

ADVICE

Dear Dr. Cool,

I am sure I read about this last year in your Winter 2010/11 Thermal Lines but my guy is complaining it is taking longer to clear his windscreen. He is asking me to ask you - why?!

Sincerely,
Alex Rayne

Dear Alex,

May I say Happy New Year to you and I hope the weather is better where you are than in England. Oh to be in England in the winter! I am starting to believe in global warming.

Yes you are correct. We did talk about this in the 2nd edition of my column. I advised checking your heating system valves, boost pump, filter, fan, and to make sure your heater coil is getting hot enough. You may also remember I told you to always have a cup of tea when you have a problem to resolve (of course I suppose you could drink coffee!)

So Alex, I recommend you do all of the above and I am confident you will find the cause of why the screen is taking too long to clear. I have found over the years the operator's best friend is the driver as he drives the vehicle every day and of course your driver is impressing me as he knows you always get good advice from Dr. Cool.

Alex, do not forget I also told you about the latest aluminium heater core designed specifically for this application. Check it out on our website at www.graysonts.com. It is rated to 2 bar operating pressure, available in various lengths and is made for the job.

I need to leave now; it is still raining outside and somebody has taken my umbrella. So whilst I go and get wet think of me and consider sending corporate umbrellas to Dr. Cool c/o Grayson Thermal Systems, and remember I also receive letters to the same address.

Until the next time!

Best Regards,
D.C.

LATEST PARTS UPDATE

Late in 2011 Grayson embarked on a project to expand its range of replacement parts for commercial vehicles, and we'll reach our first milestone in early March, when our first batch of radiators is due to arrive from our overseas supply partner.

The new range includes radiators and intercoolers for all major truck marques in the European marketplace: in the longer term the plan is to extend the range to the North American market and then the rest of the world.

Ultimately the range will extend beyond engine cooling parts, and will also feature ancillary products such as viscous fan drives, water pumps and HVAC equipment.

Grayson's key objective is to ensure that every product in the range is reliable, quality assured and competitively priced, and we will only proceed with each stage in the plan when we are confident that these criteria have been met.

For more information visit the website or contact Andy Hateley on ahateley@graysonts.com



Farewell to Dave

At Christmas we said a fond 'goodbye' to long-serving staff member Dave Hyde, who worked in the remanufacture and solder sections at our copper brass facility.

Dave gave 14 years' loyal service to Grayson, and he is missed by us all. Dave was one of many Grayson employees for whom Grayson became a family business - his son also worked here as a welder for five years. Dave is planning to enjoy more time with his son and brother-in-law in his retirement indulging their interest in stock car racing and simply 'messing about with cars'.

Hair-raising!

Here's Mark Sadler, OE account manager (responsible for western European territories), with a rather fine 'tache which he grew last 'Movember' to raise money and awareness to help men's health projects, specifically those related to prostate and other men's cancers.

As the father of four sons these causes are close to his heart.

Mark said: "Having a moustache brought back memories of the '70s and '80s when I always had one, but I couldn't wait to get rid of it."

Mark raised £384, and apparently he's willing to go through it all again.

Mark joined Grayson many years ago, staying for 15 years before leaving for a spell, then returning 18 months ago.



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Meet
Matco

Matco
ENGINEERING

Matco Engineering has been arguably Grayson Thermal Systems' best-kept secret for the past three years, but its growing success in winning new business over the past few months is set to change all that.

Matco specialises in providing high quality machined parts, for Grayson and other customers, and it was set up by Grayson with operations director, Matt Bishop, in 2008. This close relationship ensures Grayson has access to the top quality parts it needs, and to the guaranteed delivery schedules it requires.

Grayson's backing has enabled Matco to make steady investment in equipment and staffing. Most recently the company has taken on a sales administration assistant, Michelle McDougall, who brings her wealth of experience and strength to the company. Matco has also employed Jack Duval, a 19 year-old trainee, and will provide him with all he will require to become a highly skilled machinist.

"Technicians with experience are notoriously hard to come by, so I have found someone with the right attitude, and we will support him to develop the knowledge and skills he needs. I'd rather have a member of staff who is eager to learn, with a positive 'can-do' approach, than a qualified specialist with a less enthusiastic attitude. Michelle and Jack are valuable additions to Matco's existing team of specialists, and will help us to ensure continued growth and success for the business," said Matt.

