

THE ULTIMATE GUIDE TO EMEA H-D WORKSHOPS & ORDER FORM



November 2016

INTRODUCTION

Dear Workshop Owner/ Owner-to-be,

This “Ultimate Guide to EMEA Harley-Davidson Workshops” has been created cooperatively by H-D EMEA and CAPS group to give you a head start when opening or remodelling your H-D workshop area.

At CAPS group we understand that starting or refurbishing your own workshop is a stressful enough undertaking. What if we say we can take some pressure off you? Having had over 30 years in designing and equipping service areas for major automotive brands, including the legendary Harley-Davidson, we have created this guide exactly for that purpose. Please feel free to use these guidelines to help you make the right decisions. The “Order Form” included in this essential summary will guide you through the list of mandatory and recommended workshop tools and equipment. Just check the boxes and forward the form to us. We will take it from there for you.

In case of any questions feel free to contact us and we will work out the best workshop solution for your business. Because we share the same passion: the passion for Harley-Davidson motorcycles.

Good luck and talk to you soon!



Nick Nelson of CAPS group



Gavin Cupit of Harley-Davidson Motor Company

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General facility requirements for running a workshop

To be included within main showroom / dealership design:

- Service (workshop) reception area
- Service manager / warranty office
- Workshop customers' waiting area
- Toilets for clients and workshop staff

Workshop area should have direct access to:

- The parts department
- General store
- Sales floor

Other factors to consider:

- Access for vehicles delivering broken bikes or goods
- Area for bikes delivery (new, used, workshop bikes)

Workshop minimum space standards

Motorcycle throughput should be taken into account when designing the workshop layout. The design should facilitate the actual flow of the motorcycle from the point of acceptance from the customer to delivery back to the customer.

H-D RETAIL EXPERIENCE STANDARDS	WORKSHOP MINIMUM STANDARDS					
	75	125	175	250	350	400
New bike sales [in units]	SMALL	MED-SMALL	MEDIUM	MED-LARGE	LARGE	VERY LARGE
Workshop size [in square meters]	195	250	300	425	600	725
MC Work bays/lifts (3.6x5)	2 36	3 54	3 54	4 72	5 90	7 126
Access to MC bay (3.6x4)	28	42	42	56	70	98
Trike work bay/lift (4x5)	1 20	1 20	1 20	1 20	1 20	1 20
Access to Trike bay (5x5)	25	25	25	25	25	25
MC Storage for workshop bikes only	32	52	95	167	280	321
Wash bay	20	20	20	20	20	20
Minimum Equipment & Tools	15	15	20	30	40	50
MC Parts storage (stripped bikes)	5	6	8	10	25	35
Staff welfare area	14	16	16	25	30	30
	TOTAL 195	TOTAL 250	TOTAL 300	TOTAL 425	TOTAL 600	TOTAL 725

Legend:

MC - motorcycle.

Workshop requirements divided into main sections

1. Work bay minimum standards

Lifts and work bays

- Minimum area for work bay is: 3.6m x 5m (width x depth)
- The ceiling should be at least 3.5 m high
- Clear access area for each work bay
 - There should be a minimum of 4 meters of clearance from the end of the work bay (lift's ramp) for MCs
 - There should be a minimum of 5 meters of clearance from the end of the work bay (lift's ramp) for Trikes
- Double lift bays are recommended if there is space
- When possible lifts should be recessed in the floor to facilitate bike access

Workbenches

- Height between 85 and 100 cm
- Depth between 70 and 100 cm
- Durable metal or rubber top is recommended in certain areas if not the whole surface of the workbench
- Sliding doors covering the under counter space are recommended

Lighting

- Light at the workbench and lift area work surfaces should be 120-125 lumens
- Long fluorescent lighting fixtures are recommended and should not be more than 2.5 meters from the floor
- Lighting fixtures in the work bay will form a "horseshoe" or "U" shape around the lift/s.
- Lighting fixture on top of workbenches should be 20 cms from edge of workbench
- "The lights parallel to the lifts should be 120 cm from the lights above the workbench and 120 cms out from the center of the lifts"

