



# 2000-Lb. Capacity Mini Pallet Jack

## OWNER'S MANUAL



### **WARNING:**

Read carefully and understand all ASSEMBLY AND OPERATION INSTRUCTIONS before operating. Failure to follow the safety rules and other basic safety precautions may result in serious personal injury.

**Item# 55834**

Thank you very much for choosing a Strongway™ product. For future reference, please complete the owner's record below:

Serial Number/Lot Date Code: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Save the receipt, warranty and these instructions. It is important that you read the entire manual to become familiar with this product before you begin using it.

This pallet jack is designed for certain applications only. Northern Tool and Equipment is not responsible for issues arising from modification or improper use of this product such as an application for which it was not designed. We strongly recommend that this product not be modified and/or used for any application other than that for which it was designed.

## Table of Contents

Intended Use.....	1
Packaging Contents.....	1
Technical Specifications.....	1
Important Safety Information.....	1
Specific Operation Warnings.....	2
Assembly Instructions.....	3
Operating Instructions.....	4
Maintenance.....	5
Troubleshooting.....	6
Parts Diagram.....	7-8
Parts List / Replacement Parts.....	9
Limited Warranty.....	9

## Intended Use

The Strongway 2000 Lb. Capacity Pallet Jack is designed for transportation of loads with a level, attached base and may be used only on a firm and even surface, such as concrete or asphalt. The load must be evenly distributed pallets, with the ideal loading mode such that the center of gravity of the load is at the central position of the fork.

## Packaging Contents

Part A (1)	Part B (1)
Frame Assembly (1)	Handle (1)

## Technical Specifications

Property	Specification
Capacity	2000 lb. (910 kg)
Fork Length	31-1/2 in. (800 mm)
Width	15 in. (380 mm)
Lift Range	2-3/8 – 6 in. (60 – 152 mm)
Guide Roller Size	2 in. (51 mm)
Steering Wheel Size	5 in. (125 mm)

## Important Safety Information

### WARNING:

- Read and understand all instructions. Failure to follow all instructions may result in serious injury or property damage.
- The warnings, cautions, and instructions in this manual cannot cover all possible conditions or situations that could occur. Exercise common sense and caution when using this pallet jack. Always be aware of the environment and ensure that the tool is used in a safe and responsible manner.

- Do not allow persons to operate or assemble the product until they have read this manual and have developed a thorough understanding of how it works.
- Do not modify this pallet jack in anyway. Unauthorized modification may impair the function and/or safety and could affect the life of the product. There are specific applications for which the product was designed.
- Use the right tool for the job. DO NOT attempt to force small equipment to do the work of larger industrial equipment. There are certain applications for which this equipment was designed. This product will be safer and do a better job at the capacity for which it was intended. DO NOT use this equipment for a purpose for which it was not intended.
- Industrial or commercial applications must follow OSHA requirements.



### **WARNING:**

#### **WORK AREA SAFETY**

- Inspect the work area before each use. Keep work area clean, dry, free of clutter, and well-lit. Cluttered, wet, or dark work areas can result in injury. Using the product in confined work areas may put you dangerously close to cutting tools and rotating parts.
- Do not allow the product to come into contact with an electrical source. The tool is not insulated and contact will cause electrical shock.
- Keep children and bystanders away from the work area while operating the tool. Do not allow children to handle the product.

#### **PERSONAL SAFETY**

- Stay alert, watch what you are doing, and use common sense when operating the tool. Do not use the tool while you are tired or under the influence of drugs, alcohol, or medication. A moment of inattention while operating the tool may result in serious personal injury.
- Dress properly. Do not wear loose clothing, dangling objects, or jewelry. Keep your hair, clothing and gloves away from moving parts. Loose clothes, jewelry, or long hair can be caught in moving parts. Air vents on the tool often cover moving parts and should be avoided.
- Wear the proper personal protective equipment when necessary. Use ANSI Z87.1 compliant safety goggles (not safety glasses) with side shields, or when needed, a face shield. Use a dust mask in dusty work conditions. Also use non-skid safety shoes, hardhat, gloves, dust collection systems, and hearing protection when appropriate. This applies to all persons in the work area.



### **CAUTION:**

#### **PALLET JACK USE AND CARE**

- Do not force the pallet jack. Products are safer and do a better job when used in the manner for which they are designed. Plan your work, and use the correct product for the job.
- Check for damaged parts before each use. Carefully check that the product will operate properly and perform its intended function. Replace damaged or worn parts immediately. Never operate the product with a damaged part.
- Store the pallet jack when it is not in use. Store it in a dry, secure place out of the reach of children. Inspect the tool for good working condition prior to storage and before re-use.
- Keep guards in place and in working order. Never operate the product without the guards in place.

