

MONTH IN REVIEW

NEWSLETTER

JAN. 2025



HANGCHA

CLASS 3 ONBOARD CHARGERS



Hangcha is committed to continuously improving our products to help our end users maximize their productivity. We're excited to announce that our Class 3 products can now be optioned with 110V onboard chargers. This includes our full line-up of walkie pallet jacks (except the WP15SLi), walkie stackers, and the stand-up tow tractor.

These 110V onboard chargers are built into specific capacity class 3 battery packs for applications that require a class 3 product but aren't being used constantly. For heavier-duty applications requiring longer run times, a larger battery pack can be optioned. However, it requires an external charger.

By incorporating a standard 110V charging cable, end-users are able to charge our class 3 products anywhere a standard 110V receptacle is accessible. This allows end-users to free up space as it eliminates the need for dedicated charging stations. The ability to charge anywhere throughout the facility allows for end-users to easily take advantage of opportunity charging during lunch or breaks. This ensures your pallet jack, stacker, or stand-up tow tractor is readily available when needed. This 110V onboard charger option is our first major design change of the new year. We're excited to continue to update and add to our product line to ultimately make material handling easier.

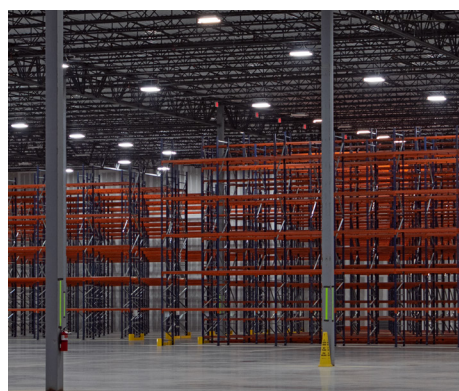
NEW WAREHOUSE UPDATES



MOVING IN: FEBRUARY - MARCH 2025

PARTS DEPARTMENT

We are excited to announce that our parts department is growing! The dedicated parts section inside the new facility will feature 400% more parts in stock and an AS/RS system to quickly pull parts for shipping. This large inventory of parts will help us to quickly and reliably fulfill aftermarket support requests. Keeping essential parts on hand for all of our material handling equipment means we can significantly reduce wait times for businesses that rely on our products daily.



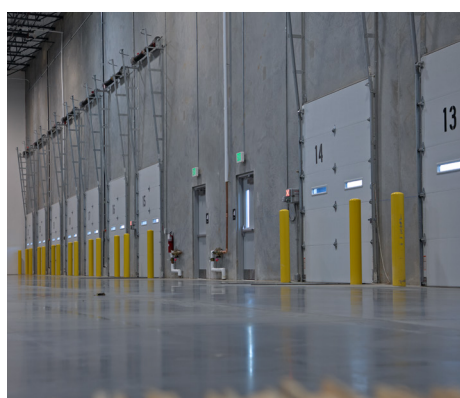
NEW OFFICE SPACE

Our new warehouse, located in Rock Hill, South Carolina, will feature dedicated office space for many of our internal departments, including Customer Care, Operations, Parts, I.T., Engineering, and many more. These spacious workspaces are designed to provide our team with a comfortable and productive working environment. By moving all of these departments under one roof, our departments are able to collaborate and lower response times to our dealers and end-users.



LARGE INVENTORY

Our new warehouse features space to house a large variety of equipment. This allows our dealers/end-users to skip lead times and purchase in-stock units. Both these and special ordered equipment are able to quickly be QCI'd and shipped out thanks to the multiple service and shipping bays. By placing operations in the same building as the inventory, QCI, and shipping, everyone collaborates ensure timely and reliable management of your orders.



HCFA ATTENDED THE ANNUAL ARA SHOW



BOOTH: 4073
JANUARY 30 - FEBRUARY 1, 2025



This year, our National Accounts and Marketing team traveled to Las Vegas, Nevada, for the annual ARA Show. It was held from January 30th to February 1st. We showcased an impressive lineup of I.C. and Lithium-ion products, including Pneumatic Forklifts, Rough Terrain Forklifts, and Utility Vehicles, to more than 10,000 visitors.

