

# Toyota Reach Trucks

The BT Reflex Range



# BT Reflex

the complete range of reach trucks from Toyota Material Handling

## BT Reflex B-series

Reach trucks for straightforward applications



Simple, effective trucks for straightforward applications

1.2 – 1.6 tonnes load capacities

Lift heights up to 8.5 m

Pages 4-5

## BT Reflex R-series

High performance reach trucks



Advanced trucks – exceptional when working at height

1.4 – 2.5 tonnes load capacities

Lift heights up to 12.5 m

Pages 6-9

## BT Reflex E-series

Unique tilting cab for ultimate performance



Unique tilting cab maximises productivity, driveability and safety

1.4 – 2.5 tonnes load capacities

Lift heights up to 12.5 m

Pages 10-11

## BT Reflex N-series

Narrow-width reach trucks



Designed to fit in confined areas, block stacking and specialised racking

1.2 – 1.6 tonnes load capacities

Lift heights up to 8.5 m

Pages 12-13

## BT Reflex O-series

Reach trucks for indoor / outdoor use



Gives smooth performance indoors and outdoors on rough surfaces

1.6 tonne load capacity

Lift heights up to 7.5 m

Pages 14-15

## BT Reflex F-series

4-way / long load reach trucks



Multidirectional reach truck for long load handling

2.7 tonne load capacity

Lift heights up to 8 m

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The BT Reflex B-series' controls are easy to use, making the trucks ideal for operators who carry out many other tasks during a shift. For example, the automatic parking brake and tilting forks both contribute to safety and productivity.



● standard ○ option

	Safety	Durability	Productivity	Driveability	BT Reflex RRE120B	BT Reflex RRE140B	BT Reflex RRE160B
<b>Truck features</b>							
Adjustable width over forks				●	●	●	●
Automatic parking brake				●	●	●	●
Clear-view mast				●	●	●	●
Clear-view overhead guard				●	●	●	●
Electronic braking system				●	●	●	●
Electronic regenerative brakes (motor)				●	●	●	●
Electronic speed control				●	●	●	●
Electronic support arm brakes				○	○	○	○
Integrated sideshift				○	○	○	○
Load support				○	○	○	○
Sideshift				○	○	○	○
Tilting forks				○	○	○	○
Working lights				○	○	○	○
<b>Controls and instruments</b>							
180° steering				○	○	○	○
360° progressive steering				●	●	●	●
Access Control (PIN codes)				●	●	●	●
Adjustable BT Control console				●	●	●	●
Automatic deceleration				●	●	●	●
Creep speed function				●	●	●	●
Drive motor temperature warning				●	●	●	●
E-bar				○	○	○	○
Electronic controller temperature warning				●	●	●	●
Electronic height indicator				○	○	○	○
Electronic fingertip controls				●	●	●	●
Emergency cut-off				●	●	●	●
Hour meter				●	●	●	●
Lift motor temperature warning				●	●	●	●
Mini-joystick electronic controls				●	●	●	●
Pedals as in a car				●	●	●	●
Power/Electronic steering				●	●	●	●
Split control panel				●	●	●	●
Steering direction indicator				●	●	●	●
<b>Operator features</b>							
Adjustable backrest				●	●	●	●
Adjustable floor, 3 steps				●	●	●	●
Adjustable seat				●	●	●	●
Adjustable seat with safety belt				○	○	○	○
Adjustable steering wheel				●	●	●	●
Driver detection system				●	●	●	●
Driver-adapted programmable performance				●	●	●	●
Low step-in				●	●	●	●
<b>Maintenance features</b>							
Easy access for maintenance				●	●	●	●
Fault diagnosis facility				●	●	●	●
Historic fault log				●	●	●	●
<b>Battery management features</b>							
Battery change facility				○	○	○	○
Battery status indicator				●	●	●	●
Battery discharge prevention system				●	●	●	●
Sideways battery change				○	○	○	○
<b>Special applications</b>							
Drive-in rack version				○	○	○	○

## BT Reflex B-series

Reach trucks for straightforward applications

Some reach truck applications require a straightforward approach – a truck that is simply effective. The BT Reflex B-series is unique, because it has been developed specifically for this type of operation – an easy-to-use, practical solution – particularly suited to drivers that have many tasks to deal with during their working day.

### Simple controls for easy operation

The controls on BT Reflex B-series trucks are as you would expect – simple and logical, with fingertip control levers for all fork movements, and effortless electronic steering for precise driving. The steering system offers 360° flexibility, although conventional 180° steering is available as an option. PIN-code start-up ensures only authorised drivers can operate the truck.

### Adjustable cab

The seat and controls are fully adjustable to suit the driver, and the cab floor height can also be adapted according to requirements.

