. But it still takes the right information to make smart calls. This FAQ covers some of the questions we hear most. And our team, including our network of independent dealers, is here to answer any others, remove the friction and help you get started without a large capital outlay or hidden fees.

BENEFITS

Why are operations investing in automated lift trucks?

Operations are turning to automated lift trucks to help their teams get more done. Automated lift trucks boost efficiency and output by handling repetitive work while crews complete other priorities. They take pressure off your crews by making their jobs easier and can also help cut down on mistakes and damage.

Aren't automated lift trucks complex, time-consuming and labor-intensive to install and reprogram?

Forklift automation isn't new, but it is still maturing. Some operations have held back because of poor past experiences or misconceptions. While not all early versions of automated lift trucks cut it, Hyster Atlas changes that. It was built by rolling up our sleeves alongside factory crews like yours to solve for the traditional problems with automation that have stood in your way, like long, costly, setup or complicated management software. Hyster Atlas automated lift trucks can be installed quickly and are simple to use. It's a dependable automation solution backed by a legacy of innovation and nearly a century of tried-and-true Hyster reliability.

Are automated lift trucks safe?

Hyster Atlas automated lift trucks are compliant with UL safety standards and adhere to the ANSI/ITSDF B56.5 safety standard and site-specific safety protocols. In addition to meeting all B56.5 standards, Hyster Atlas automated lift trucks detect path obstructions and suspended objects in the path of travel.

REQUIREMENTS

What operations are the best candidates for automated lift trucks?

Manufacturing operations with multiple shifts, frequent horizontal load transport tasks with repeatable paths and/or dedicated headcount have the kind of work that automated lift trucks are built for.

Where do automated lift trucks work best?

Automated lift trucks are a strong fit for indoor materials handling applications with clean, flat floors that have less than a 3% incline. They are compatible with single-temperature spaces above 32 degrees Fahrenheit.

What type of floor surface is best for automated lift trucks?

Floors should be smooth concrete that is flat and free of bumps. While typical expansion joints are acceptable, excessive joints or defects should be addressed with epoxy fill for a more even surface.

Do I need to modify my facility layout for autonomous forklifts?

Usually not. Hyster Atlas automated lift trucks navigate facilities without targets, ground wires or reflectors, or other cumbersome modifications. An automation specialist might suggest installing flags or reflective materials under some circumstances.

Do automated lift trucks need to be monitored?

Our automated lift trucks are fully autonomous when performing programmed tasks. Employees can easily monitor individual trucks and fleets through the cloud-based portal, even across multiple facilities. You should have an on-site floor supervisor for recovery support, like responding to clear an obstacle out of the way of robotic forklifts, and large fleets might need a fleet supervisor, too.

TECHNOLOGY

How long does automated lift truck implementation take?

The user-friendly Hyster Atlas drag-and-drop portal allows for implementation in as little as a day. Some projects may take up to a few weeks, depending on scope and complexity. Implementation includes network connection, mapping, route design and job logic creation.

How long does it take robotic forklifts to map a facility?

Specific times will vary based on the facility size, but Hyster Atlas can map some facilities within 15 minutes. Just manually operate the truck along your desired path and add waypoints in the drag-and-drop portal. Once the facility is mapped by one truck, the 2D map can be saved and used by other Hyster Atlas trucks in your fleet.

How do automated lift trucks navigate?

Hyster Atlas automated lift trucks use simultaneous localization and mapping (SLAM) to check their locations on their map of your facility. A 2D LiDAR system determines the truck's location and direction of travel.

Do automated lift trucks interface with WMS and ERP systems?

Hyster Atlas integrates with basic facility systems such as fire alarms as well as interactive input boxes, intuitive buttons that execute missions. Integration with warehouse management systems and programmable logic controls is in development.

Can I adapt the automated technology to an existing lift truck?

No, automated lift trucks are available for factory order only. There is no aftermarket option to convert manual lift trucks into automated lift trucks.

OPERATION

If a path change is needed, does a trained engineer need to make the adjustment?

No. The Hyster Atlas drag-and-drop portal empowers you to make path changes easily without custom code or engineering.

How do you switch the lift truck from automated to manual mode?

When the truck is parked, you can take manual control by either pressing a button or stepping on the truck platform. The 3D camera system automatically prevents the truck from moving on its own when it detects a person is in the operator compartment.

Who provides service for automated lift trucks?

Convenient service, training and support for Hyster Atlas automated lift trucks is provided through the authorized Hyster® dealer network.

What happens when the battery gets low?

Hyster Atlas automated lift trucks are designed to keep your operations running smoothly, including when it's time to recharge. These trucks can automatically return to a wireless charging station when their battery reaches a low level, so your workers don't have to stop what they're doing to plug them in and keep them powered up. You can program the trucks to charge when the battery reaches a certain level — for example, when it is depleted to 20% of its full charge. The battery can also be opportunity charged, which means the truck can return to the charger during natural pauses in its workflow, like between tasks or during other idle time. This reduces the need for full-length charging sessions and helps maximize uptime throughout the day. If the truck is not equipped with hands-free charging, it will stop at its current location and wait for personnel to initiate charging manually once the battery's state of charge drops below the threshold.

What happens if our network goes down?

If your Wi-Fi network connectivity is interrupted, the truck drives to its next waypoint and stops. It continues its job when network connectivity is restored.

ADOPTION AND COST SAVINGS

Can I lease automated lift trucks?

Yes. With Hyster Atlas, you get financial flexibility and straightforward ROI through a rental program. You can deploy automated lift trucks in your facility without a large capital outlay or hidden costs — just one clear monthly or annual payment.

Are automated lift trucks expensive to implement?

No. With available leasing programs, there's little upfront cost and no hidden fees. Plus, you can start with just one or two trucks and scale your automated lift truck fleet as you prove out their value for your facility or your needs grow.

How many automated lift trucks are needed to justify the system?

ROI and the appropriate fleet size varies for each operation, but it is possible to see a return with as few as one or two automated lift trucks.

How long do automated lift trucks last?

Automated lift trucks usually last longer than standard trucks since they take less abuse from human operators. Expect to get about four to five years out of an automated lift truck with proper maintenance.

For a deeper conversation about implementing automated lift trucks,
contact a solutions expert at your [local Hyster dealer](#).