

In the pipeline



The **fastest** emergency hose replacement service there is

No Compromise on Health and Safety

I recently read a worrying article from the construction industry magazine Construction News that suggested that health and safety standards could be compromised by companies seeking cutbacks in the face of the current economic crisis:

<http://tinyurl.com/npoer9> That is certainly not the case here at Pirtek. In our 20+ years in the UK, we have consistently invested to improve the health and safety levels of our personnel and those of our customers across a broad range of industry sectors.

It is for this reason that there is a strong health and safety theme to this latest edition of In the Pipeline. As you will see from the centre spread of this issue, this commitment begins at our National Training Centre in Birmingham and is continued through every level of our company's structure. It is particularly pleasing to note that many of our dedicated Hose Centres have chosen to match our investment to establish and maintain safety levels to meet local customer requirements, a fact that is again evidenced on Page 6. Health and safety and driving cars around a track at white-knuckle speeds may seem like strange bedfellows but this issue also contains a mid-season update on the progress of the Pirtek-sponsored VXRacing team that is contesting the British Touring Car Championships. The three-man squad of former champions Fabrizio Giovanardi and Matt Neal and rising star

Andrew Jordan has already proved they're the team to beat in a BTCC season that already looks set to go to the wire in the final race at Brands Hatch in October. One thing that is clear; the sport, which is regularly televised on ITV4, has attracted a passionate following, something we witnessed first-hand at the recent SED exhibition at Rockingham Motor Speedway. Despite being primarily a construction equipment show, and despite the fact that many of the larger equipment manufacturers chose to stay away, the display on the stand of Andrew Jordan's car was a major talking point; and Andrew's presence on the middle day helped make it our busiest ever SED.

It has also been a busy period here at Pirtek with a number of new Centre openings, relocations and refurbishments, details of which can be found on Page 10. And for a little light relief, you might also like to take a look at the story on Page 12 which explains what to do should you ever find yourself with a rhinoceros trapped in a gate! We trust that you enjoy this edition and look forward to receiving your comments and competition entries.

Best regards



Kelvin Roberts
Chairman, Pirtek Europe

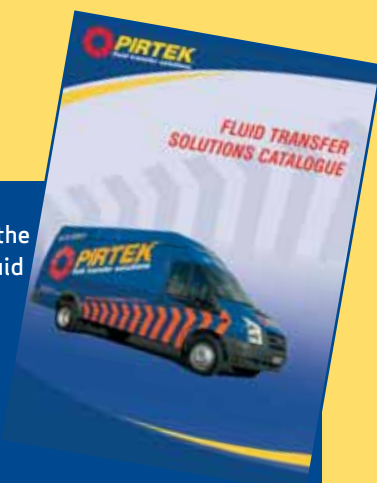
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Published by Pirtek (UK) Limited
35 Acton Park Estate,
The Vale, Acton,
London W3 7QE
Tel 020 8749 8444 Fax 020 8749 8333
E-mail info@pirtek.co.uk

The new edition of the 800 page Pirtek Fluid Transfer Solutions catalogue, is now available.

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A Peterborough-based agricultural equipment manufacturer has put its faith in Pirtek as the supplier of complete hose assemblies for its award-winning automated hoe system.

Just over a year ago, Pirtek Peterborough's sales manager Alastair Birley made contact with local agricultural equipment manufacturer Garford's Farm Machinery, offering the family-owned business a reliable source of replacement hoses. But after further consultation, it soon became clear that replacement hoses weren't the company's biggest issue. Rather, it was the lack of a reliable supply of new hose assemblies for its innovative range of computer-controlled hoe attachments.

The Garford family come from a long tradition of farming innovators. Current director Norman, father of present managing director Phillip, ran the family farm until 1953 when, together with his own father, diversified into engineering to produce an efficient beet harvester. The company's inventiveness lives on today, first with the "Victor" beet harvester introduced in 1992 and still manufactured today. More

recently, the company collected the 2003 Royal Agricultural Society of England's (RASE) silver medal for its computer-controlled, high-speed, tractor mounted Robocrop 2. This hoe has a front mounted video camera that relays information to a guidance system inside the cab, affording extremely accurate crop tracking over multiple rows.

