



• SAFETY AND MAINTENANCE •

In accordance with ASTM F2372-04

SAFETY: STEP BY STEP

◆ **VERSACART STANDS FOR SUPERIOR QUALITY AND UNIQUE DESIGN.**

We want you AND your customers to enjoy your experience with our products. For this purpose we have provided step-by-step safety and maintenance guidelines to help you get the best out of your investment.

◆ **FIRST, AN IMPORTANT FACT:** It is the Owner/User's responsibility to both maintain and operate shopping and utility carts within specific safety and maintenance recommendations outlined in the voluntary ASTM standard F2372-04.

◆ **AVOID THE RISK:** Any shopping cart, no matter how well it is designed and constructed, may fail in use due to maltreatment or improper/insufficient maintenance. For this reason every effort should be made to follow the appropriate maintenance and safety instructions included in this essential safety hand out. Please read and follow these instructions before placing the carts in service. Also pay attention to regular maintenance requirements while the carts are in use.

◆ **PAYING ATTENTION:** These safety and maintenance guidelines will not only protect your investment but reduce the risk of cart failure and protect the end user.

◆ **ANY QUESTIONS?** Please don't hesitate to call our customer service number **1-800-690-9112**. We are always happy to assist in all-important matters of safety and maintenance.

BACKSTAGE

Receiving Your New Carts

TAKING CONTROL OF THE DELIVERY:

Have a responsible and capable staff member oversee the unloading of the carts.

FROM THE TOP DOWN:

Always unload carts layer by layer from the top down.

UNLOAD CAREFULLY:

Damage caused in this process is not covered in the warranty.

CART COUNT:

Make sure that you count every cart and confirm that you have received a full order.

INSPECT:

Check every cart for damage caused in shipping and record on shipping documents.

REMOVE DAMAGED CARTS:

Damaged carts must be removed from service immediately.

REPORT MISSING OR DAMAGED CARTS:

within three business days of delivery.

Call customer service at
1-800-690-9112

RECEIVING AND OPERATION

CURTAIN UP: THE CARTS IN USE

What **YOU** Can Do

- ◆ **EDUCATE:** Train your staff to intervene when they see carts used in any way that can cause harm.
- ◆ **TRAINING MATERIALS & SIGNS:** Show your employees that you are serious by including adequate cart guidelines in your training materials. Use instore prompts to remind them.
- ◆ **REPAIR & MAINTENANCE:** Include regular cart inspections on a daily basis. Ensure that all damaged carts are removed from service until they are repaired.
- ◆ **PROFESSIONAL MAINTENANCE:** Supplement your routine inspections with a professional inspection at least two to three times a year by a maintenance company who specializes in this service.
- ◆ **WORKING TOGETHER:** Encourage your employees to notify management immediately of any unsafe conditions that could impact on the safety of the carts in use within the store, parking lot or on the property.
- ◆ **START EARLY:** Make child safety awareness an essential part of each new associate's orientation training.
- ◆ **ATTENTION CUSTOMERS:** Use your public address system to remind customers about the cart safety rules.

**REMOVE DAMAGED SHOPPING
CARTS FROM SERVICE UNTIL
THEY ARE REPAIRED OR REPLACED**

KEEPING CHILDREN SAFE



- ◆ **VISUAL PROMPTS:** Place safety signs wherever carts are nested or in use.
- ◆ **SAFETY WARNING MESSAGE:** Each cart has a safety warning placed prominently on the cart. Ensure that customers and their children behave according to the requirements outlined on this warning.
- ◆ **KIDS IN CARTS:** The recommended child occupant age for shopping cart seating is at least six months to four years of age. The ideal weight requirements are between 15lbs (7kgs) and 35 lbs (16kg).
- ◆ **BUCKLE UP:** All children in the cart seat should wear the seatbelt that is provided.
- ◆ **STAY WITH YOUR CHILDREN:** No child should be left unattended while in the cart seat.
- ◆ **USE SEAT PROVIDED:** Children must use designated seating area. Children are not allowed to ride in the basket of the cart or on the bottom grille.
- ◆ **NO CLIMBING:** Children should not be allowed to climb in and out of the cart.
- ◆ **NO PUSHING:** Children should not be allowed to push a cart with a child in the cart seat. Small children should not be permitted to push a cart unless their shoulder height exceeds that of the cart handle.
- ◆ **ONE CART ONE CHILD:** Parents should not place more than one child in the designated cart seat.
- ◆ **WEIGHTY ISSUES:** No child who exceeds the weight limits should be allowed to ride in the cart seat.
- ◆ **NO STANDING:** Children should not be allowed to stand in the designated cart seat. They should remain seated and wearing the safety belt provided.
- ◆ **NO OVERLOADING:** Overloading the cart could lead to tipping and/or breakage.

THE CARTS OUTDOORS

- ◆ **ACCESS RAMP:** Encourage staff and customers to use the provided access ramps.
- ◆ **SIDEWALKS & CURB:** Watch that carts are not dropped off the curb and make sure that sidewalk curb height hits the frame and not the cart wheels.
- ◆ **NO SLIDING:** When collecting carts from the parking areas do not allow employees to slide the line of carts sideways or pick up from the back. This will lead to uneven wear on shopping cart wheels.
- ◆ **DON'T OVERDO IT:** Limit the number of carts that can be pushed together to less than 10. This will prevent personal injury and help extend the life of the carts.
- ◆ **BE GENTLE:** Carts that are treated roughly will need replacing prematurely. Teach employees to steer the line of carts with care avoiding collisions and nesting them without touching or scraping the exterior wall.
- ◆ **PROPER NESTING:** Nest carts in a straight line.
- ◆ **VIOLENCE IS NOT THE ANSWER:** Nest carts carefully to prevent damage. Carts that have been nested with too much force may be difficult to separate.
- ◆ **INSIDE IS BETTER:** Like people, carts sleep better indoors. If they must be stored outdoors consider doing so under some sort of canopy to protect them from the weather.

REMOVE DAMAGED SHOPPING CARTS FROM SERVICE UNTIL THEY ARE REPAIRED OR REPLACED

DAILY SAFETY INSPECTION:

- ◆ Train staff on what to look for in this daily inspection.
- ◆ Check that the safety warning is where it should be and that it is clear and legible.
- ◆ Check for worn safety belts. Make sure that both buckle and the strap itself is in working order.
- ◆ Check the tubular frame. Make sure nothing is missing or broken.
- ◆ Check all fasteners. Make sure they are in place and functioning.
- ◆ Check for anything loose, broken or missing on the wheel mechanism. Make sure the wheels run smoothly.
- ◆ Check the metal basket and gate. Make sure that all welded and non-welded joints are intact.
- ◆ Check all accessories.
- ◆ Make sure the cart is level.
- ◆ Remove all carts that are defective and label them as such.

PROFESSIONAL MAINTENANCE INSPECTION

Have the carts thoroughly inspected by someone professionally trained in cart maintenance. We recommend using a qualified maintenance company. Please contact our customer service at 1-800-690-9112 for recommendations or advice.

Keep a copy of this Safety and Maintenance Guide on file or displayed in the appropriate area. Please note that VersaCart Systems is not responsible for after market modifications and additions to shopping and utility carts.