### TPS-based reliability

Like all Toyota trucks, BT Reflex reach trucks are built according to the Toyota Production System, assuring the highest levels of quality, durability and reliability.



- Adjustable floor
- Fingertip controls
- Cab designed around the driver (shows optional 'comfort' seat)
- Optional E-bar mount for all ancillary equipment

Load capacity: 1.2, 1.4, 1.6 t @ 600 mm load centre  
 Maximum lift height: 8.5 m  
 Maximum travel speed: 10 km/h  
 Maximum battery capacity: 600 Ah

The BT Reflex R-series is designed for high-demand applications that require leading productivity levels without compromising safety.



● standard ○ option ✦ available as part of plus package

	Safety	Durability	Productivity	Driveability	BT Reflex RRE140	BT Reflex RRE160	BT Reflex RRE180	BT Reflex RRE200	BT Reflex RRE250
<b>Truck features</b>									
Adjustable fork width					●	●	●	●	●
Automatic deceleration					●	●	●	●	●
Automatic parking brake					●	●	●	●	●
Choice of chassis widths					○	○	○	○	○
Clear-view mast					●	●	●	●	●
Clear-view overhead guard					●	●	●	●	●
Electronic braking system					●	●	●	●	●
Electronic regenerative brakes (motor)					●	●	●	●	●
Electronic speed control					●	●	●	●	●
Electronic support arm brakes (standard on RRE180-250)					○	○	○	○	○
Enclosed, heated cab					○	○	○	○	○
Fork spreader					○	○	○	○	○
High-capacity battery models					○	○	○	○	○
High performance models					✦	○	○	○	○
Integrated sideshift					○	○	○	○	○
Load support					○	○	○	○	○
Optimised Truck Performance Package (OTP)					✦	○	○	○	○
Sideshift					○	○	○	○	○
Tilting forks					○	○	○	○	○
Working lights					○	○	○	○	○
<b>Controls and instruments</b>									
360° progressive steering					●	●	●	●	●
Access Control (PIN codes)					●	●	●	●	●
Adjustable BT Control console					○	○	○	○	○
Camera/monitor system					○	○	○	○	○
Creep speed function					●	●	●	●	●
Drive motor temperature warning					●	●	●	●	●
E-bar					✦	○	○	○	○
Electronic controller temperature warning					○	○	○	○	○
Electronic height indicator					○	○	○	○	○
Electronic fingertip controls					○	○	○	○	○
Emergency cut-off					●	●	●	●	●
Height pre-selector					○	○	○	○	○
Hour meter					○	○	○	○	○
Lift motor temperature warning					○	○	○	○	○
Load information display					○	○	○	○	○
Mini-joystick electronic controls					○	○	○	○	○
Multifunction control					○	○	○	○	○
Pedals as in a car					○	○	○	○	○
Power/Electronic steering					○	○	○	○	○
Smart Access (electronic card/fob)					○	○	○	○	○
Split control panel					○	○	○	○	○
Steering direction indicator					○	○	○	○	○
Weight indicator					○	○	○	○	○
<b>Operator features</b>									
Adjustable backrest					○	○	○	○	○
Adjustable seat					○	○	○	○	○
Adjustable seat with safety belt					○	○	○	○	○
Adjustable steering wheel					○	○	○	○	○
Driver detection system					○	○	○	○	○
Driver-adapted programmable performance					○	○	○	○	○
Heated seat					○	○	○	○	○
Low step-in					○	○	○	○	○
Storage compartments					○	○	○	○	○
Writing table					○	○	○	○	○
<b>Maintenance features</b>									
Easy access for maintenance					○	○	○	○	○
Fault diagnosis facility					○	○	○	○	○
Historic fault log					○	○	○	○	○
<b>Battery management features</b>									
Battery change facility					○	○	○	○	○
Battery discharge prevention system					○	○	○	○	○
Battery status indicator					○	○	○	○	○
Sideways battery change					○	○	○	○	○
<b>Special applications</b>									
Coldstore version					○	○	○	○	○
Drive-in rack version					○	○	○	○	○
EEx version (ATEX)					○	○	○	○	○

## BT Reflex R-series High-performance reach trucks

BT Reflex R-series trucks are high performance machines that have exceptional and unique features when working at height, allowing high-speed operation for maximum productivity without compromising safety for the driver and security for the load.

### Transitional Lift Control (TLC)

The patented and unique Transitional Lift Control system ensures completely smooth, shock-free lifting and lowering, even at maximum speed.

### Totalview Concept

The design of the overhead guard is also patented and unique to BT Reflex R-series reach trucks. It provides a clear upward view to the forks when working at height. Furthermore the clear-view mast and fork carriage deliver a view to the load that is measurably better than other trucks in their class.

