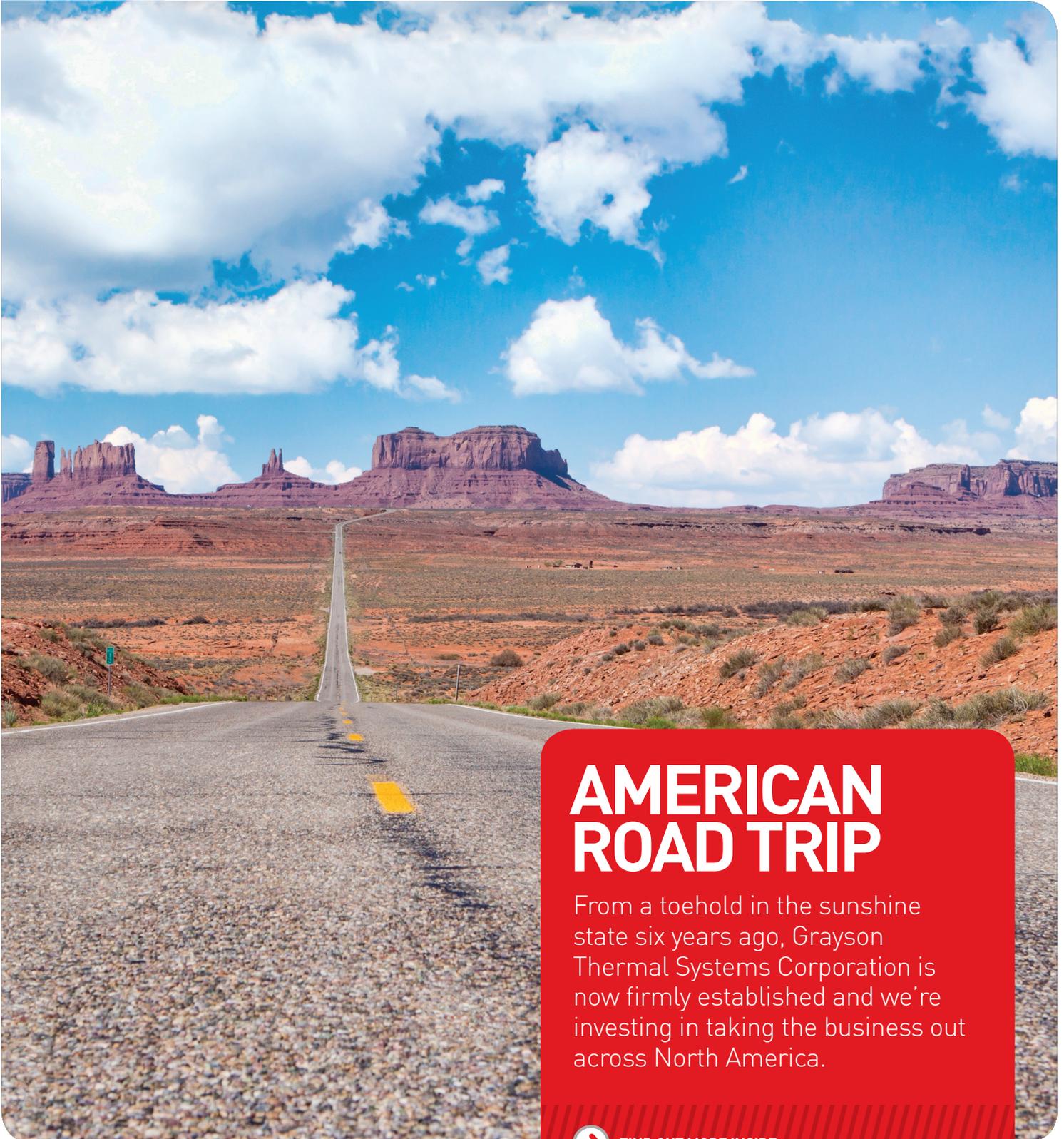


NEWS FROM GRAYSON THERMAL SYSTEMS
SPRING 2014

 **Grayson**
THERMAL SYSTEMS

THERMAL LINES



AMERICAN ROAD TRIP

From a toehold in the sunshine state six years ago, Grayson Thermal Systems Corporation is now firmly established and we're investing in taking the business out across North America.



FIND OUT MORE INSIDE

ON THE ROAD

Our North American business Grayson Corp. made its first appearance at Canada's largest annual transit and bus exhibition, Trans-Expo 2013, last November. Hosted by the Canadian Urban Transit Association (CUTA) at its yearly Fall Conference, this event is a big hitter in Canada's transport industry calendar. The show attracts more than 1,000 senior management decision makers, and we showed the Grayson e-drive as well as a range of our heating products.

EXPANDING THE TEAM

And now that Grayson Corp is making waves in the US bus and coach sector, it feels like the right time to expand the team and explore setting up a local manufacturing operation.

So we have reshuffled the Grayson Group board and former manufacturing director James Hateley has been appointed chief executive officer of Grayson Corp. His in-depth knowledge of our products

and manufacturing processes makes him the ideal candidate to lead the development of manufacturing facilities to meet the needs of American and Canadian customers.

We've also welcomed two new members of staff at Grayson Corp - Dan Melleady, business development manager (USA East), and Chris Riedel, installation manager.



ALL YOU NEED TO KNOW ABOUT DAN IN 140 CHARACTERS:

From New York, and a family grounded in the automotive and transit industries. A very experienced salesman who says "it never hurts to ask"



ALL YOU NEED TO KNOW ABOUT CHRIS IN 140 CHARACTERS:

From Ontario, he has a passion for quality cars and new challenges. He has worked in construction and trucking, and has two young children.