Even more innovative is the new Robocrop InRow, recently awarded the Gold Medal by the RASE after three years of heavy trials and that not only weeds between rows but between the plants as well. "The beauty of all our machines is that they provide a purely mechanical method of accurate high-speed weed suppression without the need for chemicals," Phillip Garford. "Thanks to these innovations, our business has actually grown during the recession because we can produce a machine that farmers actually want, one that improves the harvest and saves them money."

Garford reports that the InRow

The Power Behind Robocrop



Pirtek provides Garford with a reliable and responsive source of hose assemblies.

rotating cutting units are all hydraulically controlled, which is where Pirtek comes in. "Despite the success of our products, we had struggled to establish a working partnership with a reliable hydraulic assembly supplier. But the good thing about Pirtek Peterborough was the fact that they took the trouble to learn about our unique machines and to suggest how to improve the common items in the range and thereby reduce our overheads. As our company grows, and we are looking to substantially enlarge the production next year, we know that we have a reliable supplier who will play the role of an OEM, providing quality products, right on our doorstep," Garford continues. "The hose kits are supplied on a just in time basis. We send Pirtek Peterborough a list of components and they supply the complete hydraulic assembly for each machine next day, or even the same day. To date, they have supplied over 700 kits and we even boast about our association to our customers because Pirtek is such a familiar and well-respected brand."



Applying the Brakes



Always on Duty



Pirtek Swindon is the UK's Centre of Excellence for specialist, rail brake system work including the all-important train braking systems used by both passenger and freight vehicles across the UK rail network.

Pirtek is often required to work in critical areas including offshore oil and gas rigs, factories and power stations. But few applications are quite as critical and exacting as the braking systems of the UK train fleet.

With the efficiency of an entire national rail network and, potentially, the lives of passengers resting upon its expertise, Pirtek established a "Centre of Excellence" for all things rail-related at the Pirtek Swindon Centre operated by former locomotive engineer Andy Edwards. "Working in such a safety-critical and demanding industry sector requires an almost total dedication to that sector," Edwards says. "We have invested heavily in the equipment, tooling and systems required to meet the rail industry's exacting standards." Those standards - BRTI/CI0265 for the supply of refurbished and new rail brake hose assemblies and GM/RT 2450 covering the supply of safety critical items - require

Pirtek Swindon to be regularly audited by its rail industry customers who include South West Trains, Bombardier, and DB Schenker.

"In addition to thoroughly checking the quality of our new and refurbished rail brake hose assemblies, we are also subject to planned and unplanned system audits by our rail sector customers," Edwards concludes. "But such attention to detail is entirely understandable when passenger safety is at stake, and we're more than happy to comply."



The fact that Pirtek offers a 24/7 emergency on-site hose replacement service is well-documented; but it appears that this commitment to the cause also extends to the sales force working in the network. Railway enthusiast and Pirtek Peterborough sales manager Alastair Birley was visiting the Nene Valley Railway, a 12 kilometre standard gauge railway that runs between Yarwell Junction and Peterborough. He combined a visit as a tourist with an opportunity to discuss the supply of hydraulic and water pump hoses to one of the private owners restoring a steam train. However, when he was being shown around the workshops, he quickly realised a more urgent need to replace the existing but highly inefficient compressed air supply system.

"I proposed running a 400 bar plastic pipe system into the workshop from the CompAir compressor in the adjoining engine shed," Birley says. "This allows them to run a number of 100 bar pneumatic tools including rivet guns, needle guns and descalers far more efficiently. Better still, the new system is more in keeping with today's health and safety standards."





Pirtek Delivers the Plantforce

Bristol-based self-drive and operated hire specialist Plantforce relies upon Pirtek support to keep its £6.0 million mobile equipment fleet available and profitable.

