

# ADVICE

Dear Dr. Cool,

My bus is cold. This has probably been exacerbated by the adverse weather conditions, but my driver is complaining and driving me insane. What should I do?

Sincerely,  
Christopher Mass

Dear Chris,

Cold? It is the winter! I'm wondering, do people feel the cold more now than they did after the war? Mmm... Let's not talk about the Cold War, let's talk about the driver being warm, because I guess that's on his mind after this cold spell.

So at this point we need to discuss the basics. How does a heating system work? The engine warms up, the thermostat is closed, and the heat is directed through pipework, around the bus and back to the engine again.

My advice to you is to:

1. Check all your valves are open
2. Make sure your boost pump is working correctly (if one is fitted)
3. Ensure your cab air heater unit filter is clean
4. Make sure your fan is working correctly
5. Verify your heater coil is getting hot enough

If you have checked all these things and all seems okay, you may have a faulty engine thermostat. You will need to remove this and confirm it is working correctly. This maybe is the time to boil the kettle, make a cup of tea, and use the rest of the water to test your thermostat is opening correctly. Of course you will know that the normal thermostat opening temperature is 82-85°C when it is starting to open, and 93-95°C when it is starting to fully open. If you still have a problem, this is a good time to call in a Grayson service engineer. You know it makes sense. And don't forget to check out the heater coil information below.

Until we meet again.

Best Regards,  
D.C.

If anyone has any questions for Dr. Cool, please email [info@graysonts.com](mailto:info@graysonts.com) putting "DRCOOL" in the subject heading.

## STOP PRESS... HEATER COIL IS LATEST PRODUCT LAUNCH

We are delighted to announce the latest new product to come out of Grayson's R&D facility, and go into production.

We have invested £80,000 to develop this one-shot braze cab air heater coil (pictured). It has been fully pressure tested and thermally validated in line with Grayson's usual exacting standards, and it is available in a number of lengths. Its superior thermal efficiency and ability to withstand high system pressures represent a significant advance over existing copper brass heater coils, which it has been designed to replace.

For more information visit the website or speak to your sales team contact.



## People



## Family feeling

Meanwhile, we are proud to have picked up a couple of accolades at the first Midlands Family Business Awards.

The awards were devised to recognise the fact that, in tough times, the way family-run businesses do things makes them more likely to survive and prosper, keeping the economy going and people in work.

They were sponsored by some big names, including RSM Tenon, Barclays, Aviva, Axa Elevate, Connect, and EFG Private Bank.

Awards organiser The Wilson Organisation says that family-run businesses succeed because they combine a desire to maintain and build on existing traditions with a strong commitment to innovation – when we read that, it sounded so much like the way we do things at Grayson Thermal Systems that we felt we had to enter.

Grayson is not just family-run, it is family oriented. Set up by the Hately

family, which now has second and third generation members working in the business, Grayson is also fortunate to have several generations of other families represented in the offices, manufacturing facilities and service centre.

Grayson is delighted, therefore, to report that it was a runner-up in two categories:

**Family Business of the Year** – which was judged on the finalists' sustained success across a broad range of measures, and was designed to showcase well-run family businesses and the achievements of their leaders.

**Development of International Markets** – which was for businesses that have successfully launched or expanded their international operations over the last two years, or broadened their access to international markets with new products or services.

## TIME TO CATCH UP

It's been a convivial few months with lots of great opportunities to meet up with customers, suppliers and contacts in a relaxed setting.

We took time out during Euro Bus Expo to support the Route One Operator Excellence Awards, and we took a large party of customers out for what may become an annual event – our Curry Night. And because we like to do things the authentic way, the venue was Adil's Balti Restaurant on Balsall Heath's famous Curry Run in Ladypool Road, Birmingham. Adil's claims to have introduced balti cooking to Britain nearly 30 years ago, and it is famous both for its down-to-earth setting and its out-of-this-world food.

If you came along to event – thank you for making the time, and we hope you enjoyed it as much as the Grayson team did. Let us know your thoughts, so we can plan for next year.



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 **Grayson**  
THERMAL SYSTEMS



## THERMAL LINES

KEEPING YOU UP TO DATE WITH THE NEWS AT GRAYSON THERMAL SYSTEMS WINTER 2010/2011

 **Grayson**  
THERMAL SYSTEMS



## HOT NEW COACH COOLED BY GRAYSON

Grayson cooling modules are to be installed in Irizar's newly launched i6 Integral coach range when it goes into production in the first quarter of 2011.

The i6 Integral is the third model offered with this technology, after the PB and i4, and Grayson is proud to have played a part in its development over the past two years.

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## Stuart's column

Welcome to our first newsletter of 2011. Looking back on 2010, I'd like to thank all our customers, suppliers and staff for your continued support during a year that had its tough moments for everyone.