## **Specific Operation Warnings**



### **WARNING:**

- Do not exceed the rated load capacity.
- Be sure the load is secure and stable before moving.
- Do not operate a loaded pallet jack on ramps or inclines.
- Keep the load centered on the pallet jack.

- Wear steel-toed boots while operating the pallet jack.
- Check for damaged parts before operating. Do not operate a damaged or faulty pallet jack. Do not attempt repairs unless you are trained or authorized to do so.
- Operate a pallet jack from a designated operating position. Keep hands, feet, and other body parts clear from the lifting mechanism and under the forks of the pallet jack.
- Do not use the pallet jack to transport people or animals.
- Be sure the load is stable and secure before moving.
- Be sure to evenly distribute the load before moving.
- Be sure the length of the forks match the length of the pallet.
- Lower the forks to the lowest height when the pallet jack is not in use.
- For use on a hard, level surface. Do not use on a grade or angled surface.
- Do not use if the operator is not physically capable of safely operating with a full load.
- When lifting a pallet jack, the hydraulics may retract the wheels into the frame of the forks, crushing fingers, feet, and other body parts.
- Do not place your hands on the side of the pallet jack while lifting. Always use the end of the forks for lifting.

### Assembly Instructions

#### **WARNING:**

- Do not adjust the nut unless the pallet jack doesn't work properly.
- Do not loosen or over tighten the lock nut. The nut is pre-locked on the bolt at the factory. If this lock nut is damaged or needs to be replaced, call customer service.

### Tools Required for Assembly

- Allen Key (8mm)
- Flat Head Screwdriver

1. Place the base of the HANDLE TUBE (Fig. 1) on the PRESSURE FRAME (Fig. 1). Align the holes (Fig. 1) at the base of the HANDLE TUBE with the holes in the PRESSURE FRAME. The chain should drop through the middle hole of SHAFT (Fig. 2).
2. Using a screwdriver, pry the LEVER PLATE (Fig. 2) up and slip the bolt head under the notch in the LEVER PLATE.

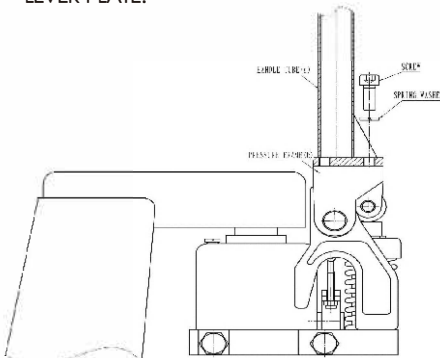


Fig. 1

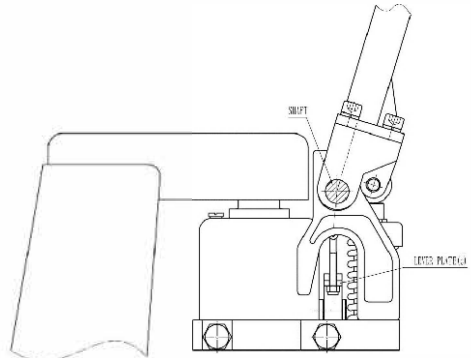


Fig. 2

3. Secure the HANDLE to the pallet jack with the three SPRING WASHERS and SCREWS (Fig. 1). It is a good idea to remove any air bubbles that might have accumulated in the hydraulic system during shipping.

## Operating Instructions



### WARNING:

- To avoid serious bodily injury or death, and/or property damage, do not exceed the rated load capacity.
- When not in use, do not allow heavy loads to remain on the fork for an extended period of time. **Always lower the fork completely when not in use.**

This pallet jack is designed for use with open style pallets or skids only. Closed style pallets must be placed on top of fork prior to use.

1. Insert the fork into the pallet.
2. To raise the fork, push the control lever all the way down, and pump the handle until the desired fork height is reached.
3. To move the handle without affecting the fork setting, set the control lever in the center neutral position. The load can now be pushed or pulled using the handle.
4. To lower the fork, pull the lever all the way up. Allow the load to descend slowly in a controlled manner. The lever is spring-loaded and will return to the neutral position when released.

### Adjusting the Control Handle – 3 Positions

On the Handle Tube (1) of this pallet jack, you can find the Control Lever (5), which can be placed in three positions (See Fig. 3):

LOWER - To lower the load, pull up on the control lever.