Plantforce was founded just 10 years ago. But through a shrewd investment in standard and less common plant hire equipment including long reaches, the Bristol-based company has quickly established itself as a major force in the UK rental business.

Today, under the direction of managing director Claire Trott, the company offers a fleet of almost 200 machines, 100 of them excavators in the 0.5 to 45 tonne operating weight range. For added versatility, every excavator is equipped with a quick hitch and hydraulic hammer circuit. These are backed by an extensive range of wheel loaders, dozers, telescopic handlers and a full range of dumpers.

Like many of its rivals in the UK equipment rental business, Plantforce operates nationally, its reputation dependent upon its ability to provide and support equipment that is often hundreds of miles from its own plant yard.

According to Plantforce plant manager Andy Kennard, this is precisely the reason we have entrusted all our hydraulic hose service requirements to Pirtek. "Pirtek Bristol provides all the

hydraulic hose service and support that we need," Kennard explains. "We operate a national service and we contact Pirtek Bristol for all our hose replacement needs up and down the country. They then work with the nearest or most appropriate Pirtek Centre to tackle the hose replacement and we don't need to get involved again."

According to Kennard, the relationship with Pirtek Bristol plays a key role in Plantforce's national reputation for reliable equipment backed by a reliable service. "Pirtek Bristol is extremely easy to work with and they always respond very quickly. They hold service records of all our equipment on their computer system so they are able to tell each of the other Pirtek centres precisely what hose or assembly is required," Kennard concludes. "It's not unusual for us to require four or five emergency on-site hose replacements in a single working day, and Pirtek Bristol together with their Pirtek colleagues take care of all of them. They provide a truly excellent service and, best of all, they take away the worry of hydraulic hose failures."



SED's a Sizzler



It took a great leap of faith for Pirtek to exhibit at the SED exhibition at Rockingham Motor Speedway near Corby in May. Many of the regular exhibitors had withdrawn citing the 'credit crunch and the economic downturn' as their reason for staying away.

But in line with the principle that those organizations which continue to market their products and services in the recession will come out of it stronger, Pirtek decided to support the show and more particularly to support those customers who had taken the time to visit SED 2009.

When the show opened it was interesting to see that all of our competitors had either cancelled their stands or pulled out at the last minute. This gave Pirtek a unique position of being the only mobile hose replacement service exhibitor present.

The Pirtek stand featured Andy Jordan's Pirtek sponsored VXRacing car, a visit by the fastest-rising young star in BTCC himself to sign autographs and meet the fans, and a delicious whole spit roasted hog!

This dynamic combination had the effect of making the Pirtek stand one of the busiest on the showground and although the overall visitor numbers were almost 40 percent down on the previous year Pirtek figures were up by a massive 25 percent compared to SED 2008.

Above - Plantforce's Andy Kennard looks over yet another hose supplied by Pirtek Bristol

Right - Andy Jordan with chef Mark Black

Unified by Safety

The health and safety of both its own workers and those of its customers is of paramount importance to Pirtek and is the very cornerstone of the company's ongoing commitment to training as this exclusive feature reveals.



Quarrying and mining; construction and demolition; agriculture and industry; rail and military. All very different sectors, each with their own specific challenges, needs and demands. But there is one common thread that joins these seemingly disparate industries; the need for and a commitment to the health and safety of its workers.

We live in an age in which health and safety is no longer considered a necessary evil but a vital, full-time role, one that requires individuals and organisations to keep abreast of a multitude of rules and regulations, to see risks where forebears saw only opportunities, and where on-the-job training must be preceded by intensive pre-entry education. Indeed, it is difficult for even the most safety minded company to keep ahead of the latest legislative requirements for one industry sector, let alone 12.

Pirtek Coventry Earns SAFEcontractor Accreditation



In addition to the nationwide commitment to health and safety shown by Pirtek, many of its local Centres choose to take things yet further to match the needs of their local customers. Pirtek Coventry is just one such example.

"We do a lot of hose replacement work with the local council and they suggested that we look at some form of safety accreditation to conform to their pre-tendering and preferred suppliers system," says sales director Alistair Bishop.

