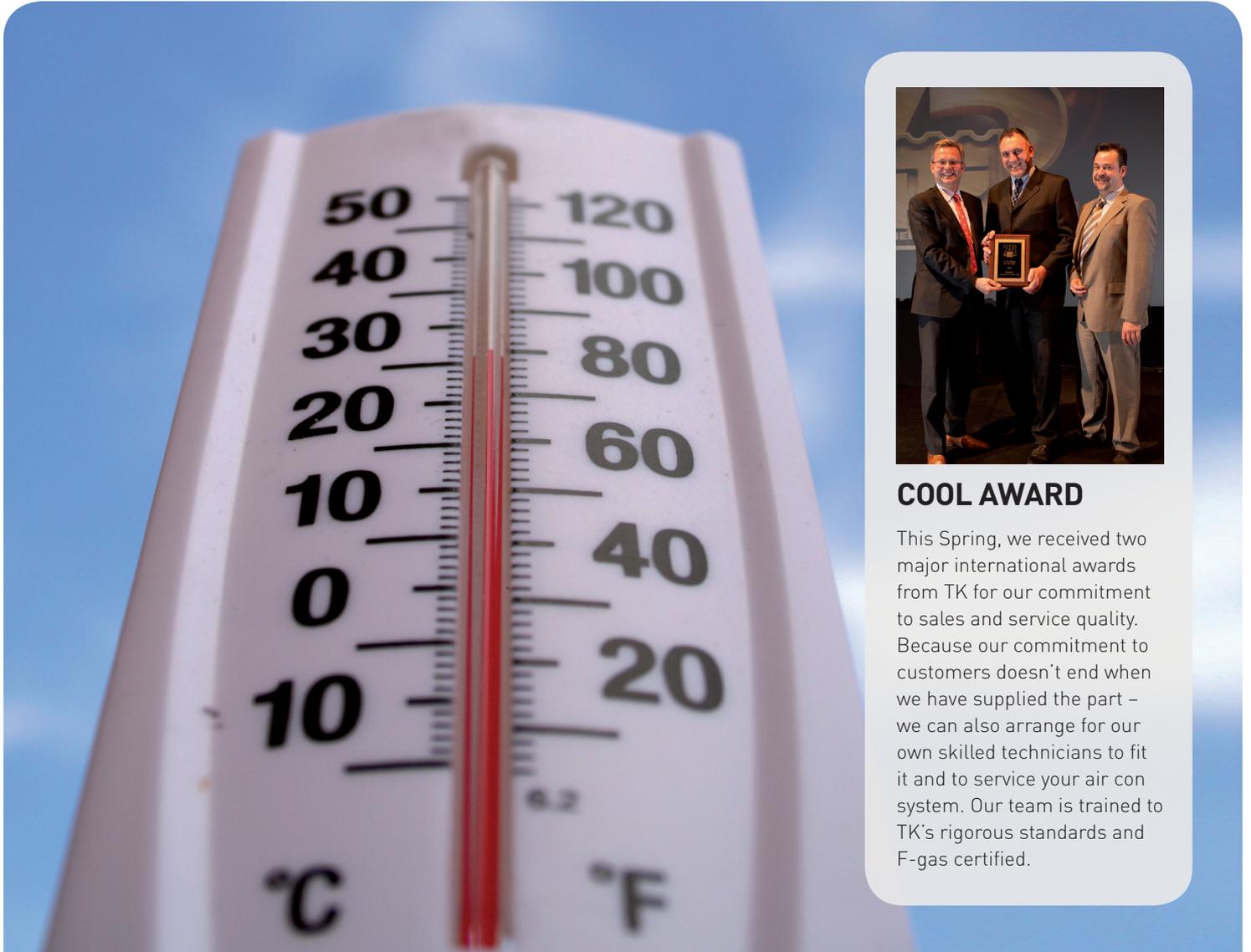


PARTS AND SERVICE UPDATE



COOL AWARD

This Spring, we received two major international awards from TK for our commitment to sales and service quality. Because our commitment to customers doesn't end when we have supplied the part – we can also arrange for our own skilled technicians to fit it and to service your air con system. Our team is trained to TK's rigorous standards and F-gas certified.

FEELING THE HEAT?

Summer's here already so, if you haven't done it yet, now's the time to make sure your air conditioning is in good working order.

Grayson can help – we hold a vast stock of replacement parts for air con systems including Heavac, Suttrak, Eberspacher, Hispacold

and Konvekta and we are the sole authorised UK supplier of genuine Thermo King (TK) parts to the bus and coach sector.



COOLING SYSTEMS

When the TV weatherman starts to smile, it's time to think about servicing vehicle cooling systems – in warmer weather engines can overheat very quickly.

There are simple checks you can do yourself to make sure your cooling systems are in good shape. As a starting point we recommend:

Test the airflow through the cooling module with the fan locked on full revs. Use an anemometer to take an average reading from the air intake grille: if your reading is higher than 10m/second (as an average across the whole grille), the radiator should be receiving sufficient airflow to cool the engine.

If the reading is less than that, test the fan's revolutions per minute (rpm), using a tachometer with the fan again locked on full. Check with the vehicle manufacturer's specifications, but we'd suggest that a fan speed of more than 1700 rpm usually indicates that it is operating correctly. So, if you have an overheating problem, it is probably down to a blockage in the radiator or intercooler, which will require a thorough clean or, potentially,



Grayson intercooler test kit

replacement.