NEUTRAL - Place the control lever in this position while pulling the pallet jack or load.

LIFT - To raise the load, push down on the control lever and pump the handle to raise the load.

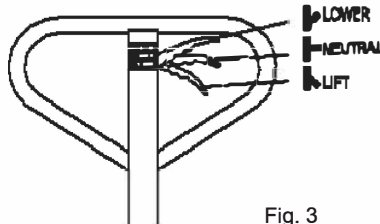


Fig. 3

Note: These three positions have been set at the factory to work appropriately as soon as the handle tube is attached. Check to see if the pallet jack works well in the 3 control positions. If the forks do not raise or lower as expected, proceed to the following steps see Fig. 4):

1. Pull the Control Lever (5) upward to the "LOWER" position. If the fork frame does not lower, turn the Nut (13) CLOCKWISE until the fork frame lowers.
2. Push the Control Lever (5) down to the "LIFT" position. If the fork frame does not elevate, turn the Nut (13) COUNTER-CLOCKWISE until the fork frame elevates.
3. Keep the control handle in the "NEUTRAL" position. If the fork frame lowers, turn the Nut (13) COUNTER-CLOCKWISE until the fork frame does not lower.
4. Check to see if the pallet jack works well in the 3 control positions. If not, repeat the steps above until the pallet jack works well.

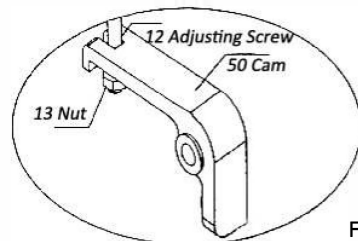


Fig. 4

## Maintenance

Maintain the product by adopting a program of conscientious repair and maintenance in accordance with the following recommended procedures. It is recommended that the general condition of any tool be examined before it is used. Keep your tool in good repair. Keep handles dry, clean, and free from oil and grease. The following chart is based on a normal operation schedule.

Maintenance Interval	Maintenance Point
Daily before operating	Daily inspection and maintenance of the pallet truck is required, especially for the wheels and the axles. Remove thread or rags on the wheel or axle if any is detected. Unload and lower the forks to the lowest position after every job is finished.
Before and after operating	<p><b>OIL.</b> Check the oil level annually by removing the oil plug (46) on top of the pump housing. When changing or adding oil, fill the tank through the oil plug hole with 0.26L of new hydraulic jack oil. See Figure 5. <b>Do not use any other type of oil.</b> When finished, replace oil plug (46).</p> <div data-bbox="460 699 906 967" data-label="Image"> <p>The diagram shows a cross-section of the pump housing. A vertical arrow on the left indicates the oil level, which is labeled '0.26L'. The top of the housing has a small rectangular cap labeled 'Oil Plug'. The main body of the housing is shaded with diagonal lines. The entire assembly sits on a base plate.</p> </div> <p style="text-align: right;">Fig. 5</p>
	<p><b>LUBRICATION.</b> Wheel bearings are sealed and require no lubrication. The crankshaft features "oil lite" bushings that also require no lubrication.</p> <p>Lightly oil all other moving parts.</p>
	<p><b>BLEEDING THE AIR.</b> There may be times when the forks do not rise while pumping when in the "LIFT" position. Most likely this is because air has been introduced in to the hydraulic system. The air can be removed by moving the control handle to the "LOWER" position, then pumping the handle up and down several times. Repeat this process until the forks lift as intended.</p>

Maintenance Interval	Maintenance Point
	<p><b>SEAL AND O-RING REPLACEMENT FOR RAM AND PLUNGER PISTON</b></p> <ul style="list-style-type: none"> <li>• Raise the pallet jack by pumping the handle.</li> <li>• Remove the shaft (18). This will free the pump and handle assembly from the pallet jack.</li> <li>• Remove the oil plug (46), turn pump over and empty the oil into a suitable container. Pump the handle until all the oil has drained. Dispose of used hydraulic oil according to local disposal regulations.</li> <li>• Pull out the plunger piston (40) and/or ram piston (42).</li> <li>• Remove all O-rings and seals. See Fig. 6.</li> <li>• Insert the new O-ring or seal one at a time making sure to replace with the same size that was removed.</li> <li>• Reassemble and fill the oil tank through the oil plug hole with 0.26L (8.8 oz.) of new hydraulic jack oil.</li> </ul> <div data-bbox="493 614 800 786" style="text-align: center;"> <p>Cross Section of Ram Cylinder</p> </div> <p style="text-align: right;">Fig.6</p>

