

# THERMAL LINES

KEEPING YOU UP TO DATE WITH THE NEWS AT GRAYSON THERMAL SYSTEMS

AUTUMN 2011



## US GOVERNOR LOOKS TO GRAYSON FOR INVESTMENT

The new Governor of the State of Georgia, USA, visited Grayson's main research and manufacturing facility in Birmingham during his inaugural European trade mission in May.

Mr Nathan Deal (pictured above, second from right) and his economic development team made the trip to foster investment and job creation in the 'Peach State'. The itinerary included visits to Grayson, two other British manufacturers, and several German companies.

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## Stuart's column

**“Midway through 2011, we are starting to see good results from some of the far-reaching strategic decisions we made three or four years ago.**

“One of the most important of these was establishing an in-house R&D facility, enabling us to develop innovative new products, and give them the exhaustive trials and validation that they need before being brought to market.

“It also gives us the ability to work with OEMs on development of new vehicles and systems in complete confidentiality.

“It all needed a significant investment in equipment, staff and training at a time when most manufacturing businesses – including our own – were looking for ways to retrench. But this was too important to give up on, and I am glad we took the decision to forge ahead.

“We are now bringing the first in a series of genuinely new products into production. Our thermal resistor has gone into serial production following extensive testing in the facility and in vehicle trials, and our newly developed heater coil has now been fully tested.

“Both are products that can help vehicle operators to achieve better performance, save money, and become more environmentally efficient.

“It's a tribute to the commitment of the board, and the capabilities of our designers, engineers and production staff that these products are coming on-stream and helping us to take the Grayson brand on to the next level.

“Find out more about these new products on our website, or give us a call.”

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Grayson has strong commercial links with Georgia, having incorporated its North American business, Grayson Corp., in the state in 2008.

Since then the company has worked closely with Georgia's international team in the US and in the UK, forging new business relationships, building its profile Stateside, and establishing a stockholding operation.

Grayson is promoting its technical capabilities in the US to low to medium volume vehicle manufacturers and, as fuel prices rise steadily in the US, the company's ability to provide high quality systems that can save money on both fuel and maintenance, is building it a solid reputation.

The proposed next step is to set up a manufacturing operation to ensure that the company can service larger orders competitively.

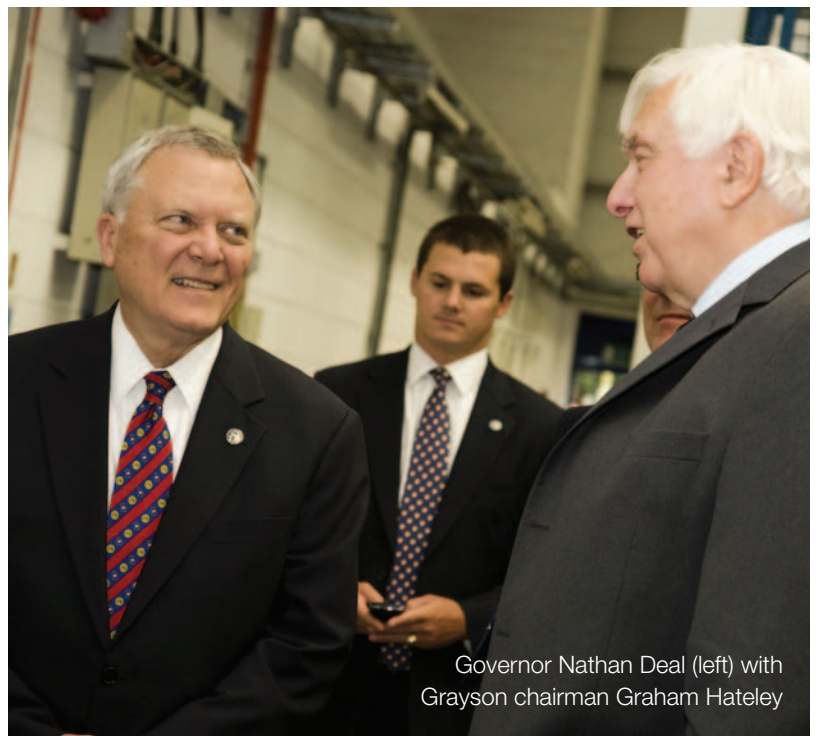
Georgia's administration is keen to attract manufacturing businesses

with long-term growth potential to the Atlanta region in the wake of the closure of a number of large, long-standing automotive manufacturing plants in the area.

