



Keep Cartons Gliding—Make Maintenance Part of Your Pick Plan!

A five-minute visual sweep and a few scheduled checks protect uptime, extend equipment life, and keep your carton flow rack delivering ROI day after day.

Carton flow's simple gravity-fed design is famously low-maintenance, yet loose debris, misaligned tracks, or worn flow rails can stall productivity. The following routine keeps your wheeled and roller shelves humming—no specialty tools required.

Troubleshooting Quick Reference

- **Cartons stall:** If the style or mix of your inventory hasn't changed, check for debris or damaged rollers. If it has, the pitch may need adjusting. — Clean and replace damaged tracks, and call the Mallard team for pitch adjustment advice.
- **Cartons race to pick face:** Either your pitch is too steep or the cartons are too slick — reduce the lane pitch or add skid plates.
- **Lane guides drift:** Replace substandard lane guides with Mallard Slim-Fit™ guides for no fuss, secure SKU separation.
- **Excessive noise:** If your flow shelves are making noise, check for debris or worn rollers —clean lane, replace damaged tracks.

Contact our gravity flow team for parts, testing, or installation and operation questions.

Quick-Start Maintenance Guide

Step	What to Do	Tips & Frequency
1. Clear the Lanes	Vacuum or sweep each track; wipe with a damp cloth to remove dust, tape, and carton chips that impede flow.	Daily-to-weekly “walk-through” while replenishing stock.
2. Spin & Scan Rollers/Wheels	Roll by hand—replace any that stick, wobble, or show flat spots. Mallard rollers are prelubricated and do not require lubrication in standard conditions.	Monthly check; keep a small qty of OEM spares on hand.
3. Verify Lane Pitch & Alignment	Sight down each lane for sagging beams or bowed tracks; confirm cartons coast to the pick face without stalling or crashing. Adjust pitch or add friction inserts as needed.	Quarterly or after carton-size changes.
4. Tighten Connections	Check beam clips, dividers, entry guides, and frame bolts—snug or replace loose hardware.	Monthly (hand tools only).
5. Inspect the Frame	Look for rust, dents, or impact damage; confirm uprights are plumb and anchors intact.	At every scheduled maintenance round.
6. Inspect Accessories	Inspect any accessories such as the impact tray, tilt tray, and lane guides to ensure they are securely in place and functioning correctly.	Replace any damaged items.
7. Housekeeping & Operator Training	Keep aisle floors clear; train pickers to spot loose shrink-wrap, broken cartons, and debris before it jams a lane.	Ongoing; add refresher briefings each quarter.
8. Log & Escalate	Record findings, parts replaced, and corrective actions. Flag recurring issues for engineering review.	Every maintenance event.
9. Bring in the Pros	Follow industry best practice: daily/weekly visual checks by staff, a detailed in-house inspection monthly, and a professional rack audit at least once per year (or after any collision).	
10. When SKUs Change—Re-Test	New carton sizes or weights? Send samples to the Mallard Test Lab to validate pitch, roller type, and guide setup before full rollout.	As inventory evolves.