At Grayson, we have started 2011 with a positive – but also highly realistic – outlook. We took some tough decisions in some areas of the business at the start of 2010, and went on to strengthen our sales teams, make some senior appointments in engineering, and redouble our efforts on product quality and product improvements. We did all this to ensure we retain an advantage, and also that our customers can do the same. You can read about some of the changes in this newsletter.

So we have started the year optimistically, but we do see some difficulties ahead. The prices of many of our raw materials are more volatile than ever, but the trend is resolutely upwards. An increase in the price of our copper brass products has been the unavoidable result.

But, as we continue to focus firmly on product improvement and new product development, we have changed some of our existing copper brass products to aluminium. This brings customers genuine benefits in terms of product performance and durability.

Find out more at  
<http://www.graysonts.com/CoppertoAluminiumConversion.html>

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The ultra sleek DAF(Paccar)-powered coach was launched to the UK market at Euro Bus Expo and to the wider European market at the FIAA in Madrid. It will be produced in three variants, all with a Grayson cooling module. It's a major coup for Grayson to be involved in this new development for Irizar, a great Spanish company whose focus on innovation and on environmental efficiency matches our own.

Grayson became involved following approaches from DAF and Bosch, because of both its record on manufacturing quality and its commitment to providing ongoing engineering support. The new cooling packs represent an investment in tooling and testing by Grayson of around £50,000 to date. Irizar has a 40 per cent – and growing! – share of the coach market in Spain and Southern Europe.

## FIT FOR THE FUTURE

We have re-organised and expanded our sales and customer support teams to make sure that Grayson is in good shape to provide a high level of service for customers at home and in Europe, following our recent focus on expansion into new markets.

With an eye to those new overseas markets, we have appointed Mark Sadler as new business development manager for Western Europe, and Nick Pilditch to the same role in Eastern European territories.

Our very experienced UK sales team remain on hand - Lisa Newman Boaler and Tracey Hateley covering England, and Robert Taylor for Scotland, while internal sales manager Richard Harris and his team work with them to ensure that their orders are processed effectively and products are shipped speedily.

Groups sales manager David Hobbs says: "We now have our strongest sales support team ever. Our investment in new equipment and new product development is opening up new business opportunities so it's vital that we can service these to a high standard."



We've just wrapped up our biggest ever show programme, and we're feeling pretty pleased that we caught the mood of the industry just right.

# GREEN SHOOTS



After an extended tough period for the automotive and related sectors, visitors at all three shows were keen to move their businesses forward. Sustainability and cost-efficiency were the watchwords, and optimising environmental performance was a clear priority for many.

At the IAA Commercial Vehicle Show in September we were pleasantly surprised by just how much interest there was from manufacturers of hybrid drive and all-electric vehicles in Grayson's thermal resistor, which uses surplus energy from the vehicle's battery to generate heat and provide controllable, efficient warming to the interior compartment.

The attraction of the IP66 rated 35kW thermal resistor lies in the fact that it removes the need for manufacturers and operators to install a diesel-powered heater to compensate for the lower levels of warmth available to warm the driver and passengers. With the thermal resistor installed, vehicles use less fuel, emit lower levels of CO2 and particulates, and run more quietly.

At Euro Bus Expo, even our stand had green credentials, having been built, transported, installed and subsequently broken down according to guidelines set out by the Building Research Establishment (BRE) to minimise the environmental impact of exhibition work.

The stand again featured the thermal resistor, alongside Grayson's electric fan drive cooling system, which attracted strong interest from two large OEMs as well as from a number of vehicle operators keen to consider it as a retro-fit option that could help them make around ten per cent in fuel savings.

The system has been on long-term test in Euro 3 double deck buses where, in addition to savings on fuel, it is reducing maintenance costs and cutting noise levels by about 30 per cent.

All in all, we found Euro Bus Expo to be a smaller, quieter show than in previous years, but one at which people were keen to do business.

We are confident that we are developing the products, services and – equally importantly – the partnership relationships that will help OEMs and vehicle operators to move their businesses forwards more efficiently and more profitably.

## Investment

In Autumn 2010 Grayson commissioned its new CNC header punch press, bringing quality improvements and savings in both cost and time to its radiator manufacturing operations.

The machine is believed to be the only one of its kind in use by a British manufacturer of heat exchange products.

Supplied by Voss Manufacturing in New York State, its installation represents an investment in tube and fin technology of more than \$150,000, and means that the company can now respond to customers' specification changes in minutes. It enables us to manufacture headers more quickly, and with superior tube to header joints for greater durability.

It is also playing a key part in the ongoing product innovation programme, giving greater flexibility and enabling Grayson to develop new fin configurations.