Air lines

- One air line fitting (with air pressure regulator and water separator)

Electrical outlets

- Minimum of 4 electrical outlets per bay

Oil Supply

- Individual oil supply line for every two bays is recommended

Internet access

- WiFi and LAN access

Exhaust extraction

- Suitable exhaust gases extraction system per bay with two hoses and fittings for motorcycle exhaust systems/mufflers

2. Warranty parts storage

- DLR must be able to store a minimum of 90 days of warranty parts
- Minimum 3 shelves should be marked for 3 consecutive months
- Parts to be cleared tagged with date, VIN and warranty claim number

3. Motorcycle parts storage

- Space should be allocated within the workshop area to store parts taken from motorcycles being repaired.
- The location should prevent from parts getting damaged.
- Recommended solution is the use of rolling carts.

4. Bike wash station minimum standards

Size: 4x4 meters (16 sqm)

Equipment

- Lighting (4'(1.2m) 40w fluorescent 2 tube units) 40W min at no more than 2.5 meters above the floor.
- Plastic lighting sleeves
- Ground fault type electrical outlets (4 sockets)
- Floor drain with carefully planned drainage
- Mini lift, handy lift or ground pole lift
- One vise should be installed on a bench in the tool area
- Cabinet with sliding doors
- Built-in countertop
- Pressure washer
- Cold water line
- Air lines

Miscellaneous

- Pail
- Sponge (provided by H-D, 94760-99)
- Chamie (buff cloth) (provided by H-D, 94663-02, 94791-01)
- Brush, washing (provided by H-D, 94844-10, 43078-99)
- Water hose
- Chemical/cleaning cart
- Air blow gun
- H-D Cleaning, detailing and protective products
- First aid kits - government regulations

5. Charging station minimum standards

Battery Charger

- Multi Point, Optima Pro

Battery tester

- Midtronics (available from H-D)
 - EC-14900052 Battery Tester Europe
 - EC-14900053 Battery Tester UK
 - EC-14900056 Cart, Battery Tester
 - Midtronics UK power cord Part Number 6003 0215"

Equipment

- Acid resistant cart with gravity drain
- Ventilation system
- Lighting (4' fluorescent 2 tube units)
- Ground fault type electrical outlets (4 sockets)

Miscellaneous

- Rubber gloves
- Rubber apron
- goggles
- Grounded Rubber mat
- Lightning suppressor
- First Aid Kits

Order Form - List of workshop minimum equipment & tools

This is a list of workshop equipment and tools which every service area should have.

Please mark with "x" items you would like to order and send us the scanned document.

DESCRIPTION	NOTES	MANDATORY / RECOMMENDED	REF. IF PROVIDED BY CAPS WORKSHOPS	ORDER
AIR SUPPLY				
AIR COMPRESSOR	SIZED TO SUIT WORKSHOP	MANDATORY	REF. AIR COMPRESSOR	
AIR DRYER	SIZED TO SUIT COMPRESSOR	RECOMMENDED	REF. AIR DRYER	
AIR POWERED TOOLS				
AIR GRINDER		RECOMMENDED	REF. CP854 4 INCH CHICAGO PNEUMATIC	
AIR IMPACT TOOL		MANDATORY	REF. CP7737 1/2 IN ANGLE IMPACT DRIVER. CHICAGO PNEUMATIC	
AIR DRILL		RECOMMENDED	REF. CP 1464 3/8 AIR DRILL CHICAGO PNEUMATIC	
BIKE WASH STATION / VALETING BAY				
HIGH WATER PRESSURE SYSTEM		RECOMMENDED	REF. PRESSURE WASHER	
EXHAUST GASES EXTRACTION				
EXHAUST EXTRACTION SYSTEM	ONE MODULE SHARED BETWEEN 2 WORK BAYS. 1 Y PIECE. WITH MC SPECIFIC EXHAUST ADAPTOR. WITH ENOUGH CAPACITY FOR THE NUMBER OF WORK BAYS.	MANDATORY	REF. EXHAUST	
BREAK SYSTEM BLEEDING				
VACUUM PUMP / AIR BLEEDER	MITY VAC	MANDATORY	REF. MITYV8020	
CHARGING STATION				
CHARGING STATION/ BATTERY CHARGER	MULTI POINT AND TRICKLE CHARGERS (AVAILABLE FROM H-D): 800 MA: 99814-09 (EU) 800 MA: 99816-09 (UK) 5 AMP: 66000042 (EU) 5 AMP: 66000043 (UK)	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	