At the same time, the ready availability of skilled labour is attracting a new generation of automotive OEMs, as well as a number of engine manufacturers, to the State.

Grayson is currently looking at producing Tier 4 Emissions compliant engine coolers for engine manufacturers operating in a number of specialist vehicle sectors in North America.

Managing director Stuart Hateley said: “We are delighted to have welcomed Governor Deal and his team to Birmingham. We have given them a real flavour of what we can do and hope that, with this knowledge, they will be able to build on the excellent levels of support that they have already given us, and help us to make the next stage in our plan a reality.”



Governor Nathan Deal (left) with Grayson chairman Graham Hateley

This is the busiest time of the year for Grayson's service centre.

# SPOTLIGHT ON THE SERVICE CENTRE

Each summer as the holiday season gets into full swing, and buses and coaches start their busy schedules, some operators find their air conditioning and cooling systems are letting them down. This means that their vehicles either have to come in to our service centre – fast – or Grayson has to go out and repair them at the roadside so that passengers can continue their journey without major delay, and in comfort.

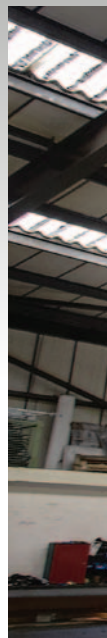
Unlike many of our competitors, Grayson provides a full emergency roadside breakdown service. But operators could avoid much of the inconvenience of breakdowns by being proactive, and giving their vehicles' air conditioning and cooling systems a scheduled service or clean in the quieter winter or spring months, says service centre operations manager, Coleen Williams.

This is a message that Coleen and service manager Steve Robinson are increasingly keen to promote, because keeping vehicles on the road and working efficiently is the best way for Grayson's customers to keep their passengers happy, and to reduce their own costs.

Coleen says: "With the ever increasing cost of refrigerant it is important to carry out routine maintenance, because ensuring the systems are operating efficiently helps to reduce the loss of refrigerant during the colder months.

"Getting servicing done during operators' quieter seasons makes sense all round. Operators can easily spare a few vehicles at a time for servicing, and the cost of materials will be lower."

The service centre team stresses that carrying out a few basic checks can save operators a lot of money, too. One of the most common problems at this time of year is blower motor failure, which could cost hundreds of pounds if several break down at once. A regular filter clean takes just ten minutes, while omitting to do it can cause blowers to overheat and fail due to lack of airflow.





## All you need to know about the new F-GAS Regulations

New regulations brought in on 4th July impose stringent restrictions on the purchase and handling of fluorinated greenhouse gases (F-Gases) – the gases used in vehicle air conditioning systems.

Now, only those businesses that hold full Personnel and Company Certificates are permitted to work with these gases. It is important to note that interim certificates are no longer valid. The legislation applies both to installation and service contractors such as Grayson, and also to the end users of the systems and any of their agents.

Local authorities and the Environment Agency have the legal power to visit a business and inspect its records for compliance at any time.

Grayson has trained its engineers and secured full certification, and is qualified to handle all your air conditioning installation and maintenance requirements. Accompanying documentation is designed to ensure that both Grayson and its customers can demonstrate full compliance with the legislation when an inspection is made by the authorities.

## Peace of mind for longer – free!

Grayson is Thermo King's UK distributor to the bus and coach sector, and the company specialises in installation and servicing of TK units.

The Grayson extended warranty is a great way to get the most out of your investment in aircon.

Simply contact us to extend the warranty from the standard 12 months to three years. It is free to do, and you will receive a £25 discount off the unit's next service.

The offer is open to any TK unit in the first year of its working life, provided that it is given a full annual service by Grayson Thermo King.



## More vans, more engineers – and more services

The Grayson service centre has just put 15 new service vans out on the road, more than doubling the size of its service fleet.

It has also recruited new engineers in both Birmingham and London.