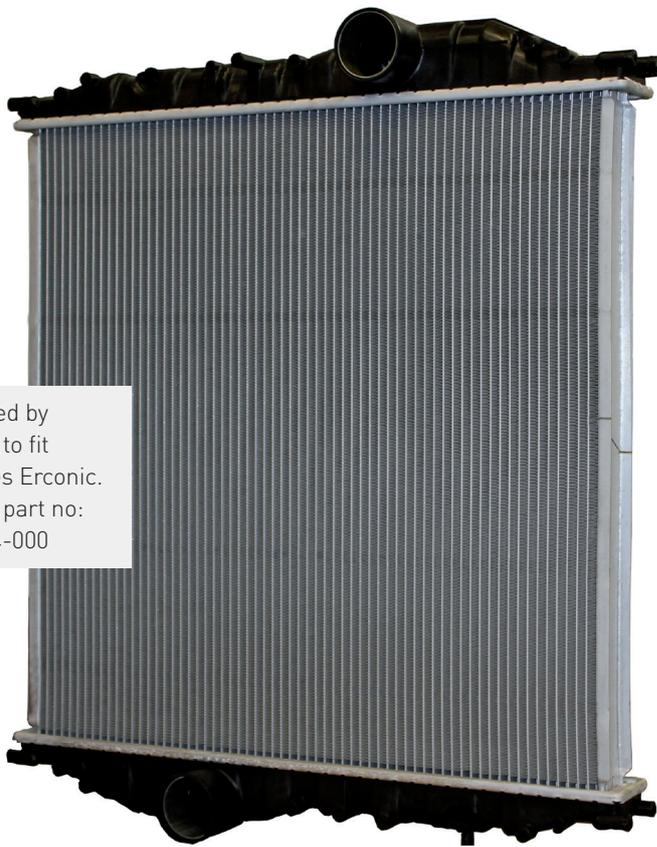
When cleaning cooling components with a pressure washer, take care not to damage the fins, as this will limit airflow and cause serious overheating in future.

While the radiator or intercooler is out of the vehicle, take the opportunity to test it for leaks. The easiest way is with a test kit – Grayson part no. 1K3AA001 will

do the trick.

If you still can't get to the bottom of your vehicle's overheating issues, or you'd like to arrange a service, contact the Grayson sales team to arrange a service visit.

**FOR SERVICE SUPPORT CALL:
0121 700 5610**



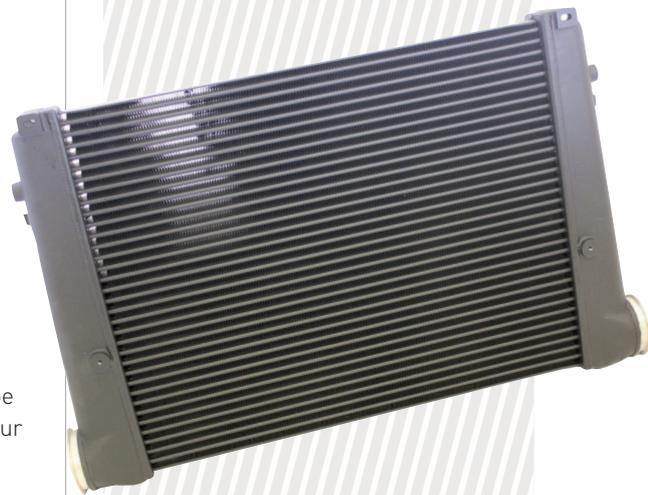
Developed by Grayson to fit Mercedes Erconic. Grayson part no: RR-5214-000

OFFERS

This month's special offer is intended to help customers avoid vehicle overheats in the summer weather:

MAN 18.220 Euro 4 Intercooler (Part No: AC-2039-000)

CALL OUR SALES TEAM NOW FOR DETAILS OF SPECIAL PRICING: +44 (0) 121 700 5610



CV PARTS RANGE – LATEST ADDITIONS!!!

Grayson's own-brand cooling parts range is expanding again – replacement parts for Mercedes commercials will be in stock from the end of July.

Parts for Dennis Elite, DAF, Scania and Volvo are already available and proving increasingly popular with big-

name operators who are looking to boost reliability and cut costs. We'll be adding Iveco, MAN and Renault into our range over the next few months.

All Grayson products are manufactured to ISO 9001 quality standards and carry a 12 month warranty.

QUICK RELEASE COOLING SYSTEMS

At Grayson, we work with customers to design new products that will help to keep their vehicles on the road, and boost efficiency.

One area where we have lots of experience is in developing quick release cooling systems, which cut the amount of time it takes to remove and then clean the cooling module.

At the moment, we're developing a retrofit quick

release cooling system for Volvo and VDL vehicle types: if your company has issues with the amount of time it takes to remove cooling modules, get in touch and we'll see if we can develop a system to suit your vehicle type.

We designed our first quick release system for Metrobus in the '80s, and since then we've created versions to fit many of the most popular buses.



MEET THE SALES TEAM

THIS ISSUE: LUKE WELBY

20 year-old Luke Welby is one of the people you might find yourself talking to when you call our aftermarket sales office.

He has been with Grayson for 18 months since leaving college, where he studied IT, public service and media. Aftermarket sales manager Richard Harris says that Luke is a highly valued member of the team because of his easy, professional manner with customers and commitment to giving customers the right product and the best advice.

He works in a busy team, taking lots of calls from distributors and service technicians every day.

Luke says: "I like working here because it is a family business with a very supportive, friendly atmosphere, even though it has grown a lot over the last few years.

"I'm hoping to progress through the sales team here if I can: I've got my eye on Richard's job!"



"I like working here because it is a family business with a very supportive, friendly atmosphere"

NEXT EDITION OF PARTS AND SERVICE UPDATE

Look out for the next issue in September, for more information on Grayson's products and services for the aftermarket, advice and offers.

We plan to include stories about our staff and customers too, so if you have news (and pictures) of sporting successes, charity programmes or anything else you'd like to share please send them to: aminister@graysonts.com by Thursday, 1 August.

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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