"After a considerable amount of searching and consultation with Pirtek's own health and safety consultancy, we opted for the SAFEcontractor scheme as it seemed best suited to our specific needs and was designed to ensure that we maintain a uniformly high standard of health and safety across our business."

*Pirtek
Coventry's
Alistair Bishop*

The SAFEcontractor scheme has been adopted by more than 13,000 companies across the UK including some of the biggest names in British industry: Kellogg's; General Motors; Procter and Gamble; Next; and EDF Energy.

Alistair Bishop reports that the SAFEcontractor scheme looked into every aspect of the Pirtek Coventry business and that the entire process took more than six months from application to accreditation. But, he says, it was worth it. "All our customers take health and safety very seriously and an increasing number use SAFEcontractor to develop and maintain their approved suppliers list," "We expect our accreditation to play an important part in our ongoing growth and development. SAFEcontractor gives us a professional edge."

Perceived Risks

Yet that is precisely the challenge taken up by Pirtek and its National Training Centre in Birmingham. "In general, our customers have to know the legal requirements of just one specific industry sector," says national training manager Martyn Smart.



"But Pirtek works in partnership with customers serving more than a dozen industry sectors, often in close proximity to known and perceived risks. It is vital, therefore, that we at Pirtek understand and adhere to the specific legal requirements of each industry sector."

According to Smart, this understanding of industry requirements begins with the training of staff at all levels of the Pirtek organisation from the Licensee that effectively owns each individual Pirtek hose centre through the management and administrative positions within the Centre and on to the Mobile Sales and Service Technicians (MSST) that man the organisation's 400-strong fleet of Mobile Service Workshop vehicles.

"Every member of the Pirtek organisation goes through our training programme and a large part of those training programmes is taken up with matters of health and safety," Smart continues. "But when we get to the MSSTs, we start to focus even more."

Diverse Applications

According to Smart, it is not unusual for individual MSSTs to make up to 10

customer service calls in a single day, often in 10 different industry sectors. "Looking at the Midlands alone, an MSST can be working at a car manufacturing plant in the morning, on a quarry site at lunchtime and beside a railway track in the afternoon," he continues. "Each of these work sites will have their own industry requirements and, increasingly, may even have site specific health and safety requirements to which we must adhere."

Smart reports that, in addition to their City & Guilds and basic health and safety training, the majority of Pirtek MSSTs are qualified to CSCS standards, allowing them to work on UK construction sites. In addition, many MSSTs are qualified to Quarry industry "safety passport" standards and an increasing number also have Personal Trainside (PTS) qualifications that allow them to work on the country's rail network. "Both the quarry and the rail industry safety standards are particularly exacting," Smart says. "As an example, the PTS qualifications involves regular and random alcohol and drug testing, something that is fast becoming the norm among major UK construction companies."

Workwear and PPE

As a further example, Smart cites the issue of workwear and Personal Protective Equipment (PPE) requirements. "Most UK construction sites these days require hard hats, high visibility jacket or vest, and site boots although, increasingly, our MSSTs are also required to wear goggles and gloves," Smart continues. "In the quarry sector, however, companies like Tarmac insist that they wear orange high visibility trousers and lace-up, non-rigger type boots. Not only do MSSTs have to change safety mindset from job to job, they often have to change their wardrobe as well!"

To help identify the specific, individual requirements of the various industry sectors, Pirtek enlisted the support of an outside agency that surveyed each of Pirtek's 90+ UK and Ireland Centres to identify the numerous sectors and applications in which MSSTs were likely to work.



National training manager Martyn Smart (left) discusses health and safety and (above) models the latest PPE

"As a result of the work conducted by our consultants, each of our 90+ Centres now has a highly-detailed set of safety guidelines detailing the specific risks and requirements across a base of 36 industries and applications," Smart asserts. "And that consultation is ongoing so that list is constantly growing."