DESCRIPTION	NOTES	MANDATORY / RECOMMENDED	REF. IF PROVIDED BY CAPS WORKSHOPS	ORDER
CHARGING STATION (CONT.)				
BATTERY TESTER	SPECIAL TOOL (MUST BE PURCHASED FROM H-D): EC-14900052 BATTERY TESTER EUROPE EC-14900053 BATTERY TESTER UK EC-14900056 CART, BATTERY TESTER MIDTRONICS UK POWER CORD PART NUMBER 6003 0215	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	
BOOSTER START		MANDATORY	REF. BATT BOOST	
CONSUMABLES STORAGE				
CABINET FOR CONSUMABLES		MANDATORY	CONTACT CAPS GROUP	
DIAGNOSTIC EQUIPMENT				
SCREEN FOR DT II		RECOMMENDED	CONTACT CAPS GROUP	
INSPECTION LIGHTS	LED RECHARGEABLE	MANDATORY	REF. J1500REDAS	
OSCILLOSCOPE	PICO (RECOMMENDED)	RECOMMENDED	REF. PICOSCOPE.	
MIRROR FOR EACH BENCH	RECTANGULAR ADJUSTABLE	RECOMMENDED	REF. GA294SNAP	
ENDOSCOPE		RECOMMENDED	REF. PCE-VE 200	
PHOTOGRAPH/VIDEO CAMERA	TABLET	MANDATORY	CONTACT CAPS GROUP	
ELECTRICAL DIAGNOSIS				
DIGITAL MULTIMETER	FLUKE	MANDATORY	REF. 114FLUKE	
12 V TESTER	ONE PER WORK BAY	MANDATORY	REF. 8374DRAPER	
HEALTH AND SAFETY EQUIPMENT				
GOGGLES		MANDATORY	REF. JS-AGC010-301-300	
GLOVES		MANDATORY	REF. JSUC-KM15	
FIRE BLANKET		MANDATORY	REF. JSHS-101-1447	
FIRE EXTINGUISHER	QD3IN 200	MANDATORY	REF. FSS FE010/FSS 2KG CO2	
EYES WASHER		RECOMMENDED	REF. JS-RL-903	
FIRST AID KIT		MANDATORY	REF. JSSA-K10AECON	
JACKS / MC SUPPORT EQUIPMENT				
FLAT JACK	ONE PER BAY	MANDATORY	REF. MCL 20 CAPS 801458	
SCISSOR JACK	ONE PER BAY	MANDATORY	REF. MCL 20 CAPS 801458	
TROLLEY JACK		MANDATORY	REF. SGSTJA1.25	