Matco can provide a single component or complex sub-assemblies, as well as a range of additional processes such as paint and anodising - it offers nationwide delivery too.

Matco Engineering is ISO accredited. To find out more visit www.matcoeng.com or phone 0121 707 3500.

UK top to bottom fundraising challenge

Manufacturing director James Hateley is going to be getting saddle sore in the summer as he undertakes an ambitious sponsored cycle ride to raise funds for The Cure Parkinson's Trust.

On Sunday, 15 July, James and three friends (who are each riding for their own favourite good causes) will start a gruelling two weeks of cycling the 950 miles from Land's End to John O'Groats. The attempt will mark ten years since the team completed the Coast to Coast Walk in aid of Meningitis Research. On that occasion they raised £8,000 and they are looking for sponsorship to raise even more this time. Managing director Stuart Hateley may also be persuaded to join in!

If you'd like to help, please contact James on jhateley@graysonts.com or visit the JustGiving site www.justgiving.com/lejog4parkinsons.

Grayson
THERMAL SYSTEMS

KEEPING YOU UP TO DATE WITH THE NEWS
AT GRAYSON THERMAL SYSTEMS
SPRING 2012

Grayson
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THERMAL LINES



Don't miss us
at Busworld
Turkey, 19-21
April 2012

QUIETLY DOES IT...

Leading London bus operator Metroline is replacing the cooling systems on its fleet of Volvo B7s with a new electric fan cooling module developed by Grayson Thermal Systems.

The first batch of re-cooled vehicles went back into service before Christmas and the rest will follow early in 2012.

The cooling system upgrade is already delivering reduced noise levels in line with Transport for London's (TfL's) requirements, as well as significant savings on fuel costs.

Stuart's column

"It won't be much of a surprise to you to learn that everyone at Grayson is focusing a lot of attention on pushing through developments in readiness for the forthcoming Euro VI standards.

Grayson has a proven track record for its work to support manufacturers and operators in reducing both their carbon footprint and their costs. Nevertheless, the challenges of achieving near-zero emissions from diesel engines are significant, so I am very pleased that our projects have been moving along rapidly during the first weeks of 2012, and they are already winning orders.

Throughout the business, we are concentrating our efforts on the things that we know we do well – developing innovative solutions to issues affecting customers, and bringing new products to market.

The electric fan cooling module featured in our lead story is a great example. Once upon a time, few people expected a bus to be either quiet or terribly energy efficient – but times change and these are real issues affecting operators every day. By developing a product that cuts energy use, noise and maintenance bills at a stroke, Grayson has come up with a solution that has helped a customer to win – and retain – important contracts, and to service them profitably. Other customers have different issues to address, and we are working with them to find effective answers.

Our engineering team is working tirelessly to bring new heat exchange platforms to life. We are working on no fewer than eight such projects, each offering something different. Our challenge is to get more performance out of the cooling system space available for the same or less fan input power, and I am delighted with the way the team is tackling it.

It all takes a lot of planning and hard work. To this end we are recruiting both design engineers and shopfloor workers. We welcome all those who have recently joined, and those who will shortly do so."

Stuart Hateley
Managing Director



continued from page 1

Quietly efficient

Metroline is London's largest operator of night buses for TfL, which makes noise levels a hot issue for the company, and the installation of Grayson's new, quieter cooling systems formed a part of the company's successful re-tender for the contract using its established B7 fleet.

Metroline's engineering director Ian Foster says that the lighter weight of the Grayson units and the greater control they offer over fan speed and temperature control deliver lower fuel costs, reduced noise levels and have additionally eliminated a problem experienced with fluid loss in the original hydraulic cooling system.

In addition, he says: "There are knock-on savings for maintenance too. The button to reverse polarity and blow out any debris cuts the amount of downtime needed for routine maintenance."

Lancashire bus operator Transdev is another company that was quick to see the potential for Grayson's new module. Transdev worked with Grayson and an American fan manufacturer in the early development stages, installing the prototype modules in 14 of its B7s operating between Ripon, Harrogate and Leeds. Over a two year trial period, the new Grayson modules, coupled with

changes to the vehicles' transmission, have delivered fuel savings of around 10 per cent.

