

# Intellicrate<sup>®</sup> Reusable Plastic Crates (RPCs) Supplier Guide

Circularity Made Simple



Try our carbon  
calculator to  
see what your  
impact could be



# Overview

## Circularity Made Simple - A World Without Single-Use Starts Here

Viscount's Intellicrate® Reusable Plastic Crates (RPCs) represent a smarter, circular alternative to single-use cardboard across Australia's fresh food and protein supply chains.

Engineered and manufactured in Australia using recycled resin, Intellicrates® are built to safely and efficiently move goods from farm to distribution centres, then onto retail and back again - while keeping resources in circulation and waste out of landfill.

By replacing single-use corrugate with high-performance reusable and collapsible crates, businesses unlock measurable cost savings, operational efficiencies, and lower environmental impact - without compromising food safety or supply chain integrity.

This is circularity made simple.

## Key Features

### Designed for Performance. Engineered for Circularity.

**Five Versatile Sizes** with the capability to engineer custom solutions tailored to your supply chain requirements.

**Collapsible Design for Transport Efficiency**  
Folding IntelliCrate® design reduces empty transport volume, lowers backhaul costs and optimises storage space across the supply chain.

**National Automated Wash Network**, four high-speed, fully automated wash facilities located across Australia ensure consistent hygiene, rapid turnaround and national coverage.

**World-Class Hygiene Standards**, advanced centrifugal drying technology delivers cleaner, more hygienic crates with automated, controlled sanitisation processes continuously monitored under HACCP protocols.

**Traceability with RFID Technology**, platform enables end-to-end tracking from paddock to plate - delivering real-time visibility, lot tracking and supply chain integrity.

**Intuitive Web-Based Ordering Platform**, a seamless, device-optimised ordering system provides customers with flexibility, transparency and account control.

**140+ Reuse Cycles**, and once at end of life being recycled significantly extends asset life and maximises return on investment.

**Environmental Payback in Just Six Uses**, achieves environmental benefits over single-use corrugate after approximately six reuse cycles.

**Up to 40% CO<sub>2</sub> Reduction Annually\***, transitioning from single-use cardboard to RPCs can reduce emissions by up to 40% annually.\*

**Responsible Manufacturing & Closed-Loop Recycling**, manufactured locally using recycled resin. Wash water streams are recycled and managed according to industry best practice.

**Proven Operational Planning & Crate Availability**, supported by advanced sales and operational planning methodologies to ensure the least-cost, most efficient pooling network and the highest levels of crate availability.

**Suitable Across Fresh Food & Protein Categories**, designed for fruits, vegetables, herbs, red meat and poultry supply chains.

**Available for Pooling**, flexible ownership models allow businesses to join the Infinite Loop in the way that best suits their operational strategy.

# The Range

## Proven in Australia's Toughest Supply Chains.

Designed for growers and packhouses operating in high-volume, high-performance environments, Viscount Intellicrate® delivers strength, efficiency and reliability across every stage of the supply chain.

### Grower / Packhouse

#### Quick-Release Knock-Down Latches

Fast to assemble and disassemble for operational efficiency.

#### Manual & Automated Compatible

Performs seamlessly in both manual handling and fully automated systems.

#### Smooth Internal Surfaces

Designed to minimise produce damage and maintain product quality.

#### Ergonomic Bevelled Hand Holds

Improved grip and safer manual handling.

#### Trip Cycle Pricing Model

Predictable cost structure for agreed cycle days.

#### RFID-Enabled Intellicrate®

Tracks crate movement throughout the supply chain for full visibility.

#### Consistent Footprint

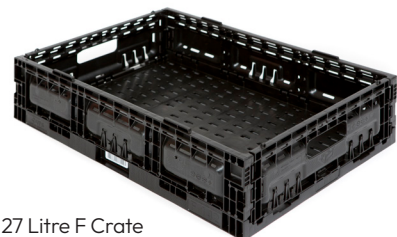
Same footprint whether folded or loaded  
– Optimising pallet configuration and transport efficiency, whilst also improving efficiencies through automated warehouses.



