



Safe and efficient loads

In a highly competitive market, manufacturers of skips and hookloaders must prioritise high-quality, durable products that meet the highest standards of safety and compliance combined with exceptional service, John Saint from Palfinger UK tells *FVI*.

Skips and hookloaders perform demanding work in demanding environments, and manufacturers are building increasingly high-quality products that deliver reliability to operators across the waste management, construction, and demolition industries even in the toughest operating conditions.

The range of products for customers is broad, which is a positive, according to John Saint, Sales Director at Palfinger UK, the sole UK distributor for Palfinger. 'Competition is healthy and raises the bar for quality, innovation, and after-sales service. These are all things that Palfinger UK takes very seriously.'

So, what should customers look for when navigating the skip and hookloader market today to meet their business needs?

Safety and compliance

'Our customers tell us that safety and

compliance are their top priorities, both in adhering to the latest legislation and ensuring the safety of their workforce,' says John. 'Reducing risk to prevent avoidable accidents is imperative for safeguarding their business's future and brand reputation, and operators look to manufacturers and distributors to supply safe products and demonstrate best practice across all areas of their business.'

John says that quality and safety are the cornerstone of Palfinger UK's business. Certified to ISO 9001 and ISO 3834-2 for welding, the company guarantees consistent, high-quality standards across all models. 'And we test our products extensively before they are delivered to customers.'

He adds that features such as intuitive controls, connected systems and on-screen monitoring ensure straightforward operation, while the option of a remote control allows the operator to work at a safe distance as required.



He adds that driver training is essential in maintaining operational safety and ensuring safety processes are ingrained within customers' day-to-day operations. 'When we deliver a new skip or hookloader, our handover process includes driver training on product controls and features. When used in tandem with the customer's company safety procedures, this ensures that drivers have the information they need to maintain safe operating conditions.'

Operational efficiency

For operators, fleet efficiency is essential to meet customer demand and increase revenue. It is influenced by a number of factors, including optimising vehicle payload, effective route planning for collections and exchanges, and avoiding unnecessary vehicle downtime.

'A skip or hookloader's work is tough. We work hard to ensure our products are built to last. The use of high-tensile steel reduces the loader's weight, increases payload, and lowers fuel costs, extending truck life.'

However, even with the most robust product, parts will suffer wear and tear. 'Spares are available at our depots and with our mobile engineers,' says John. 'When we have to order a required part from Palfinger, we can generally supply it within 24 hours. This helps our customers avoid delays and vehicle downtime.'

Reliability and after-sales support

In such a demanding sector, after-sales is where the real differences are felt and where, when suppliers get it right, fleet efficiency can be

most effectively supported. Palfinger UK has invested in extensive staff training for everyone from those who respond to customer calls to its depot staff and 50 plus mobile engineers – all with the aim of ensuring high-quality service that maintains customers' vehicles to high standards.

'Our experienced technicians use Palfinger-approved diagnostics, mechanical equipment and processes, and we can also identify issues caused by operator behaviour and provide feedback that helps drivers avoid unnecessary wear and tear.'

The business's efforts have been recognised, with Palfinger UK receiving a gold certificate of achievement in the Palfinger Partner Programme 2025. 'This programme is exclusive to a limited number of dealers globally, and it is a testament to the hard work of our team and to our commitment to delivering to the high standards set by Palfinger for building, testing, and maintaining customer lifting products.'

Try before you buy

Many people might be more familiar with the Palfinger brand as a manufacturer of lifting solutions, particularly lorry loader cranes. In the UK, the brand is less well known for skip and hookloaders, so the company understands the importance of letting customers experience its products for themselves. 'Our product demonstrator Tony works side by side with our customers' teams, demonstrating products in real-world situations and ensuring they can evaluate its benefits in action,' says John.

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Right: Palfinger's products are made to last, using high-tensile steel to reduce weight, increase payload, and lower fuel costs.

Above: The company's experienced technicians use Palfinger-approved diagnostics, mechanical equipment and processes, and can also identify issues caused by operator behaviour and provide feedback that helps drivers avoid unnecessary wear and tear.