At a time when many companies are seeking cost-saving measures, Pirtek continues to invest in the health and safety training of its own personnel to help maintain the safety levels of its customers. "We opened the new, larger and relocated National Training Centre in April 2008 and, so far, we have trained well over 200 Pirtek people here but it is an ongoing process," Smart continues. "In addition to the formalised training we offer here, all our MSSTs are subject to regular Toolbox Talks at their Centres."

Working with Customers

Smart believes that safety is a mindset, one that he and his team regularly instill and reinforce in the Pirtek workforce. "Our training gives the MSSTs the tools they need to conduct their own risk assessments each time they step out of their vehicle. We also foster an open door policy that encourages MSSTs to report to their Centre Managers or Licensee any unforeseen or unavoidable risk on a customer's site," he says. "We also empower the MSSTs to take the attitude of 'if you can't avoid the risk, don't do the job' whenever they encounter an insurmountable hazard." Martyn Smart further believes that Pirtek's thousands of customers across the UK can help the company raise its safety levels even further. "In addition to the huge number of industry safety regulations, an increasingly large number of companies and organisations also have their own specific safety policies. But it is vital that they keep us informed on these specific requirements," Smart concludes. "I would like all our customers to trust us with their health and safety policies in the same way they trust us with the welfare of their hydraulic systems."

Full Throttle



With three podium finishes under his belt over the first half of the season, Pirtek's Andrew Jordan is now aiming at race wins in the second half of the HiQ MSA British Touring Car Championship season.

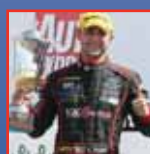
As part of the works Vauxhall BTCC squad, Andrew has been in the thick of the race action in what is proving to be a super-competitive and very open season. But, as ever for the BTCC, the races have been topsy-turvy and Andrew has also suffered a couple of car problems, and at least one of them cost him a podium finish.

Meanwhile, the other two drivers in the Pirtek-supported VX Racing team have also enjoyed their highs and lows, and Matt Neal and Fabrizio Giovanardi go into the mid-season break lying second and third overall in the championship.

The BTCC has once again delivered on all fronts over the first five race weekends of the 2009 season. Spectacular racing, bumper crowds and that special buzz that only the BTCC can deliver. Add in extensive live TV coverage of all three races at each meeting and it is clear that the BTCC is booming.

For Andrew, who was still only 19 when the season started, it is a huge challenge and he is racing in a field that includes four former BTCC champions. As well as his team mates Neal and Giovanardi, the grid also includes Jason Plato and James Thompson, so the quality of driver is higher than ever.

The season started at Brands Hatch and a driveshaft failure in the first race cost Andrew a podium finish as he was sitting comfortably behind Neal in second place at the time. He



absolutely started in race two, charging from 16th on the grid to fifth place in one of the drives of the day. Sadly, a gearbox failure put him out of race three.

"You can't help but be disappointed to retire from races. But the Brands weekend certainly exceeded my expectations," said Andrew. "I was quite apprehensive approaching my first race weekend with VX Racing, but I was really, really pleased with how I performed."

Next stop was Thruxton, where things didn't go as well as expected and it ultimately proved to be a frustrating weekend even though it opened with a debut BTCC podium with VX Racing as Andrew tracked Giovanardi and Neal to the flag. But a whack from Stephen Jelley in race two and a puncture in race three left little reward from the balance of the day.



Pirtek personnel and customers enjoy a high speed track day with VXRacing's Andrew and Mike Jordan



Andrew made history at Donington in mid-May when, a week ahead of his 20th birthday, he became the youngest driver ever to take pole position for a BTCC race. "I'd had a tough opening few rounds so I needed something like that to give me a boost," said Andrew. "It was down to me to string all the three sectors together in one lap and I managed it. The car felt fantastic."

With rain hitting race day, Andrew showed his uncanny car control on his way to second place in the opening race and the best result of his BTCC career to date; only headed by former champion and rain-maestro James Thompson. A clash with Rob Collard in race two forced retirement and a lowly grid position for race three, but the Donington weekend had been a clear demonstration that Andrew was already one of the fastest drivers in the BTCC pack.