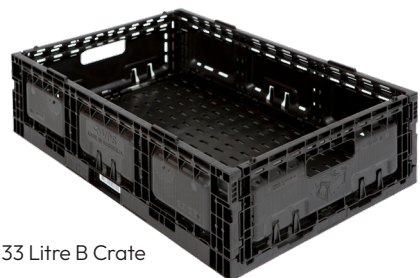
12 Litre E Crate



17 Litre A Crate



27 Litre F Crate



33 Litre B Crate



41 Litre C Crate

# Specifications



| Specifications                                      | E Crate                  | A Crate          | F Crate           | B Crate           | C Crate           |
|-----------------------------------------------------|--------------------------|------------------|-------------------|-------------------|-------------------|
| Material Code                                       | E 12L                    | A 17L            | F 27L             | B 33L             | C 41L             |
| Colour                                              | Black                    | Black            | Black             | Black             | Black             |
| Exterior dimensions (mm)<br>length x width x height | 385 X 289 X 129.5        | 578 X 385 X 94.5 | 578 x 385 x 142.5 | 578 x 385 x 172.5 | 578 x 385 x 210.5 |
| Interior dimensions (mm)<br>length x width x height | 360 X 261 X 122          | 553 X 357 X 87   | 553 x 357 x 135   | 553 x 357 x 165   | 553 x 357 x 203   |
| Folded                                              | 385 X 289 X 34           | 578 X 385 X 34   | 578 x 385 x 34    | 578 x 385 x 34    | 578 x 385 x 34    |
| Cubic Capacity (litres)                             | 12                       | 17               | 27                | 33                | 41                |
| Weight (kg)                                         | 0.81 Kg +/- 3%           | 1.16 Kg +/- 3%   | 1.39 +/- 6%       | 1.53 +/- 6%       | 1.75 +/- 6%       |
| Gross Unit Loads<br>(kg inclusive of crate)         | 6                        | 9                | 17                | 17                | 17                |
| Incremental Folded Height (mm)                      | 34                       | 34               | 34                | 34                | 34                |
| Material                                            | Food grade polypropylene |                  |                   |                   |                   |
| Operating Temperature Range                         | 0°C to +40 °C            |                  |                   |                   |                   |



Please ensure all packing staff are aware of the correct crate assembly and disassembly instructions

## Assembly Instructions



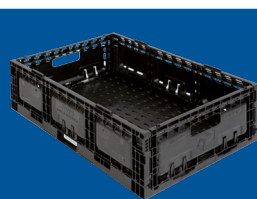
- 1 From a folded start position, lift the two long walls outwards by 90 degrees.



- 2 Lift the two short walls outwards by 90 degrees.



- 3 Make sure each wall correctly locks into corresponding recess, securely lock all corners.



- 4 For a crate to be locked into position you must hear a loud audible CLICK at the top of each of the 4 corners of the crate. If the side walls are not correctly engaged, the crate may collapse under load.



- 5 When packing your load ensure the crate above is securely locked to the crate beneath to assist in keeping your load stable.

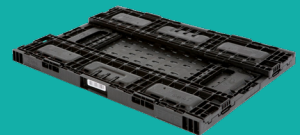
## Disassembly Instructions



- 1 Tap the side walls in.



- 2 Fold the two short walls inward to the closed position.



- 3 Fold the two long walls inward to the folded closed position.

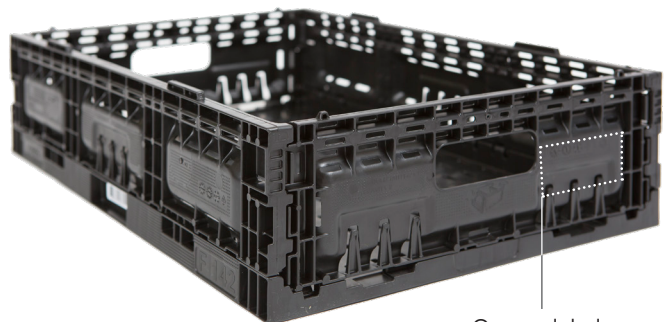
# Crates Supplied from Viscount Wash Centres

- Intellicrates® will be available from Viscount wash centres in pallet quantities of 192 units, column stacked to a 6 per layer configuration.
- Pallets should be transported and stored two high.
- E-crate - 384 RPCs to a pallet.