The expansion is the result of our recent drive to offer a more comprehensive service for customers – we now offer all of these services via our mobile engineers:

- Aircon servicing and repair
- Engine cooling system maintenance
- Heating system diagnostics
- Servicing and repair of Firetrace fire suppression systems
- Fuel tank replacement fitting service

# ADVICE

Dear Dr. Cool,

I am being told by a colleague that the correct anti-vibration mountings will ensure my cooling pack components will last longer.

Does this really make a difference?

Sincerely,  
Peter Mount

Dear Peter,

Protection is always important and as your colleague correctly states, the right type of rubber will give you the smoothest ride. As a business we have carried out extensive research and recommend the following to our OEMs and end users:

1. Fit the correct AV mounts for the cooling pack 'wet weight'.
2. Discuss the environment the vehicle will be working in, as extreme cold and hot conditions have different impacts on rubber or any isolation compound.
3. Make sure the mountings are correctly installed i.e. no missing bolts or visible damage.
4. Ensure there are no hot pipes close to the mountings.
5. Make sure the cooling pack is vertical on the mountings.

Generally if our customers keep to these simple pointers, they find the rubber (or isolation compound mix) will give a smooth, bump-free, and enjoyable long life to any cooling pack components.

Of course, I feel you already know this. Look after the things you love and whilst you may have the odd bumpy experience, a long, financially secure life is guaranteed if your rubber stays intact.

Until the next time!

Best Regards,  
D.C.

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



## RESEARCH AND TEST

**Grayson's US operation Grayson Corp. is working with the Washington Metropolitan Area Transit Authority (WMATA) on a trial that will ultimately help WMATA to save money and optimise performance across its bus fleet.**

A Grayson Cassette 2 Plus cooling module has been installed during the mid-life refurbishment of a 2004 Orion VII, where it is being re-powered from a John Deere engine to a Cummins CNG Natural Gas engine.

The project is part of a programme to refurbish 240 vehicles and WMATA is keen to take advantage of the superior serviceability and light weight of the Grayson Cassette cooler compared

with the OEM and aftermarket products available from North American radiator manufacturers.

In the depots the all-aluminium radiator and charge air cooler will increase reliability and, if required, can be removed, cleaned and refitted in less than two hours, whilst the radiator frame, fan cowl and drive system remain in the vehicle.

The dimpled fin design resists clogging by road dirt, maintaining high cooling performance and low fuel consumption.

Grayson is carrying out a three month, in service and durability test at the height of the Washington summer. Current temperatures in Washington DC are close to 100 degrees, and the trial will prove the high performance of the Cassette 2 cooler in these high ambient temperatures.

## VISIT OUR STANDS AT THESE SHOWS!

**Defence and Security Equipment International Exhibition (DSEi)**

Excel, London, 13th to 16th September 2011

**APTA's Expo (American Public Transportation Association)**

Ernest N. Morial Convention Center, New Orleans, 3rd to 5th October 2011

**Busworld Kortrijk, Kortrijk Xpo**

Kortrijk, 21st to 26th October 2011

## People



## INTERNATIONAL FLAVOUR

These days Grayson is a global business, exporting around £2m of its annual production to places as far afield as New Zealand and North America. Large volumes of product are regularly shipped to companies throughout southern and eastern Europe.

The directors firmly believe that making a concerted effort to open up job opportunities to suitably qualified people from overseas will have a positive impact on the business as it pursues opportunities in overseas markets.

We are therefore promoting job opportunities through European channels, and recent recruits include applications engineer Javier Sevillano, from Spain. We have also had a number of interns from EU countries on 12 month placements as well as British-born Robert Collins, who is studying at Nottingham Trent University and joined the marketing team in July.

## Norman bows out

Long-standing Grayson employee Norman Patrick was given a good send-off when he retired earlier this year.

He has been with the company long enough to remember MD Stuart Hateley and service director Ian Hateley as young children, and he has occupied many posts within the business. Most recently he worked as a silver solderer, part-time to ease himself into a busy retirement.

## Bigger brief for sales manager

Richard Harris is a familiar face for many of our customers and suppliers – and we are pleased to announce that he has been appointed to the role of aftermarket sales manager.

Formerly internal sales manager, he has been with Grayson for more than a decade, and brings a wealth of product and technical knowledge to his new job, as well as a proven commitment to high levels of service.



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