DESCRIPTION	NOTES	MANDATORY / RECOMMENDED	REF. IF PROVIDED BY CAPS WORKSHOPS	ORDER
JACKS / MC SUPPORT EQUIPMENT (CONT.)				
AXLE STANDS		MANDATORY	CONTACT CAPS GROUP	
STRAPS / FLEECE SOFT HOOKS	SET OF TWO PER BAY AVAILABLE FROM H-D	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	
BUNGEE CORDS	ONE SET PER BAY	MANDATORY	CONTACT CAPS GROUP	
LIFTS				
LIFTS	PREMIUM LIFT, MIN 600KG CAP POWER OPERATED WITH FRONT WHEEL CLAMP	MANDATORY	REF. LIFTS	
MOBILE FLOOR LIFT	HYDRAULIC WHEELED UNDER FRAME LIFT	MANDATORY	REF. WHEEL LIFT	
ENGINE CRANE / HOIST	2,000KG CAP, FOLDING	MANDATORY	REF. EC2000 CRANE	
STRAPS FOR THE ENGINE HOIST		MANDATORY	REF. STRAPS	
MEASUREMENT TOOLS				
DIAL BORE GAUGE		MANDATORY	REF. GAUGE, DIAL BORE, 2" 6" REF. GA2-6BSNAP	
MICROMETER (0-4" OD. ACCURATE TO 0.0001")	(DIGITAL)	MANDATORY	REF. 0-4IN. CAPS DIGI MICR SET CWTTOOLS DMSET 0-100	
VERNIER CALIPER		MANDATORY	REF. MIUTOYO 8 X 200 VERNIER	
DIAL INDICATOR & MAGNETIC STAND		MANDATORY	REF. GA3640 MAGNETIC SNA	
FEELER GAUGE		MANDATORY	REF. IMP FEELER FB308DSNA	
STRAIGHT EDGE		MANDATORY	REF. (24INCH PRECISION) GA438ASNA	
FLAT PLATE		MANDATORY	REF. 18" X 12" CAST IRON SURFACE PLATE. 80203006G&M TOOLS	
TELESCOPIC GAUGES		MANDATORY	REF. MOORE AND WRIGHT MW315-01	
MISCELLANEOUS				
GREASE GUN		RECOMMENDED	REF. GA471SNA	
HEAT GUN		MANDATORY	REF. ET1400SNA	
SOLDERING GUN		MANDATORY	REF. R460BSNA	
POP RIVET GUN		MANDATORY	REF. HPS202 SNA	
TAP AND DIE SET		MANDATORY	REF. TRC3SNA	
MAGNETIC PICKUP		MANDATORY	REF. PHT5 SNA	
ELECTRIC DRILL		MANDATORY	REF. DCD710D2DEWALT	
DRILL BIT ASSORTMENT		MANDATORY	REF. DBM125C SNA	

DESCRIPTION	NOTES	MANDATORY / RECOMMENDED	REF. IF PROVIDED BY CAPS WORKSHOPS	ORDER
MISCELLANEOUS (CONT.)				
ELECTRICAL WIRE STRIPPERS		MANDATORY	REF. PWC27 SNA	
VICE FOR A WORK BAY	ONE PER WORK BAY	MANDATORY	REF. JAS4	
VICE FOR A TOOL ROOM		MANDATORY	REF. JAS6	
WELDER	ELECTRIC MIG	RECOMMENDED	CONTACT CAPS GROUP	
CYLINDER HONE KIT		MANDATORY	REF. VS029SEAL	
BENCH GRINDER	8 INCH DOUBLE ENDED	MANDATORY	REF. BG200/79SEAL	
PILLAR DRILL		MANDATORY	REF. PDM210FSEAL	
HAND WIPING ROLLS	FOR EACH WORK BAY	MANDATORY	CONTACT CAPS GROUP	
MOTORCYCLE ALIGNMENT TOOLS				
STRAIGHT EDGES		MANDATORY	REF. RSALIGNMENT BARS	
LASER LINER		RECOMMENDED	CONTACT CAPS-WORKSHOPS	
INCLINOMETER / ANGLE GAUGE	WITH MAGNET AND LEVEL	MANDATORY	REF. DIGI ANGLE GAUGE PROTRACTOR INCLINOMETER DWL-80E	
FALL AWAY ADJUSTMENT JIG	TO BE MADE LOCALLY BY THE DLR	MANDATORY	CONTACT CAPS GROUP	
MOTORCYCLE PARTS STORAGE				
STORAGE SHELVING RACKET FOR PARTS, STRIPPED MCS	AT LEAST ONE WITH WHEELS	MANDATORY	CONTACT CAPS GROUP	
ROLLING CART		MANDATORY	REF. TR001	
MOTORCYCLE PROTECTION				
SERVICE COVERS (FUEL TANL AND FENDER)	AVAILABLE FROM H-D	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	
OIL SUPPLY				
DRAIN PANS (H-D)	AVAILABLE FROM H-D (63795-10)	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	
FUNNELS (H-D)	AVAILABLE FROM H-D 63799-10 63797-10 63794-10	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	
OIL CANS		MANDATORY	CONTACT CAPS GROUP	
OIL SUPPLY SYSTEM		RECOMMENDED	REF. OIL SUPPLY SYSTEM	