## Viscount Group Transfer Process

- Please transfer crates using the Viscount online portal at the time of transfer [www.viscount.com.au](http://www.viscount.com.au).
- **Produce identification should only be placed into the crate label holder. Paper labels only are permitted. The use of stickers and laminated labels are prohibited.**
- Location lugs on the long walls of the crates enable secure locks to the crates below and above. Ensure crates are locked into position before transit.



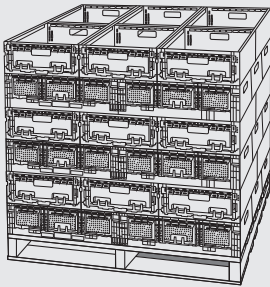
Grower label

# Stacking for Transportation

Each inbound pallet of crates sent to the retailers **must be made safe, stable and secure**. The items contained in this document are recommendations as a starting point towards stable and secure loads. Ensuring safe, stable and secure loads remains the responsibility of the sender.



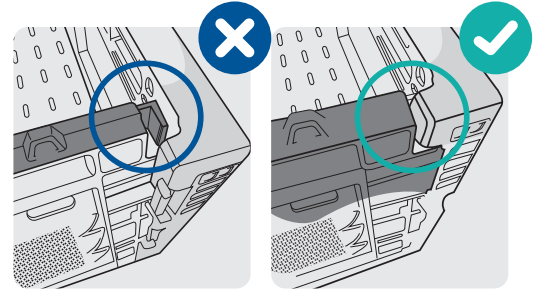
## Packing for Transportation



### Cross Stacking

Where possible crates should be cross stacked to ensure maximum stability. Each alternative layer of crates stacked in opposite directions for the total height of the pallet.

Do not allow crates to overhang the pallet as this could lead to safety issues in the supply chain. Crates must be aligned on pallet.

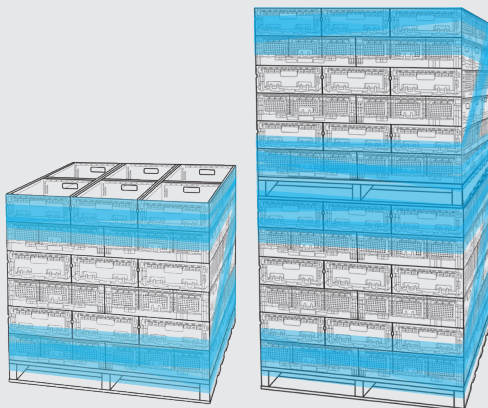


### Crates fully assembled and aligned

Ensure all crate latches are fully engaged and crate correctly interlocked with adjacent layers.



## Wrapping for Transportation



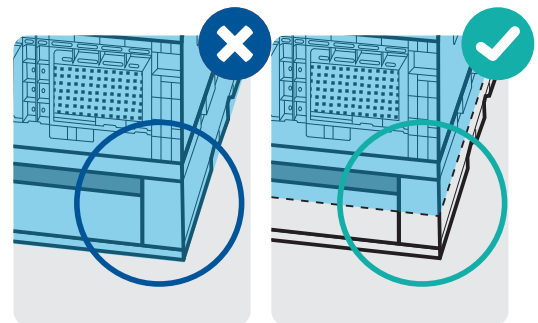
### Wrapping for transportation

Two top crate layers must be secured with restraining material. Two bottom crate layers must be secured to the pallet with restraining material. When double stacking, sandwich pallet must be secured to adjacent crate layers.

If using clear plastic stretch wrap the following recommendations apply:

- A minimum of two layers of material is used for top and bottom crates (if double stacked use three layers for sandwich pallet)
- Film material no less than 20µm thick is proven to achieve better results

The number of wrap passes are recommendations as a starting point. Ensuring safe, stable and secure loads remains the responsibility of the sender.



### Wrapping Coverage of Pallet

The stretch wrap must be secured to the top half of the actual wooden pallet.

Do not stretch wrap to the bottom of the pallet. This could lead to safety issues in the supply chain.