Grayson managing director Stuart Hateley says that the new system enables finer control over the fan operation than is possible on current hydraulic systems, and this, he says, is key to the savings the module makes possible. "When it is zero degrees you don't need the full 10-12m per second and the fans at full speed; you may only need 3-4m per second. Our electric system can ensure you have the lowest air flow necessary."

Grayson's module also has a 'kerbside quiet operation' with fans automatically dampening as the vehicle slows to a stop, and a full diagnostic system that enables technicians to analyse data and adjust the system parameters to match the requirements of buses on specific routes.

The company is developing variants for two other chassis types and plans to make these available during 2012.

Investment of more than £500,000 in Grayson's in-house fabrication facility has enabled the company to take control of more processes, boosting flexibility and quality.

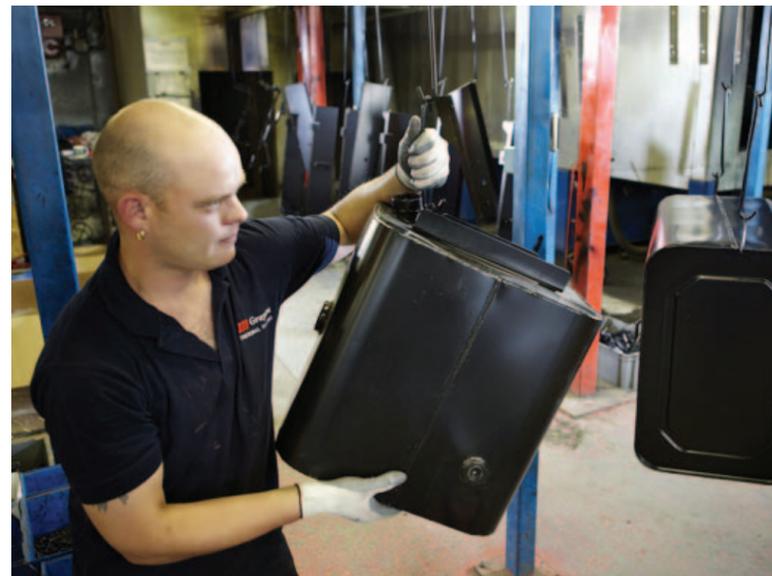
TAILORED RESPONSE

Grayson's in-house fabrication facility shares a site with the company's copper brass manufacturing unit opposite the head office and aluminium manufacturing centre. It is overseen by operations director James Hateley.

The latest round of investment kicked off around four years ago in response to a significant growth in volumes of work, particularly as demand for Grayson's own cooling modules began to take off.

At a time when most other companies were sub-contracting out their metal working requirements, Grayson installed a new, faster press brake and a powder coating system, and took control of other previously bought-out services including bending and nutting so that the company could offer a high quality and responsive service even on low volume runs.

The latest addition is an AMADA laser with an automatic loading and unloading tower. Advances in laser technology have boosted their speed to around four times what it was even three years ago, and the laser is so quiet that it enables Grayson to schedule fabrication



runs overnight without nuisance to local residents.

James said: "Customers requiring low volumes typically find it hard to secure a responsive, flexible service but Grayson has set up this fabrication line to provide what customers want, not what the

company wants to sell.

"We have invested in quick release tooling that is ideal for low volume work, and we are ideally equipped to produce exactly what our customers need, with no waiting for outside suppliers or compromise on quality."



There are additional benefits for Grayson's engineers as they work on new product development programmes. With more working hours added back into the day there is improved capacity, and specification changes can be made more rapidly.

James said: "Additional infrastructure work such as the addition of a substation so that the seam welder can operate in the daytime, and building works to accommodate the new laser, have taken the investment to approaching £500,000.

"We have also employed and trained two new engineers on the back of the project, and we are looking for another."



SOLARIS SUCCESS

Grayson is delighted to announce that it has extended its co-operation with Solaris Bus & Coach in Poland until 2013, a two-year extension on the original understanding.

Grayson has worked with Solaris since 2007, when the vehicle manufacturer was looking for a high ambient cooling system for buses operating in Dubai. A revised solution developed for Solaris has since been adopted for vehicles across Europe.