Second to Thompson at Oulton Park produced the third podium finish in four weekends as an estimated 30,000 fans packed into the Cheshire venue. Earlier, he had taken sixth in the second race following an engine change to rectify problems encountered in the opening race. "I thought I might be on for a win in the third race," said Andrew. "I was pleased with the second and third races at Oulton."

The trip north to Croft in Yorkshire brought the curtain down on the first half of the season and proved to be a tough weekend for the entire Vauxhall squad as it struggled to match the pace of the BMWs and Chevrolets. Throughout the weekend, Andrew readily matched the pace of Neal and Giovanardi and his was the quickest of the Vauxhalls in qualifying. Three strong finishes were the tally, with fourth



place in the final race as torrential rain made conditions very tough.

Now comes a mid-season break, the chance for a quick holiday and then some testing to try and extract a little more pace from the Vauxhalls. The season resumes at Snetterton in Norfolk over the weekend of 1/2 August and Andrew will head east with one major goal in mind; his first BTCC victory.

Meanwhile, Neal and Giovanardi have to set about clawing back the points' lead currently enjoyed by BMW driver Colin Turkington. It's going to be a thrilling second half to what has already been a great season!

Immingham Opening Improves Service

The famous Humber Bridge bisects the territory covered by Mark Summerfield and his team at Pirtek Hull.

It services customers on both sides of the Humber, and it only takes a phone call or extra stock for one of the vans based over there to require a mad dash over the bridge.

This has now all changed with the opening of a new trade counter at Stallingborough, near to Immingham Docks.

Fully equipped and stocked, Pirtek Immingham can now offer customers the same service as in Hull.

The new Trade counter is now home to two Mobile Service Workshops under the direction of Andy Barley and Sales Manager Peter Martin.

It will help reduce downtime for customers machinery, and assist the vans promise of ETA One Hour.

Right - Mark and some of the Hull team

Below - Andy Barley and Mark Summerfield at Immingham



All Hands to the Pump



Dave Smith (left) and Mark Sproson

Despite the economic recession Pirtek are expanding their cover of the UK by opening a new satellite trade counter in the Loughborough area.

Dave Smith and Mark Sproson are putting the finishing touches to their new trade counter operation in the North Leicester area, which is located between the Pirtek Derby and Pirtek Leicester Centres already operated by Dave and Mark. The new counter which is due to open at the beginning of July 2009 will allow their team to provide local customers with a more tailored service.

"Customers in this area don't always want to be serviced from a van, so a new trade counter was the obvious answer and will provide a much better solution for our customers both in Loughborough and the surrounding areas," Mark says.

But it's been a long process. Finding the right property, in the best possible position to supply our customers need was not easy. A new site situated on Bishop Meadow Road, right in the heart of Loughborough's main Industrial estate was the answer. The property was acquired in February 2009 and permission for the internal works was finally given at the end of April. So since the beginning of May, it's been all hands to the pump to get the place on line.

"Everything has been built, fitted and decorated by ourselves and the staff at Leicester." Dave says. When Pirtek Loughborough comes on stream, it will be managed by Justin Rogers (right) with sales support from Mark Cousins, both familiar faces from the existing Pirtek Leicester Centre.





Up For Grabs

Above right
Cambridge
MMST Dan
Wood and
Martin Clinton,
general
Manager of
Hi-Pro
Scaffolding
Limited



Watford
Centre
manager
Garry Samroo
(left) and
MMST Neil
Roddis

There are times when it seems that the world has conspired against you. That was the feeling experienced by Martin Clinton, general director of Sandy-based Hi-Pro Scaffolding when he took a call to say that one of his company's Hiab lorry-mounted cranes had broken down. "A split in the joiner unit had left the crane fully-extended across the entrance to a site. Not only was this a safety issue, it was also preventing vehicles accessing the site and was effectively preventing

