

PARTS AND SERVICE UPDATE



COOL WAY TO SAVE MONEY

Sales of our radiators for leading British and European commercial vehicle models have really taken off in the last 12 months and no wonder – operators can save up to 50 per cent compared with OEM-branded aftermarket products.



READ MORE ON PAGE 2

CUT COSTS, NOT CORNERS

Grayson's range of replacement radiators for commercial vehicles now includes products for DAF, Dennis Eagle, Mercedes, Scania and Volvo.

And they're flying off the shelves as more and more operators choose our own-brand radiators to help them cut costs without scrimping on quality. Like all our aftermarket products they have been developed and manufactured to our own strict quality

standards, which match or exceed OEM specifications, and they are fully guaranteed.

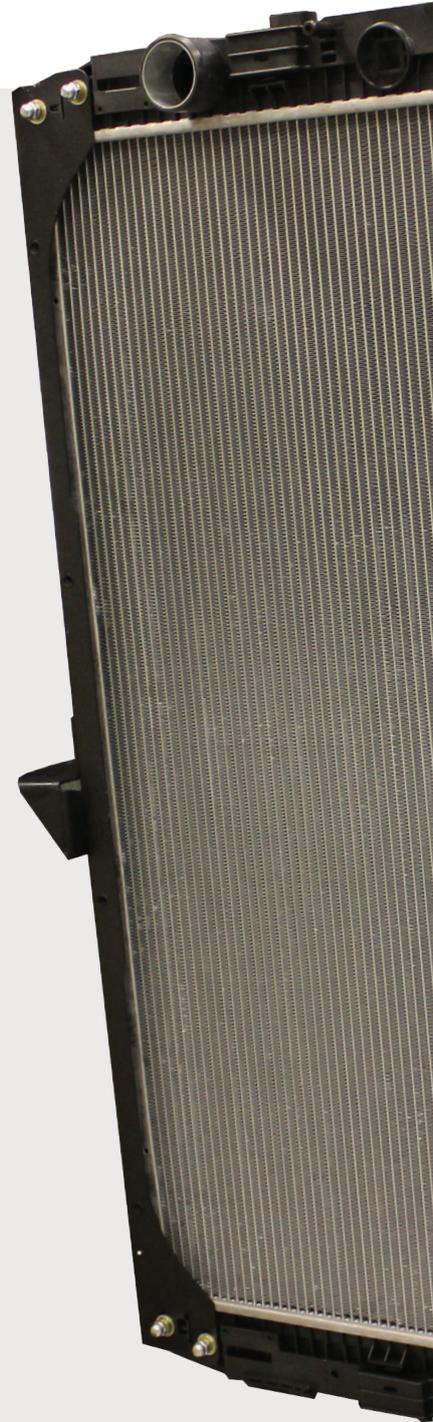
We'll be introducing radiators for more leading truck brands soon, and we're working on a complete intercooler range which should start to come onto the market at the end of this year.

Call the sales desk for more information on +44 (0) 121 700 5610

NEW MANIFOLD KIT OPTIMISES RELIABILITY

If you are operating Scania OmniCity or OmniDekka buses, you might be interested to know that we've developed a valve manifold kit for these vehicles. It is a direct replacement for the air-operated manifold kit that is currently fitted, but it takes away the need for the air operation, reducing the possibility of failure. The price of replacement valves is also lower, so our kit cuts maintenance costs in the future.

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



COOL CUSTOMERS

TK DEALER OF THE YEAR

We're delighted to announce that Grayson has just won Thermo King's Dealer of the Year Award. It is the third year in a row that we have won an accolade from TK, the world's largest manufacturer of temperature control systems for the transport industry.

We are Thermo King's only approved supplier of its climate control systems to the bus and coach sector in the UK, but there is strong competition for the awards from businesses across Europe, the Middle East, India and Africa, so winning gives our customer service a great vote of confidence.





FALSE ECONOMIES

Silicone hose is a product that some people think they can save a few pounds on. After all, how different can a budget version really be?

The answer is – quite a lot, and spending a bit extra on a heavier duty product will probably save you money in the long run. That's because a broken hose will cause a loss of coolant that costs hundreds of pounds to replace.

For this reason, we've worked with the maker of our silicone hose for five years, ensuring that the hose is made from 100% silicone, and that it has polyester reinforcements for added strength and durability.

Our specification is precise, and we visit regularly to inspect the manufacturing process.

Some time ago, we asked our silicone hose manufacturing partner to work with us on developing an extra heavy-duty four-ply version, originally for one particular customer with a specific coolant leakage problem. It's doing the job where others have failed, so we are adding this product to our stock range for all customers.

Like all Grayson silicone hoses, it is backed by a twelve-month warranty.

For more information contact the sales team on +44 (0) 121 700 5610

EXTENDED PEACE OF MIND

Leading bus and coach builder Plaxton is a key customer for Thermo King air conditioning units in the UK, and we've worked with them to develop an extended warranty that gives added benefits to operators.

All of the TK units that we supply to Plaxton come with a standard 12-month TK warranty. And now, if customers register their roof-mounted TK air conditioning system with us before the end of the first year of the unit's life (ie within 12 months of buying a brand new vehicle) we will extend their warranty to three years, as long as the unit is serviced by Grayson each year.

It's just one example of the "commitment to working collaboratively with customers" that led TK to give us its Dealer of the Year Award.

To find out more about the extended warranty, call us on +44 (0) 121 700 5610 or email TKassist@graysons.com



MEET OUR DISTRIBUTORS

A network of customer-focused, knowledgeable distributors helps to get our products out fast when customers need them. This issue: Allspares

Allspares is a great fit for Grayson – we're both family-run businesses, with a commitment to customer service and innovation.

Now headed by founder Stuart Richards' son, Steven, it is one of the largest independent motor factors in the UK, with eight branches across a large area of the South and West – at Cardiff, Crosshands and Pyle in South Wales, and Hereford, Newton Abbot, Swindon, Gloucester and Weston-super-Mare in England.

Specialising in supplying products for trucks, light commercials, buses and coaches, it holds large stocks and has an inventory of around 40,000 different products. Operations manager Martin Walker-Halstead (pictured) says that the sheer range of product options means that Allspares staff must have high levels of technical knowledge and access to the latest systems to identify and despatch the right parts quickly. He said: "We've built a strong customer base by being able to respond promptly and reliably.



We cover a huge area including some fairly remote places, and our customers need to be confident that we'll get to them quickly, and with the correct part for the job."

Allspares has been a Grayson distributor for ten years, and receives deliveries from us twice a week.

Allspares celebrates its 30th anniversary in June 2014.

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

NEXT EDITION OF PARTS AND SERVICE UPDATE

Look out for the next issue in Summer 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 the end of May.

Grayson Thermal Systems

Wharfdale House, 257 Wharfdale Road, Tyseley, Birmingham, B11 2DP

Tel: +44 (0) 121 700 5600 Fax: +44 (0) 121 700 5601 Email: info@graysonts.com

<http://www.facebook.com/GraysonThermalSystems>

[@GraysonTS](https://twitter.com/GraysonTS)

www.graysonts.com