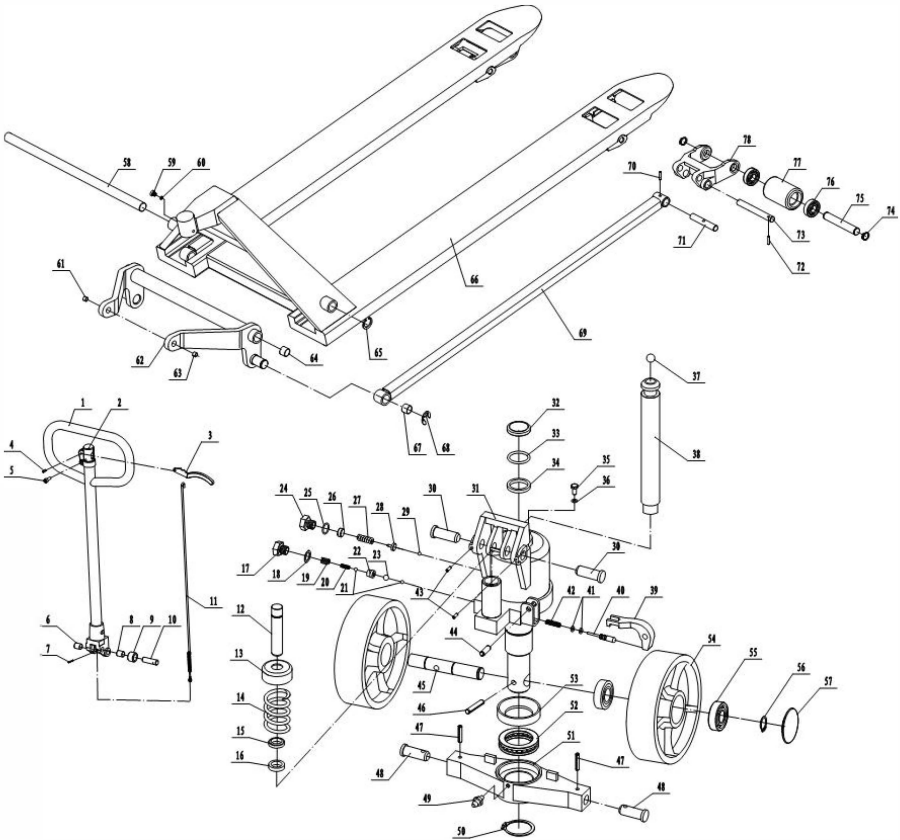
### Troubleshooting



**WARNING:**

Do not attempt to repair the pallet jack unless you are trained and authorized to do so.

Failure	Possible Cause	Corrective Action
Hydraulic unit does not lift	Air in pump.	See " <b>BLEEDING THE AIR</b> ".
	Worn O-ring in ram cylinder.	Replace O-ring (refer to " <b>Seal and O-Ring Replacement</b> ").
The forks do not descend	Deformed piston rod.	Replace piston rod and cylinder.
	Piston rod rusted.	Lubricate/ replace rod. Keep jack in lowered position when not in use.
	Handle tube, nut or chain broken or missing.	Replace the handle tube.
Once lifted, truck lowers by itself	Air comes into the oil.	See " <b>BLEEDING THE AIR</b> ".
	Worn O-ring in ram cylinder.	Replace O-ring (refer to " <b>Seal and O-Ring Replacement</b> ").
	Pallet jack loaded beyond capacity.	Reduce load to within capacity.
	Damaged push rods and/or linkages.	Replace damaged parts. (It is recommended that an authorized service center perform this work.)
Fluid leak	Component, likely seal, worn or damaged.	Inspect and replace worn or damaged parts.



**Parts Diagram**

No.	Item	Qty	Note	No.	Item	Qty	Note
1	Handle		1	10	Roller Pin		1
2	Handle Cap		1	11	Release Rod Parts		1
3	Lever		1	12	Plunger Piston		1
4	Spring Pin		1	13	Spring Cap		1
5	Bolt		1	14	Spring		1
6	Oil Lite Bushing		1	15	Dust Seal		1
7	Spring Pin		1	16	U-Packing		1
8	Oil Lite Bushing		1	17	Release Plug		1
9	Roller		1	18	Washer		1