These products represent the latest in innovation, featuring industry-leading material handling equipment designed to make your operations more efficient. Throughout the event, our team worked to demonstrate the potential of Hangcha products in the rental industry. What sets

Hangcha apart from the over 700 vendors at the ARA Show? Our commitment to quality and our understanding of the end users needs in the rental market.



UPCOMING EVENTS

SALES WEBINAR

Date: 02/18/2025
Time: 2:00pm (Eastern)
Location: Online

ENGINEERING - NEW PRODUCT WEBINAR

Date: 03/02/2025
Time: 2:00pm (Eastern)
Location: Online



Date: 03/17-20/2025
Booth: S1959
Location: Chicago, IL

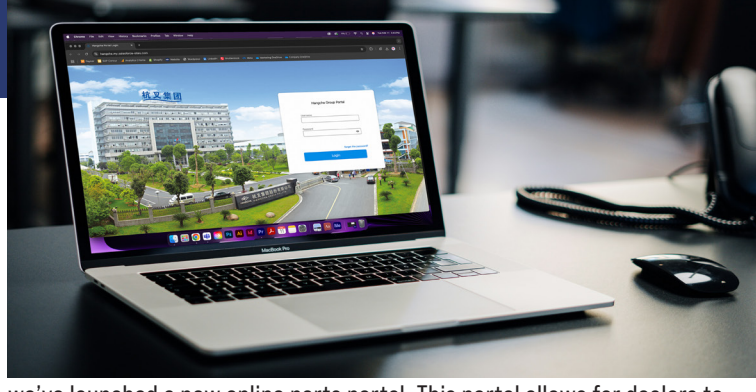


FIRST WEBINAR SUCCESS

On January 23rd, 2025, we held our first webinar of the year. Thanks to all of the dealers that attended virtually, we were able to have the most successful webinar to date with over 100 attendees. For this webinar, we focused on making material handling easier with improvements to our aftermarket department.

Andy Neal, Director of Customer Care, started off the presentation by announcing our new Aftermarket Portal. Up until now, warranty registration and claim submission had to be submitted manually to our warranty team. This new portal allows for dealers to submit new warranty registrations in an easy to fill out portal, submit warranty claims as needed, and keep track of their submissions. This will help optimize the warranty process and make it easy for dealers to submit and keep track of this information.

Next, Juan Aguilera, Parts Manager, gave an overview of our new online parts portal. Before the implementation of this, dealers would have to call in or send an email to our parts department to have them look up a part and manually order it for the dealer. To make it easier,



we've launched a new online parts portal. This portal allows for dealers to easily look up parts for their specific models, see what parts are in inventory, order parts, and view service/parts manuals.

Didn't make the webinar and need access to either of these portals? Contact your warranty or parts representative, and they will be glad to assist you. Also, be sure to join us for our next webinar on February 18th, as we highlight the new onboard chargers, sales programs, and upcoming product.

MEET OUR NEW DIRECTOR OF OPERATIONS

We're excited to announce the recent addition of Robert Barnes as our Director of Operations at HC Forklift America Corporation. Originally from Louisville, Kentucky, Robert earned his Bachelor of Science in Organizational Leadership from the University of Louisville.

Robert has over 12 years of experience in the Material Handling Industry. This comes from his time as Director of Aftermarket Operations and Transportation at Clark Material Handling. We are excited for him to use his experience to help optimize/grow HCFA's operations department.

His main responsibilities at HCFA include managing operations and logistics, optimizing our operations, strategic planning to ensure a cost effective strategy, and helping to develop long-term plans that align with our companies operations and overall goals.

With over 25 years of experience in supply chain optimization and managing multimillion-dollar operations for leading global companies, Robert brings a lot of knowledge to the team. Please join us in welcoming Robert to HC Forklift America. We're excited to have him on board!



HANGCHA