### Advance height pre-selection

The optional height pre-selection system also offers productivity benefits, because it allows the driver to pre-select the required lift height whilst in transit to the storage location, unlike conventional systems that can only be activated upon fork elevation. The benefits are faster, simpler operation and improved productivity.

### TPS-based reliability

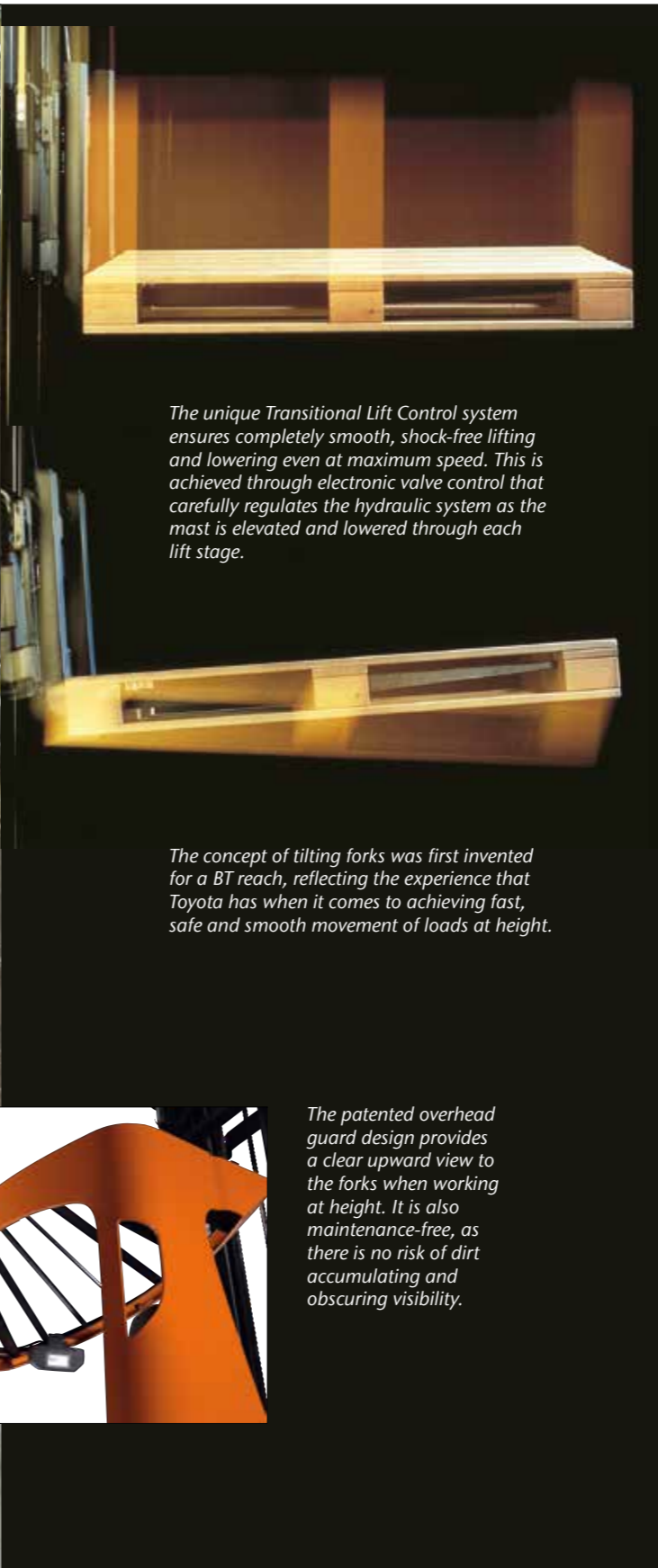
Like all Toyota trucks, BT Reflex reach trucks are built according to the Toyota Production System, assuring the highest levels of quality, durability and reliability.

- Mini-joysticks or the optional multifunction control
- Electronic 360° steering is intuitive and responsive
- Optional E-bar mount for all ancillary equipment

Load capacity: 1.4, 1.6, 1.8, 2.0, 2.5 t  
@ 600 mm load centre  
Maximum lift height: 12.5 m  
Maximum travel speed: 14 km/h  
Maximum battery capacity: 930 Ah

options





The unique Transitional Lift Control system ensures completely smooth, shock-free lifting and lowering even at maximum speed. This is achieved through electronic valve control that carefully regulates the hydraulic system as the mast is elevated and lowered through each lift stage.

The concept of tilting forks was first invented for a BT reach, reflecting the experience that Toyota has when it comes to achieving fast, safe and smooth movement of loads at height.