work from continuing," he says. "To make matters worse, Pirtek Cambridge would normally have taken care of this problem in minutes. Unfortunately, the Hiab had broken down in Wembley." Clinton needn't have worried. A call to his usual trouble-shooters at Pirtek Cambridge set the Pirtek network in motion, as Pirtek Watford's Mobile Sales and Service Technician Neil Roddis explains. "We received a call from Pirtek Cambridge at 3.30 in the

afternoon. As they are a regular supplier to Hi-Pro, they knew exactly what the problem was and what we'd need to do to address it," he says. "We were able to arrive on site fully-equipped and we had the crane back on the road less than an hour later." Martin Clinton has the final word. "Pirtek has always provided an excellent service, but this time they were verging on the brilliant," he concludes. "They're now top of our preferred suppliers list."

Competition

Congratulations to Steve Milne of GKL Group, winner of our last In the Pipeline competition, who correctly said that the Silverstone round of the British Touring Car Championships is scheduled to take place on 30th August 2009. Steve receives a pair of VIP tickets to the Silverstone race and will be trackside to see the Pirtek backed VXRacing team.

Congratulations also to Ian Canover of L Lynch Plant & Haulage Ltd winner of the prize draw held on our stand at the SED exhibition at Rockingham Motor Speedway to win a pair of VIP tickets to the BTCC event at the same venue later in the year.

To become a winner yourself, we're offering one lucky reader the chance to win a fabulous prize that comprises a VXRacing jacket, race shirt and baseball cap, the perfect outfit for watching the BTCC on ITV4.

To win, simply answer the following question:

Two members of the Pirtek sponsored VXRacing team are British but what is the nationality of the title-holding third member of the team?

To enter, please email your answer to info@pirtek.co.uk. The winner will be drawn from the correct entries received. Closing date is 11.9.09.

For further information, go to www.pirtek.co.uk or www.pirtek.ie.



On the Horns of a Dilemma

Most people, when confronted by a 2.5 tonne rhinoceros stuck in a hydraulically operated doorway, would be inclined to panic. That, and to question exactly how their life had lead them to this point where they found said rhino wedged in said doorway. But for Martin Hood, who is head of technical maintenance at Marwell Wildlife Park, it's all in a days work.

Martin approached the team at Pirtek Southampton with this unusual cry for help in March 2009. "We'd had problems with the old hand pumped installation for ages, the door separating the Rhino paddock and their living quarters simply didn't close fast enough and the rhino's seemed to take pleasure in standing in the doorway to prevent it from closing," he says. "What we really needed was for the door to close much faster, but in a controlled manner so as to avoid hurting the animals."

With this in mind, the Pirtek Southampton team approached Bob Jackson of Target Fluid Services who together with Pirtek Southampton Licensee Kieron Sullivan devised a suitable solution. "We soon saw why the keepers were having problems," Bob Jackson says. "The ram, mounted high on the wall to prevent the rhinos ripping it off with their horns, was operated by an old hand pumped hydraulic power pack connected to small bore hoses that couldn't handle the maximum flow rate for the old pump. The ram itself

is more than up to the job, but it simply didn't have enough flow or pressure going to it."

The solution was to replace the old hydraulic power pack with an electric powered purpose built version and replace all the small bore hose with 3/4" hose that matched the new power pack delivery rate. The intrepid Pirtek engineers attached the hose and pipework to the roof trusses keeping it well away from those marauding horns.

The results, according to Victoria Watson, Rhino Keeper at Marwell, speak for themselves. "We need to be able to move the animals in a safe and controlled manner, making sure neither they or we get hurt," she says. "With the door closing so quickly now, we can separate them without them realising whats going on, let alone getting in the way."

Martin Hood is equally impressed. "Pirtek may not have been cheapest, but they offered the best technical solution and completed the installation in no time at all with a minimum of disruption to us or the animals," he adds. "They and Bob Jackson were a highly professional and efficient team and have my thanks for a good job."

And so, a great result all round. The rhino's can watch the door close without getting in the way or risk injury, and the keepers can keep better control of the animals in safety. On the downside though, the rhino doorstops in the giftshop have had to be withdrawn from sale!