DESCRIPTION	NOTES	MANDATORY / RECOMMENDED	REF. IF PROVIDED BY CAPS WORKSHOPS	ORDER
PAINT REPAIR				
3M PAINT REPAIR KIT	SPECIAL TOOL (MUST BE PURCHASED FROM H-D): EC-160829	MANDATORY	PROVIDED BY HARLEY-DAVIDSON	
TIRES				
TYRE CHANGER	AUTOMATIC CAPABLE OF WORK TRIKE REAR WHEELS	MANDATORY	REF. T/C	
WHEEL BALANCER	CAPABLE OF BALANCE MC AND TRIKE REAR WHEELS	MANDATORY	REF. W/B	
WHEEL TRUING STAND		MANDATORY	REF. B35N BIKE LIFT	
TIRE PRESSURE GAUGE	ONE EACH WORK SHOP. AVAILABLE FROM H-D: 12700096	MANDATORY	REF. AFG4H04 PCL	
TORQUE WRENCHES				
TORQUE WRENCHES	ONE SET PER BENCH. FROM 6 IN/POUNDS TO 250 FT/POUNDS	MANDATORY	REF. TWQD1R200, CAPS TWQD1RN6, CAPS TWQD3IN 200	
PROPANE TORCH		MANDATORY	REF. LPT7SEAL	
SINK (HANDS WASHING)		MANDATORY	CONTACT CAPS-WORKSHOPS	
PARTS WASH STATION		MANDATORY	REF. SM20SEAL	
HYDRAULIC PRESS	FLOOR STANDING. MINIMUM 20 TN	MANDATORY	REF. YK20SEAL	
HEADLIGHT ALIGNMENT EQUIPMENT	TO BE INCLUDED IN THE WORKSHOP LAYOUT AS A LAMINATED SHEET WITH MARKS FOR ALL MODELS	RECOMMENDED	CONTACT CAPS GROUP	
HEATING & AIR CONDITIONING		MANDATORY	CONTACT CAPS GROUP	
INTERNET ACCESS / WIFI		MANDATORY	CONTACT CAPS GROUP	
WASTE MANAGEMENT				
WASTE OIL RECEPTACLE	70L CAPACITY 1 PER 2 BAYS	MANDATORY	REF. SAM 70DRAINER	
WASTE ANTI-FREEZE RECEPTACLE		MANDATORY	REF. ANTI FREEZE STORE	
WASTE TYRES RECEPTACLE		MANDATORY	CONTACT CAPS GROUP	
RECEPTACLE FOR USED BATTERIES		MANDATORY	CONTACT CAPS GROUP	
RECEPTACLE FOR HAZARDOUS MATERIALS		MANDATORY	CONTACT CAPS GROUP	
BINS FOR DISPOSAL OF METAL SCRAP		RECOMMENDED	CONTACT CAPS GROUP	
BINS FOR DISPOSAL OF "NORMAL" WASTE	ONE FOR EACH BAY	MANDATORY	CONTACT CAPS GROUP	



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