The patented overhead guard design provides a clear upward view to the forks when working at height. It is also maintenance-free, as there is no risk of dirt accumulating and obscuring visibility.



- The cabin is ergonomically designed around the operator, allowing consistent productivity over a shift
- Access for maintenance is easy, minimising downtime
- Battery release handle

Coldstore versions are fully adapted to work in temperatures as low as -35°C.



● standard ○ option ✦ available as part of plus package

	Safety	Durability	Productivity	BT Reflex RRE140E	BT Reflex RRE160E	BT Reflex RRE180E	BT Reflex RRE200E	BT Reflex RRE250E
<b>Truck features</b>								
Adjustable fork width				●	●	●	●	●
Automatic deceleration				●	●	●	●	●
Automatic parking brake				●	●	●	●	●
Choice of chassis widths				○	○	○	○	○
Clear-view mast				●	●	●	●	●
Clear-view overhead guard				●	●	●	●	●
Electronic braking system				●	●	●	●	●
Electronic regenerative brakes (motor)				●	●	●	●	●
Electronic speed control				●	●	●	●	●
Electronic support arm brakes (standard on RRE180-250)				○	○	○	○	○
Enclosed, heated cab				○	○	○	○	○
Fork spreader				○	○	○	○	○
High-capacity battery models				○	○	○	○	○
High performance models				○	○	○	○	○
Integrated sideshift				○	○	○	○	○
Load support				○	○	○	○	○
Optimised Truck Performance Package (OTP)				○	○	○	○	○
Sideshift				○	○	○	○	○
Tilting forks				○	○	○	○	○
Working lights				○	○	○	○	○
<b>Controls and instruments</b>								
360° progressive steering				●	●	●	●	●
Access Control (PIN codes)				●	●	●	●	●
Adjustable BT Control console				○	○	○	○	○
Automatic 0-tilt				○	○	○	○	○
Camera/monitor system				○	○	○	○	○
Creep speed function				●	●	●	●	●
Drive motor temperature warning				○	○	○	○	○
E-bar				○	○	○	○	○
Electronic controller temperature warning				○	○	○	○	○
Electronic height indicator				○	○	○	○	○
Electronic fingertip controls				○	○	○	○	○
Emergency cut-off				○	○	○	○	○
Height pre-selector				○	○	○	○	○
Hour meter				○	○	○	○	○
Lift motor temperature warning				○	○	○	○	○
Load information display				○	○	○	○	○
Mini-joystick electronic controls				○	○	○	○	○
Multifunction control				○	○	○	○	○
Pedals as in a car				○	○	○	○	○
Power/Electronic steering				○	○	○	○	○
Smart Access (electronic card/fob)				○	○	○	○	○
Split control panel				○	○	○	○	○
Steering direction indicator				○	○	○	○	○
Weight indicator				○	○	○	○	○
<b>Operator features</b>								
Adjustable backrest				○	○	○	○	○
Adjustable seat				○	○	○	○	○
Adjustable seat with safety belt				○	○	○	○	○
Adjustable steering wheel				○	○	○	○	○
Armrest				○	○	○	○	○
Driver detection system				○	○	○	○	○
Driver-adapted programmable performance				○	○	○	○	○
Heated seat				○	○	○	○	○
Low step-in				○	○	○	○	○
Storage compartments				○	○	○	○	○
Tilting cab				○	○	○	○	○
Writing table				○	○	○	○	○
<b>Maintenance features</b>								
Easy access for maintenance				○	○	○	○	○
Fault diagnosis facility				○	○	○	○	○
Historic fault log				○	○	○	○	○
<b>Battery management features</b>								
Battery change facility				○	○	○	○	○
Battery discharge prevention system				○	○	○	○	○
Battery status indicator				○	○	○	○	○
Sideways battery change				○	○	○	○	○
<b>Special applications</b>								
Coldstore version				○	○	○	○	○
Drive-in rack version				○	○	○	○	○
EEx version (ATEX)				○	○	○	○	○

# BT Reflex E-series

Unique tilting cab for ultimate performance

The BT Reflex E-series is the world's only tilt-cab reach truck and has been delivering superior high level handling performance since its launch. Repeat business from customers using tilt cab trucks are testament to the advantages of the concept.

## Transitional Lift Control (TLC)

The patented and unique Transitional Lift Control system ensures completely smooth, shock-free lifting and lowering, even at maximum speed.

## Totalview Concept

The design of the overhead guard is also patented and unique to BT Reflex E-series reach trucks. It provides a clear upward view to the forks when working at height. Furthermore the clear-view mast and fork carriage deliver a view to the load that is measurably better than other trucks in their class.

