

# THERMAL LINES



## EASTERN PROMISE

Grayson is celebrating its 35th anniversary with a large investment in the in-house fabrication facility and plans to open a satellite business in Poland.



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# EASTERN PROMISE

The latest round of investment in the manufacturing facilities is intended to optimise product quality and give us tighter control over quality, delivery schedules and costs.

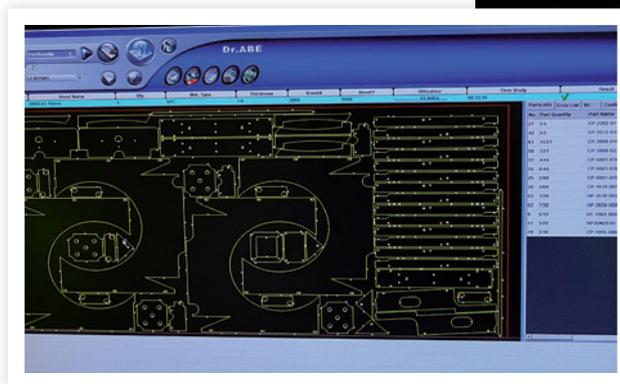
**N**ew software has been installed on the laser cutter at the copper-brass manufacturing facility to make the best possible use of metal sheet and reduce waste, while also improving work flows. Elsewhere, we have installed a faster press brake and a powder coating system so that we can handle for ourselves processes that were previously bought out. We can ensure quality in our products and service levels, and we are now more flexible and responsive even on lower volume runs.

That latest round of investment is valued at £500,000, and it makes the business even more efficient as we move to expand our export business by opening in Poland to serve our growing band of customers across a wide area of Eastern Europe. Daniel Dybrowski, our locally-based sales executive is already very active in the region, and we are looking to set up a permanent base.



CHAIRMAN GRAHAM HATELEY

**“We have been able to grow continuously thanks to a strategy of diversification and to our commitment to working in partnership with customers to find the optimal solution for their specific business issues.”**

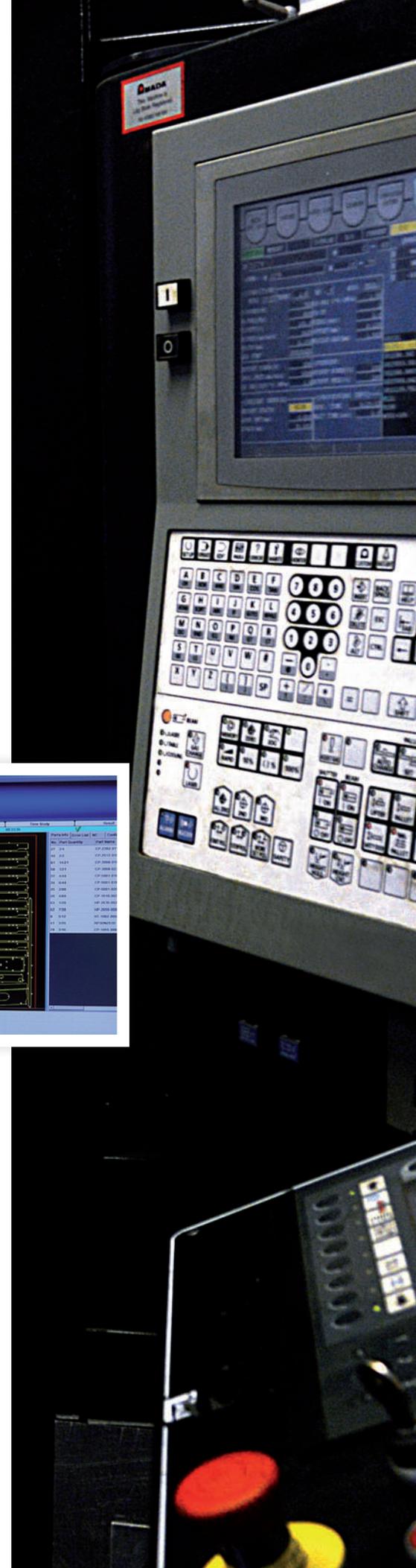


MANAGING DIRECTOR STUART HATELEY

**“We have always made export a high priority and about ten per cent of our turnover comes from overseas markets, including Europe and North America, where we already have a satellite business. Increasingly we are now trading further afield in areas such as New Zealand and China, but we have seen a large growth in demand from Poland, so we are taking steps to set up a Polish subsidiary from where we can also serve the Czech Republic, Slovakia, Slovenia and Lithuania.”**

Thanks in part to that emphasis on the importance of developing overseas markets, Grayson’s staff has grown from 180 in 2010 to 230 in early 2013, and our projected turnover for 2012-13 is £20.5m.

We are proud to have been nominated in the Excellence in International Business category in this year’s Birmingham Chamber Annual Business Awards.





**Pictured, from left: Michel Van Roozendaal, TK vice president, bus and global rail; Ian Hateley, Grayson service director, and Ulf Kuck, TK director sales and service, bus, HVAC – EMEIA**

## COOL AWARDS

Grayson is Thermo King's sole approved UK dealer for the bus and coach sector, and we are proud to have received two of Thermo King's international awards for excellence.

In June 2013, we were awarded Thermo King's Service Dealer of the Year Award 2011 and the Sales Dealer of the Year Award 2012 in the biannual awards process that covers Europe, the Middle East, India and Africa.

Thermo King's area sales manager bus HVAC, Ronald Aan, said: "Taken together these two awards recognise two key strengths that are evident in Grayson's approach – its commitment to working collaboratively with customers to develop an optimal solution, and its entrepreneurial approach to developing new markets."

