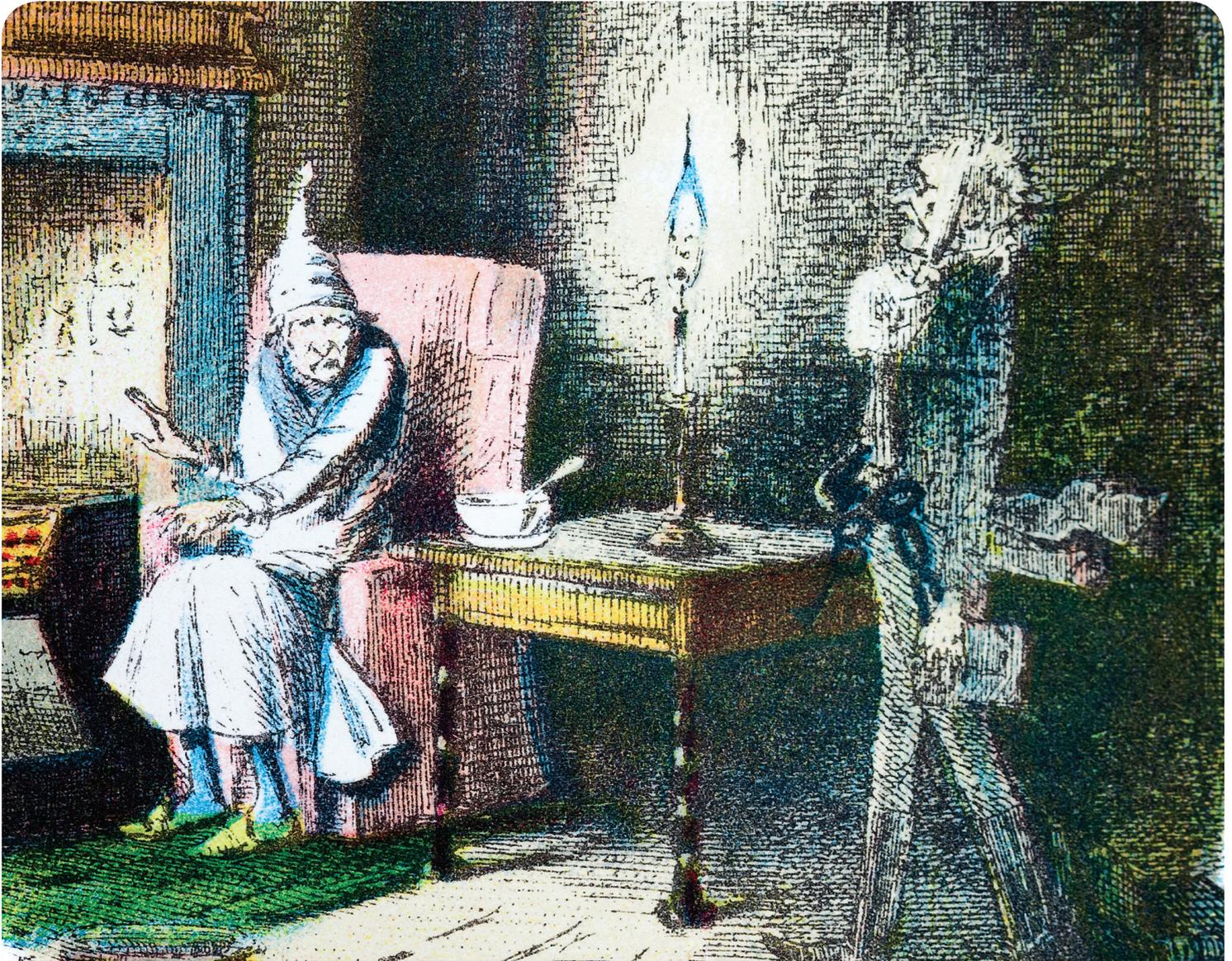


PARTS AND SERVICE UPDATE



COOL WAY TO SAVE MONEY

You don't need to be Scrooge to want to save money, so why not take a fresh look at Grayson's

e-drive cooling systems? Proven to reduce engine noise, cut emissions and reduce the risk

of fire, they are also bringing operators savings of up to 15 per cent on their fuel bills.



READ MORE ON PAGE 2



E-DRIVE: A COOL WAY TO SAVE MONEY

Designed by our in-house engineering team, Grayson e-drive systems are being installed in new hybrid buses and retrofitted in conventional ones. There are 250 in buses in London alone, and we're also exporting them worldwide.