## TPS-based reliability

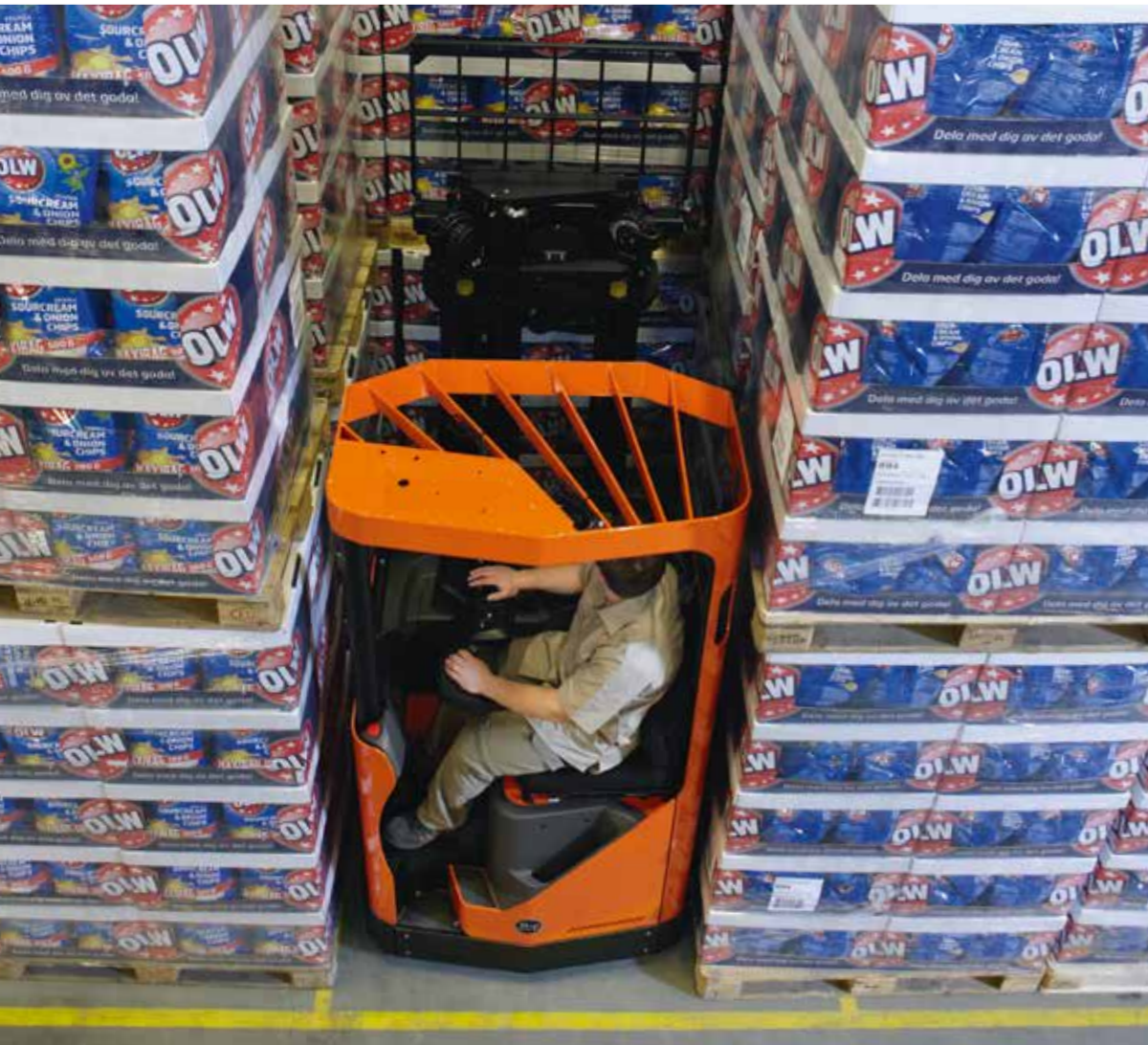
Like all Toyota trucks, BT Reflex reach trucks are built according to the Toyota Production System, assuring the highest levels of quality, durability and reliability.