JAMES HATELEY, CHIEF EXECUTIVE OFFICER, GRAYSON CORP

“Getting out to some of North America’s most important shows is a priority as we take Grayson Corp to the next level. Our next big outing will be the APTA Expo in Houston in mid-October. Like everything in Texas, it’s big - the largest bus trade show in the US, in fact - and it’s a golden opportunity for us to meet more of the industry’s key players.”

It’s held every three years alongside the APTA conference. If you’re going, come and see us on stand 1855.

BOARD CHANGES

Now that former manufacturing director James Hateley is focused on developing Grayson Corp, group managing director Stuart Hateley has assumed responsibility for all European manufacturing operations, and for making sure the group retains a sharp focus on product development and quality standards. Ian Hateley remains the board director responsible for developing our aftermarket and service divisions, while Bernard Szypulski and Graham Hateley continue as group finance director and group chairman respectively.

With the new board structure in place, it’s all systems ‘go’ for growth. We have just invested more than £2m in buying our head office and manufacturing facility, and we have recruited new specialist staff across our research and manufacturing operations.



GROUP MANAGING DIRECTOR STUART HATELEY:

“Export accounts for ten per cent of the Group’s turnover, and we expect this proportion to be higher next year.

“Investing in the creation of an efficient, committed presence in our overseas markets helps us to develop a solid understanding of the needs of all our customers and to meet these effectively. We set up the North American operation in 2008 to do that, and one in Poland last year. We are open to the possibility of doing the same elsewhere as customers’ needs require it.”



Left to right: Stuart, James and Graham Hateley, Bernard Szypulski, Ian Hateley.

OUT AND ABOUT

IT'S GOOD TO TALK, AS THEY SAY, AND WE'VE BEEN DOING THAT AT INTERNATIONAL TRADE SHOWS AND IMPORTANT INDUSTRY EVENTS. IT'S ALL ABOUT LISTENING TO WHAT CUSTOMERS WANT, AND FINDING OUT WHAT WE NEED TO KNOW TO STAY AHEAD OF THE GAME



BUSWORLD, KORTRIJK, BELGIUM – OCTOBER 2013

Busworld is always a great opportunity to meet movers and shakers in the European bus and coach sector, and last year's show was no exception. There was lots of new interest in our aftermarket products especially from operators in France, Germany and Greece, and we made contacts with a large number of distributors across the continent – important as we work hard to grow our European distributor network.

We also handled a number of enquiries from manufacturers of hybrid and electric buses for specific development projects.



EXPORT AWARD

Grayson scooped the Manufacturing and Export Award at the Insider Midlands International Trade Awards dinner in Birmingham on Thursday, 10 October 2013. The awards programme is organised jointly by leading British business magazine Insider and the UK government's export support body UK Trade & Investment (UKTI).

According to the event's compere, BBC business journalist Steph McGovern, our category was the

most hotly contested. She told the audience that we won "because of our commitment to developing export opportunities and our ability to adapt products to suit different vehicles and operating conditions".

● Grayson designs and manufactures cooling systems for bus, coach and specialist vehicle OEMs in the UK as well as Poland, Holland, Spain, Portugal, New Zealand and North America.

DEAR DR COOL



Springtime is here and there is a new baby in the office (Olivia). Already baby care advice for the summer is coming from all directions. Don't cover her with too many blankets; keep the room cool etc. etc. I do remember babies and the hot summer weather keeping them and me awake! Which reminds me that I don't want to be kept awake this summer with my fleet overheating: tell me again the best way to clean my radiator to ensure no overheating of my buses in the warmer weather. Best Regards, Finn Royal

Dear Finn,

I don't know who the proud parents are, but congratulations to the happy couple. Happiness - great word - and because I have a passion for both a clean heat exchanger and a good night's sleep, the following advice is a good start to allow you to sleep like a baby. (I am smiling now thinking about wet nappies - waking up crying for food - so maybe sleeping like a baby is not such a good analogy.)

Ok Dr C, back to the topic:

1 Test the airflow through the cooling module with the fan locked on. This will give you full fan speed - the normal way to do this is to disconnect the solenoid plug.

2 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.

3 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 I'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, replacement.

4 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.

5 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. IK3AA001 will do the trick.

So Finn, I hope this timely caring advice keeps your vehicle cool and as you know I am referred to as Dr Cool and what the doctor advises is always good to follow.

(Please Note: Baby care advice can be found at any good book store or from a paediatric doctor 😊)

Dr. Cool



FALSE ECONOMIES

Silicone hose is one of those staple products that some people think they can economise on. Anyone can make a decent silicone hose, right?

Actually, this is one of those products that can save you serious money if you spend a little bit more on buying a quality product, because a broken hose leads to 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.

More recently, we've worked with them to develop a heavy-duty four-ply version, originally for one particular customer who asked for help with a specific coolant leakage problem, and we can now offer this product to all our customers.

We're so confident about the quality of all our silicone hoses that they are backed by a 12-month warranty. For more information visit our website www.graysonts.com and search for: **products - hoses**

African adventure to support kids at home

Congratulations to Debbie Robertson, wife of ADL's CEO Colin Robertson, for raising a magnificent £100,000 for It's Good to Give, a charity that raises money to make life easier for young people with cancer.

She took part in a sponsored climb of Mount Kilimanjaro, reaching the summit on October 9 2013.

Grayson contributed £250, and we're delighted to see the money going to such a good cause.



THINK PINK

Closer to home, Grayson staff have raised more than £250 to support breast cancer charities, with a 'wear pink to work' day, and lots of activities including a sweepstake and a cake sale.

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

www.graysonts.com