## 2000-Lb. Capacity Mini Pallet Jack OWNER'S MANUAL

No.	Item	Qty	Note	No.	Item	Qty	Note
19	Spring		1	49	Grease Fitting		1
20	Spring		1	50	Snap Ring		1
21	Steel Ball		2	51	Table		1
22	Valve Housing		1	52	Ball Bearing		1
23	Steel Ball		1	53	Bearing Base		1
24	Release Plug		1	54	Steer Wheel		1
25	O-Ring		1	55	Steer Wheel Ball Bearing		2
26	Release Screw		1	56	Snap Ring		2
27	Spring		1	57	Cap		2
28	Valve		1	58	Crank Shaft		1
29	Steel Ball		1	59	Socket Head Cap Screw		2
30	Handle Pin		2	60	Lock Washer		2
31	Pump Housing Assembly		1	61	Oil Lite Bushing		2
32	Dust Seal		1	62	Lifting Yoke		1
33	O-Ring		1	63	Oil Lite Bushing		2
34	U-Packing		1	64	Oil Lite Bushing		2
35	Oil Plug		1	65	Snap Ring		2
36	O-Ring		1	66	Fork Frame		1
37	Steel Ball		1	67	Oil Lite Bushing		2
38	Ram Piston		1	68	E-Ring		2
39	Cam		1	69	Rod		2
40	Release Nozzle		1	70	Spring Pin		2
41	O-Ring		2	71	Rod Pin		2
42	Spring		1	72	Spring Pin		2
43	Spring Pin		2	73	Arm Pin		2
44	Spring Pin		1	74	Snap Ring		4
45	Wheel Shaft		1	75	Load Wheel Axle		2
46	Spring Pin		1	76	Load Wheel Bearing		4
47	Spring Pin		2	77	Load Wheel		2
48	Table Pin		2	78	Arm		2

## Replacement Parts

- For replacement parts and technical questions, please call Customer Service at 1-800-222-5381.
- Not all product components are available for replacement. The illustrations provided are a convenient reference to the location and position of parts in the assembly sequence.
- When ordering parts, the following information will be required: item description, item model number, item serial number/item lot date code, and the replacement part reference number.
- The distributor reserves the rights to make design changes and or improvements to product lines and manuals without notice.

## Limited Warranty

Northern Tool and Equipment Company, Inc. ("We" or "Us") warrants to the original purchaser only ("You" or "Your") that the Strongway product purchased will be free from material defects in both materials and workmanship, normal wear and tear excepted, for a period of one year from date of purchase. The foregoing warranty is valid only if the installation and use of the product is strictly in accordance with product instructions. There are no other warranties, express or implied, including the warranty of merchantability or fitness for a particular purpose. If the product does not comply with this limited warranty, Your sole and exclusive remedy is that We will, at our sole option and within a commercially reasonable time, either replace the product or product component without charge to You or refund the purchase price (less shipping). This limited warranty is not transferable.

### Limitations on the Warranty

This limited warranty does not cover: (a) normal wear and tear; (b) damage through abuse, neglect, misuse, or as a result of any accident or in any other manner; (c) damage from misapplication, overloading, or improper installation; (d) improper maintenance and repair; and (e) product alteration in any manner by anyone other than Us, with the sole exception of alterations made pursuant to product instructions and in a workmanlike manner.

### Obligations of Purchaser

You must retain Your product purchase receipt to verify date of purchase and that You are the original purchaser. To make a warranty claim, contact Us at 1-800-222-5381, identify the product by make and model number, and follow the claim instructions that will be provided. The product and the purchase receipt must be provided to Us in order to process Your warranty claim. Any returned product that is replaced or refunded by Us becomes our property. You will be responsible for return shipping costs or costs related to Your return visit to a retail store.

### Remedy Limits

Product replacement or a refund of the purchase price is Your sole remedy under this limited warranty or any other warranty related to the product. We shall not be liable for: service or labor charges or damage to Your property incurred in removing or replacing the product; any damages, including, without limitation, damages to tangible personal property or personal injury, related to Your improper use, installation, or maintenance of the product or product component; or any indirect, incidental or consequential damages of any kind for any reason.

### Assumption of Risk

You acknowledge and agree that any use of the product for any purpose other than the specified use(s) stated in the product instructions is at Your own risk.

### Governing Law

This limited warranty gives You specific legal rights, and You also may have other rights which vary from state to state. Some states do not allow limitations or exclusions on implied warranties or incidental or consequential damages, so the above limitations may not apply to You. This limited warranty is governed by the laws of the State of Minnesota, without regard to rules pertaining to conflicts of law. The state courts located in Dakota County, Minnesota shall have exclusive jurisdiction for any disputes relating to this warranty.





Distributed by:  
Northern Tool & Equipment Company, Inc.  
Burnsville, Minnesota 55306  
[www.northerntool.com](http://www.northerntool.com)

Made in Vietnam