- Totalview overhead guard features unique angled bars to enhance vision of the forks at height
- Optional load weight indicator (inset) enables the driver to check that loads are within the rated capacity for the truck and allows loads weights to be verified during handling

Load capacity: 1.4, 1.6, 1.8, 2.0, 2.5 t  
 @ 600 mm load centre  
 Maximum lift height: 12.5 m  
 Maximum travel speed: 14 km/h  
 Maximum battery capacity: 930 Ah





● standard ○ option

Safety  
Durability  
Productivity  
Driveability  
BT Reflex RRE120M  
BT Reflex RRE140M  
BT Reflex RRE160M

Truck features	Safety	Durability	Productivity	Driveability	BT Reflex RRE120M	BT Reflex RRE140M	BT Reflex RRE160M
Adjustable fork width				●	●	●	●
Automatic parking brake				●	●	●	●
Clear-view mast				●	●	●	●
Clear-view overhead guard				●	●	●	●
Electronic braking system				●	●	●	●
Electronic regenerative brakes (motor)				●	●	●	●
Electronic speed control				●	●	●	●
Enclosed, heated cab					○	○	○
Fork spreader					○	○	○
Integrated sideshift					○	○	○
Load support					○	○	○
Sideshift					○	○	○
Tilting forks				●	●	●	●
Tilting mast				●	●	●	●
Warning light					○	○	○
Working lights					○	○	○
Controls and instruments							
360° progressive steering				●	●	●	●
Access Control (PIN codes)					●	●	●
Adjustable BT Control console					●	●	●
Automatic deceleration					●	●	●
Creep speed function					●	●	●
Drive motor temperature warning					●	●	●
Electronic controller temperature warning					●	●	●
Electronic fingertip controls					○	○	○
Electronic height indicator					○	○	○
Emergency cut-off					●	●	●
Height pre-selector					○	○	○
Hour meter					●	●	●
Lift motor temperature warning					●	●	●
Load information display					○	○	○
Mini-joystick electronic controls					●	●	●
Multifunction control					○	○	○
Pedals as in a car					●	●	●
Power/Electronic steering					●	●	●
Smart Access (electronic card/fob)					○	○	○
Steering direction indicator					●	●	●
Operator features							
Adjustable pedals					●	●	●
Adjustable seat					●	●	●
Adjustable seat with safety belt					○	○	○
Adjustable steering wheel					●	●	●
Driver detection system					●	●	●
Driver-adapted programmable performance					●	●	●
E-bar					●	●	●
Heated seat					○	○	○
Low step-in					○	○	○
Storage compartments					●	●	●
Writing table					○	○	○
Maintenance features							
Easy access for maintenance					●	●	●
Fault diagnosis facility					●	●	●
Historic fault log					●	●	●
Battery management features							
Battery change facility					○	○	○
Battery discharge prevention system					●	●	●
Battery status indicator					●	●	●
Sideways battery change					○	○	○
Special applications							
Coldstore version					○	○	○
Drive-in rack version					○	○	○
EEx version (ATEX)					○	○	○

## BT Reflex N-series Narrow-width reach trucks

Designed and built applications requiring a narrow chassis width, such as block stacking or drive-in racking, or for work in tight situations. However the narrow chassis width is not at the expense of comfort. There is a spacious cab with fully adjustable seat and controls.

### Totalview concept

The design of the overhead guard is patented and unique to BT Reflex N-series reach trucks. It provides a clear upward view to the forks when working at height.

### TPS-based reliability

Like all Toyota trucks, BT Reflex reach trucks are built according to the Toyota Production System, assuring the highest levels of quality, durability and reliability.

- BT Reflex N-series models feature 360° steering, for intuitive and responsive control
- Electronic braking aids driveability
- BT Access Control is standard, preventing unauthorised use
- The rear pillar window aids visibility and helps the driver to stay within the truck cab, for extra safety

Load capacity: 1.2, 1.4, 1.6 t  
@ 600 mm load centre  
Maximum lift height: 8.5 m  
Maximum travel speed: 11 km/h  
Maximum battery capacity: 600 Ah





● standard ○ option

Safety  
Durability  
Productivity  
Driveability  
BT Reflex RRE160R

Truck features	Safety	Durability	Productivity	Driveability	BT Reflex RRE160R
Automatic parking brake	●				
Clear-view mast			●		
Clear-view overhead guard			●		
Electronic braking system		●			
Electronic regenerative brakes (motor)			●		
Electronic speed control			●		
Integrated sideshift				○	
Load support			●		○
Sideshift				○	
Tilting forks			●		○
Warning light				○	
Working lights			●		○
Controls and instruments					
360° progressive steering			●		
Access Control (PIN codes)			●		
Adjustable BT Control console			●		
Automatic deceleration			●		
Creep speed function				○	
Drive motor temperature warning		●			
E-bar			●		
Electronic controller temperature warning		●			
Electronic height indicator			○		
Electronic fingertip controls			●		
Emergency cut-off			●		
Height pre-selector			○		
Hour meter			●		
Lift motor temperature warning		●			
Load information display				○	
Mini-joystick electronic controls			●		
Pedals as in a car			●		
Power/Electronic steering			●		
Smart Access (electronic card/fob)				○	
Steering direction indicator			●		
Weight indicator			○		
Operator features					
Adjustable backrest			●		
Adjustable seat			●		
Adjustable seat with safety belt				○	
Adjustable steering wheel			●		
Driver detection system			●		
Driver-adapted programmable performance				○	
Heated seat			○		
Low step-in			●		
Weather protection solutions			○		
Maintenance features					
Easy access for maintenance		●			
Fault diagnosis facility		●			
Historic fault log		●			
Battery management features					
Battery change facility			○		
Battery discharge prevention system		●			
Battery status indicator		●			
Sideways battery change			○		
Special applications					
Coldstore version			○		
EEx version (ATEX)			○		