### Safe Load Limits

Standard crate weight limit 17kg. Maximum Pallet weight limit 1100kg inclusive of the pallet itself.

| Size        | Length | Width  | Height   | 1.8m Single Pallet |    | 1.2m Max - Double Stacked<br>2.4m Max |    |
|-------------|--------|--------|----------|--------------------|----|---------------------------------------|----|
|             |        |        |          | TI                 | HI | TI                                    | HI |
| 12L E Crate | 385 mm | 289 mm | 129.5 mm | 12                 | 12 | 12                                    | 8  |
| 17L A Crate | 578mm  | 385mm  | 94.5mm   | 6                  | 17 | 6                                     | 11 |
| 27L F Crate | 578mm  | 385mm  | 142.5mm  | 6                  | 11 | 6                                     | 7  |
| 33L B Crate | 578mm  | 385mm  | 172.5mm  | 6                  | 9  | 6                                     | 6  |
| 41L C Crate | 578mm  | 385mm  | 210.5mm  | 6                  | 8  | 6                                     | 5  |

# Other Information

## Crate storage

Intellicrates® should be stored in dry conditions at temperatures below 50°C and protected from UV-light. Improper storage can initiate degradation, which results in odour generation and colour changes and can have negative effects on the physical properties of the crate.

## Material

Food contact approved Polypropylene.

## Safety

The product is not classified as a hazardous preparation. Viscount Intellicrates® remain the property of Viscount.

## Damaged Crates

If you receive damaged crates please contact customer service immediately.  
P: 1800 316 697  
E: CustomerServiceAus@viscountreuse.com

## Collecting Intellicrates® from Viscount Wash Centres

After placing your Intellicrate® order through the Viscount Customer Portal ([www.viscount.com.au](http://www.viscount.com.au)), a sales order acknowledgement will be available to print. Ensure your nominated transport provider arrives at the Viscount wash centre with this document to ensure timely loading of your order. Intellicrates® will be made available in pallet quantities of 186 units, column stacked in a 6 per layer configuration.

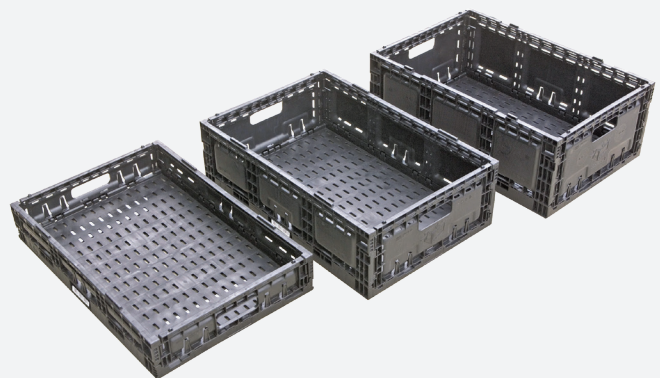
## Supplying Packed Produce Intellicrates® to Retailers

When your produce is packed and ready to ship, stack crates onto the preferred pallet while adhering to the packaging specifications for unit loads and stacking requirements. Produce identification should only be placed into the relevant tabs shown below. Identification should be in the form of a paper label.

**Please do not affix any adhesive labels to the crate at any time.**

## Documentation

When transferring crates to the retailer, please use the Viscount Customer Portal to record your transfer and generate a transfer docket that **MUST** be shipped with your crates. The docket is to be printed directly from the portal **AT ALL TIMES**.



## Contact Us

### Viscount Customer Service



1800 316 697



[www.viscount.com.au](http://www.viscount.com.au)



[CustomerServiceAus@viscountreuse.com](mailto:CustomerServiceAus@viscountreuse.com)

### Viscount Brisbane

62 Stradbroke Street,  
Heathwood QLD 4110

### Viscount Perth

86 Harrison Road,  
Forrestfield WA 6058

### Viscount Sydney

89 Quarry Road,  
Erskine Park NSW 2759

### Viscount Melbourne

77-89 Dohertys Road,  
Altona Nth VIC 3025

### Nth QLD Depot

VJK Produce  
50 East Euri Creek Rd,  
Bowen QLD 4805

### SA Depot

GTS Freight Management  
15 Penner Avenue,  
Burton SA 5110

### TAS Depot

VIP Steel  
62-78 Devonport Road,  
Devonport TAS 7310