## COME AND SEE US

This year our show schedule includes major exhibitions across the UK, Europe and North America. If you're attending any of these shows, make sure you come and find out more about our products and services. We'll be at:

**New York Public Transit Association Fall Conference and Expo (September)**

**Busworld, Kortrijk (October)**

**Canadian Urban Transit Association Fall Conference and Expo (November)**

# LATEST DEVELOPMENTS FOR BUSES AND COMMERCIALS

NEW PRODUCT DEVELOPMENT WORK AT OUR TWO MANUFACTURING FACILITIES IS FOCUSED ON HELPING CUSTOMERS MEET THEIR EFFICIENCY TARGETS



## Expanding the e-drive range

In trials on Optare Solos, the new version of our energy-saving e-drive cooling system is reducing operators' fuel bills by between ten and 15 per cent.

This new, five-fan variant of the proven e-drive system – which was developed first for Volvo B7s – is specifically for Solos, and replaces the original cooling system to give operators a high level of control over fan speed and temperature. With our system, the fans only need to be operated on full power when conditions demand it.

It features a full diagnostic system that allows technicians to analyse data and make adjustments to suit the demands made by individual routes. This makes it possible to optimise economies across

the fleet. Emissions and noise levels are also reduced.

The new variant for Optare Solos is available from Grayson now: versions for other vehicles are in development.



DAVID HOBBS,  
BUSINESS  
DEVELOPMENT  
MANAGER:



**“We are working on a number of projects to integrate our e-drive systems with new Euro 5 bus engines, to create buses that are effectively ‘greener’. It’s a cost-effective alternative to introducing new hybrid buses.”**

## REPLACEMENT PARTS FOR MERCEDES COMMERCIALS

Grayson's own-brand cooling parts range is expanding again – replacement parts for Mercedes commercials are now in stock.

This is the latest introduction to our own range of aftermarket products for the leading makes of UK and European trucks. Parts for Dennis Elite, DAF, Scania and Volvo are already available and they are proving increasingly popular with big-name operators looking to boost reliability and cut costs. We plan to add Iveco, MAN and Renault over the next few months.

All Grayson products are manufactured to ISO 9001 quality standards and carry a 12 month warranty (24 months if fitted by a Grayson service engineer). They can be delivered next day to any UK destination, and rapidly throughout Europe. Prices are up to 50 per cent less than OE equivalents.



# DEAR DR COOL



**One of our European customers is asking what are the advantages and disadvantages of E6 engines over the E5 engines (Euro) and what is the difference it makes to the cooling system – if any? From Patric Tulaé**

**Dear Patric,**

Another great question. This subject interests me a great deal. A lot of my colleagues and people I speak to talk all the time about Euro 6; I think they are obsessed! They tell me Euro 6 requires a much cleaner emissions standard than Euro 5.

Government boffins tell us what to do and don't concern themselves about the cost. The main area of concern to government bodies, who want our children and grandchildren to grow up healthy, is the NOX and particulate levels. The Euro 6 NOX level is 0.4g/kWh and particulate level is 0.01g/kWh.

Since 1992, engines greater than 85kW have had their NOX levels reduced by 94% and their particulate levels reduced by 97%. All in all this has resulted in engines having to be better designed with lots of after treatment components. The heat rejection of the Euro 6 engine is between 20 and 30% greater than Euro 5 due to the technology required to reduce the mysterious NOX and particulate levels still

further, and so Grayson has had to develop new intercooler and radiator designs to allow a much improved cooling system to be installed in the same envelope.

Grayson's engineers have met the challenge and it would be great if you and our other colleagues in the industry contacted us to talk more about how the new tube and fin developments can help with your cooling system challenges.

I have even been asked if it is true that you can put your mouth over the exhaust of a Euro 6 vehicle and not die. My reply is yes, the particulate and NOX levels are much reduced, but you will suffer a terrible burn! And it is important to mention if you shut the doors and sit in a vehicle with the engine running you will still die because, of course, it is carbon monoxide that kills us. So let's stay safe out there and watch our children grow taller due to the good work the European Parliament is doing in relation to a cleaner, healthier planet.

*Dr. Cool*

## KEEP YOUR COOL THIS SUMMER

Make sure you avoid the hassle of overheats this summer, by carrying out a few simple cooling system checks yourself.

**1** Test the airflow through the cooling module with the fan locked on full revs. Take an average reading from the air intake grille. Higher than 10m/second (as an average across the whole grille), indicates that the radiator should be receiving sufficient airflow to cool the engine.



**2** If you get a lower reading, 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 a fan speed of more than 1700 rpm usually indicates that it is operating correctly.

**3** 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, replacement. (Removal for inspection and cleaning will be quick and easy if you have a quick release cooling system like Grayson's Cassette 2).



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

**4** If you've tried all this and still have an overheating issue, 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**



## Looking good for arthritis care

Service centre administrator Siobhan Abbey has helped her 13 year old niece Ellie Farrell to raise more than £500 for Arthritis Research UK, as part of the youngster's bid to win the Dream Street Beauty 2013 pageant.

Siobhan said: "Contestants have to

choose a good cause and raise funds for it, and Ellie chose Arthritis Research because a member of our family suffers from the disease.

"She arranged a charity model search, which took place in Birmingham at the end of April, with all funds going to the

charity."

An expert cake maker, Siobhan had a cake sale at work to add more to the total, and she asked the company to sponsor prizes, which we were proud to do. We gave runners-up prizes of shopping vouchers for Birmingham Bull Ring.



## STAFF DIG DEEP

Onesies aren't the most practical (or stylish) choice for the average working day at Grayson, but lots of the team wore one on Red Nose Day, to do their bit for a great cause. Others wore pyjamas, or simply head-to-toe red to join in the fun. Contributions from staff and passers-by were doubled by the company, taking the total to over £250.

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