## BT Reflex O-series

Reach trucks for indoor / outdoor use

With 145 mm ground clearance and super-elastic tyres for indoor and outdoor operation, BT Reflex O-series trucks are designed and built for complete versatility. For example, block stacking in yards, servicing outdoor racking and unloading curtain-side trailers.

### Transitional Lift Control (TLC)

The patented and unique Transitional Lift Control system ensures completely smooth, shock-free lifting and lowering, even at maximum speed.

### Totalview concept

The design of the overhead guard is also patented and unique to BT Reflex reach trucks. It provides a clear upward view to the forks when working at height. Furthermore the clear-view mast and fork carriage deliver a view to the load that is measurably better than other trucks in their class.

### All-weather protection

A choice of weather protection options ensures that the BT Reflex O-series can operate in all conditions: overhead and mast-direction windows; additional side windows; and a fully enclosed cab with door and fan heater/ventilation.

### TPS-based reliability

Like all Toyota trucks, BT Reflex reach trucks are built according to the Toyota Production System, assuring the highest levels of quality, durability and reliability.

• Superelastic tyres on all wheels and 145 mm ground clearance mean the BT Reflex O-series can handle outdoor surfaces, including gradients and transitions

• The seat and steering wheel are fully adjustable

Load capacity: 1.6 t @ 600 mm load centre  
Maximum lift height: 7.5 m  
Maximum travel speed: 11 km/h  
Maximum battery capacity: 620 Ah

options







● standard ○ option

Safety  
Durability  
Productivity  
Driveability  
BT Reflex FRE270

Truck features	Safety	Durability	Productivity	Driveability	BT Reflex FRE270
Adjustable fork width			●	●	●
Automatic parking brake			●	●	●
Clear-view mast			●	●	●
Clear-view overhead guard			●	●	●
Electronic braking system		●	●	●	●
Electronic regenerative brakes (motor)		●	●	●	●
Electronic speed control		●	●	●	●
Fork spreader			●	●	●
Four-wheel design		●	●	●	●
Integrated sideshift			●	○	○
Tilting forks			●	●	●
Warning light			○	○	○
Working lights			○	○	○
<b>Controls and instruments</b>					
360° progressive steering		●	●	●	●
Adjustable BT Control console			●	●	●
Automatic deceleration			●	●	●
Drive motor temperature warning		●	●	●	●
Electronic controller temperature warning		●	●	●	●
Electronic fingertip controls		●	●	●	●
Electronic height indicator			○	○	○
Emergency cut-off		●	●	●	●
Height pre-selector			○	○	○
Hour meter			●	●	●
Lift motor temperature warning		●	●	●	●
Load information display			○	○	○
Mini-joystick electronic controls			●	●	●
Multifunction control			○	○	○
Pedals as in a car		●	●	●	●
Power/Electronic steering		●	●	●	●
Steering direction indicator			●	●	●
Twin direction controls			●	●	●
Weight indicator			●	●	●
<b>Operator features</b>					
Adjustable pedals			●	●	●
Adjustable seat with safety belt			●	●	●
Adjustable steering wheel			●	●	●
Driver detection system			●	●	●
Driver facing forks			●	●	●
Driver-adapted programmable performance		●	●	●	●
Heated seat			○	○	○
Low step-in		●	●	●	●
Storage compartments			●	●	●
Writing table			○	○	○
<b>Maintenance features</b>					
Easy access for maintenance		●	●	●	●
Fault diagnosis facility			●	●	●
Historic fault log			●	●	●
<b>Battery management features</b>					
Battery change facility			○	○	○
Battery discharge prevention system		●	●	●	●
Battery status indicator			●	●	●
Sideways battery change			●	●	●

# BT Reflex F-series

4-way / long load reach trucks

The unique design of the BT Reflex F-series means that the driver faces in the direction of the forks to enjoy a clear view of the load being handled. In all other respects the BT Reflex F-series shares the same characteristics as the BT Reflex R-series.

## Maximum manoeuvrability

Electronic rotation of the leading steer wheel allows the truck to be driven forwards or sideways with the additional manoeuvrability provided by electronic 360° steering.