Fuel savings are achieved because the upgraded cooling system replaces hydraulic fans with electric ones – this makes the system quieter and more controllable, and also reduces maintenance costs. Some have been in use for four years, so this is proven technology that has also been shown to cut the risk of fire.

We currently offer e-drive systems for:

- Volvo B7/B9
- Optare Solo
- Optare Versa
- MAN 18. 240
- MAN 18. 220
- MAN 14. 220
- Solaris U18
- ADL E400

To find out more contact the sales desk on +44 (0) 121 700 5610



UPDATE ON THE DISTRIBUTION NETWORK

In the last issue we reported on plans to develop distribution channels for our truck parts.

In the last couple of months we've made quite a bit of headway, meeting with major players in Germany and Hungary. The sales and marketing team will continue to search out potential

distributors throughout Europe during 2014 to make sure we can get product to customers quickly and cost-effectively wherever they are based.

Andy Hateley is spearheading this drive to grow our network: if you'd like to find out more, contact him on +44 (0) 121 781 6669.



OFFERS

CHRISTMAS STOCK CLEARANCE!

- Mercedes Sprinter Radiator
- Part number: RR-5131-000
- OE Reference: A9015003100/80
- Original price: £179

CLEARANCE PRICE: £82

For the full list of great prices available in our Christmas stock clearance visit www.graysonspromo.wordpress.com or call the sales team on +44 (0) 121 700 5610.



TOP TIPS FOR A WARM CONDENSATION-FREE WINTER

When it comes to blowers, it's usually worth investing in premium quality. That way, you can fit it and then forget it for a long time – most standard and long life blowers last 5-12,000 operating hours, but premium and very long life (VLL) products will last much longer – up to 30,000 hours, and all for a price premium of about 35 per cent.

Correct installation is the key to getting the best from a vehicle's blowers, so here's how to do it:
When installing on a front box (for demisting the driver cab)

- Unscrew and remove the box's front panel
- Disconnect the power supply to the blower
- Slide out the blower tray
- Unscrew the blower from the tray
- Lift out the screws and remove the retaining blocks
- Lift the new blower into place and insert retaining blocks

- Secure the new unit onto the tray by re-installing and tightening the three screws – one at either end and possibly one in the centre section (depending on model)
- Slide the blower and tray back into the front box
- Connect the power supply to the new blower
- Lift the front panel back into place and re-insert the screws to secure.

Installation in a rooftop air conditioning unit follows the same process, although here there will be several blowers, depending on the size and model of the roof unit. Simply remove the screws from the front panel of the roof unit and fold the panel back to access the blowers contained inside.

For more information on blowers visit the Grayson website or contact our parts team on +44 (0) 121 700 5610.

MEET THE SALES TEAM

THIS ISSUE: SINEAD ABBEY

AFTERMARKET PARTS SALES ADVISOR

Sinead joined the aftermarket sales team this time round in May 2013, initially to fill a temporary post, but we're happy to say that she decided to stay. One of three sisters who work for Grayson, she first joined the company in 2006 and worked in sales and purchasing for four years before leaving – first, to live in Spain and then to complete an Access to Higher Education course at college.

She's one of the friendly voices on the end of the phone when customers call in for advice or to place an order, and answering calls takes up most of Sinead's day.



“I like building up a rapport with people I talk to regularly on the phone: you get to know about their jobs, their likes and dislikes, and to know what drives their buying decisions so that you can serve them better.”

NEXT EDITION OF PARTS AND SERVICE UPDATE

Look out for the next issue in February 2014, to find out more information on Grayson's products and services for the aftermarket, as well as advice and special offers.

If you have a story you'd like us to include, please send them to: aminister@graysonts.com by Thursday 23 January.

IT'S EASY ORDERING FROM GRAYSON

If you need advice, or same day or overnight delivery – contact your nearest depot.

Our depots in Bathgate, Basingstoke, Birmingham and Oldham hold large stocks of Grayson replacement parts. Get in touch if you have a specialist requirement or if you need same day or overnight delivery by our own delivery teams. **The depots are open Monday to Friday, 8am to 5pm.**



If you already know what you need, call the head office sales desk on:

+44 (0) 121 700 5610

Grayson Thermal Systems

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www.graysonts.com