## Handle non-palletised loads

Hydraulic fork spreading to over two metres allows safe handling of long and unusual loads, as well as conventional pallet/unit load handling.

## Totalview concept

The design of the overhead guard provides a clear upward view to the forks when working at height. Furthermore the clear-view mast and fork carriage deliver a view to the load to ensure safe and accurate handling.

## TPS-based reliability

Like all Toyota trucks, BT Reflex reach trucks are built according to the Toyota Production System, assuring the highest levels of quality, durability and reliability.

- BT Reflex F-series' hydraulic fork spreader quickly adapts the truck to loads of different dimensions
- The operator faces the forks to obtain the best view of long and unusual loads

Load capacity: 2.7 t @ 600 mm load centre  
 Maximum lift height: 8 m  
 Maximum fork spread: 2.22 m  
 Maximum travel speed: 8 km/h  
 Maximum battery capacity: 750 Ah

## How we plan your operation

Toyota Material Handling has a clear approach to create effective and profitable relationships:

- Your local sales contact aims to be your trusted business advisor for all handling and logistics operations, to support your activities at both the planning and operational phases
- Our challenge is to analyse and understand your requirements and find efficient handling solutions – in short to fulfil our commitment to ‘Kaizen’ – which means continuous improvement
- A complete range of Toyota products – counterbalance trucks, warehouse trucks, tow tractors and automated solutions

## Financial options

A choice of financial options to suit your exact needs, including finance lease and fully-inclusive long term rental programmes

Quality approved used trucks are also available giving Toyota build-quality at a very competitive cost level

Forward planning with short-term rental options to handle peak periods of activity

## How we build quality trucks

The Toyota Production System has a world-wide reputation for manufacturing quality products:

- Having identified the right equipment for your operations, you have the confidence that it will be manufactured to the highest quality standards – that means reliability
- TPS is built around a process of continuous improvement (Kaizen) which is achieved by following a clear set of values
- All trucks are produced to ISO 14001 quality standards, ensuring minimum environmental impact
- Furthermore, one of the driving values within TPS is the elimination of waste at every stage of the process
- Over 90% of trucks sold by Toyota Material Handling in Europe are built within our European factories in Sweden, France and Italy

Toyota Production System – the strong foundation for quality in manufacturing

## Taking care of you and your trucks

The Toyota Service Concept has been developed on TPS principle and is unique in the industry:

- Service means total lifetime support – maintenance, repairs, back-up with extra trucks, driver training and management information
- Real-time information is one of the core values that makes Toyota’s service concept unique. It means everyone in the process has instant on-line access to updated, integrated information – technical support, truck history, parts, truck availability and for data for effective time and route planning
- TSC also means exact-fit in terms of parts and people, with structured training and accreditation processes
- Smart truck telemetry with GPRS/3G communication is also unique to Toyota, and available on almost every truck we produce. This allows better safety standards including driver management and, with Toyota I\_Site, complete fleet control for improved safety, efficiency and cost reduction

Toyota Service Concept – for unique, forward-thinking lifetime support

RELIABILITY  
CONFIDENCE  
AVAILABILITY  
PRODUCTIVITY  
QUALITY  
SAFETY

These are the expectations of our customers, alongside cost efficiency, sustainability and respect for the environment.

We check these expectations by regularly talking to truck users through surveys, sales discussions and over 3.5 million service visits every year.

We work with customers from one-off users up to the largest fleet operations.

Because our network extends across Europe we are always local.

Understanding customer needs is at the heart of our operations.

We call it CUSTOMER FIRST.

This page describes the unique processes that we follow, from working with you to plan your handling requirements, through building high quality reliable products, then delivering the best possible lifetime support.



For more information about:

- Toyota Production System (TPS)
- Toyota Service Concept (TSC)
- Finance and rental plans
- Service and parts programmes
- Smart truck technology
- Toyota I\_Site fleet management
- Environment & sustainability policies

please ask your Toyota representative, or visit [www.toyota-forklifts.eu](http://www.toyota-forklifts.eu)

# Toyota Material Handling in Europe

## Total coverage

The Toyota Material Handling network extends to over 30 countries in Europe with more than 4500 mobile technicians.

## Always local – with global support

Wherever you are located in Europe, we are always local, due to our extensive coverage, but with the stability and back-up of a worldwide organisation.

## Made in Europe

Over 90% of trucks we sell are built in our own European factories, in Sweden, France and Italy – all to TPS quality standards. We employ over 3000 production staff in Europe and work with over 300 European suppliers.

Approximately 15% of our European production is exported to other parts of the world.

Pictures used are for illustration purposes only. Availability and specifications are determined regionally, and are subject to change without notice. Please consult your Toyota Material Handling representative for details.