

In the pipeline



Follow the leader

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

Embracing the New

There was a time, in the not too distant past, when a break in a business meeting signalled a dash for the door and a cigarette break. Today, however, those breaks are normally greeted with the bleeps and glowing screens of iPhones and Blackberries being fired up and emails read.

Such has been the penetration of these new smart phones that in many sectors they now outsell more traditional mobile handsets, and what was until recently perceived as a luxury item is now viewed as an everyday business tool by company directors and digger drivers alike.

Here at Pirtek, we have a reputation for embracing and utilising new technology. Our network of 90+ UK Centres have been interlinked by a computer system since a time when many business owners were still using telex; our emergency callout requests are transmitted wirelessly to our Mobile Sales and Service Technicians (MSST) using a state-of-the-art computer and PDA system; and our MSSTs find even our most remote customers using in-cab GPS and satellite navigation techniques that wouldn't be out of place on an aircraft.

And now we are embracing the era of the smart phone with a new iPhone and iPad app (see opposite) that will allow our customers to interact with our local Centres like never before, and which will allow us to respond even more quickly to their emergency calls. The development of this app, like the other technological advances mentioned above, represents a significant investment for Pirtek. But as a company whose success hinges upon its ability to match and exceed its customers' demands, it's an investment we're delighted to make. And you can be sure that if someone finally invents a Star Trek-style transporter room that will allow us to "beam down" replacement hoses, Pirtek will be at the front of the queue.

Best regards

Kelvin Roberts
Chairman, Pirtek Europe

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waterworks trouble?

don't call a plumber!

Over 50 and noticed any changes or problems with your waterworks? This could be a sign of a common prostate problem.

For more information or to chat with one of our specialist nurses, contact The Prostate Cancer Charity.

Free and confidential helpline
0800 074 8383
Mon-Fri 10am-5pm, Sat 10am-3pm

THE PROSTATE CANCER CHARITY www.prostate-cancer.org.uk

Pirtek is proud to support the Prostate Cancer Charity



We are delighted to announce that Pirtek are supporting The Prostate Cancer Charity to help raise awareness and vital funds. Prostate cancer is the most common cancer in men, with 36,000 men diagnosed every year in the UK and one man dying every hour of the disease - yet far too few people talk about it.

Pirtek will be selling pin badges and trolley tokens within its 92 centres, with awareness leaflets and posters displayed throughout, to help spread the word.

All staff will be encouraged to get involved too, through a series of planned events, including; the Tour of Britain mass participation cycle rides in September, the Movember moustache growing campaign in the month formerly known as November, and the London Marathon 2011 - take your pick or get involved in it all!

John Neate, Chief Executive at The Prostate Cancer Charity says: 'We hugely value the support of Pirtek in our mission to fight prostate cancer on every front - through research, support, information and campaigning. Pirtek and its staff are the latest important addition to the growing community of people in the UK committed to transforming the future for prostate cancer.'

For more information on the Prostate Cancer Charity visit -
www.prostate-cancer.org.uk

Balfour Beatty Gets Protective

Balfour Beatty Utility Solutions, one of the UK's leading utility solutions providers, is the latest company to turn to Pirtek to help protect its equipment fleet from theft. An approved technician from Pirtek Derby fitted the CESAR system to a fleet of 30 John Deere tractors at Balfour Beatty's Raynesway plant facility. The newly-protected machines will work on electricity distribution projects in remote locations.

Available through Pirtek's national network of dedicated Hose Centres, CESAR is the only official security and registration scheme for construction and agricultural equipment. It has wide industry support from official bodies including the Home Office the Construction Equipment Association the Agricultural Engineers Association and the police, leading equipment manufacturers, the insurance and finance industries, utilities and local authorities.

CESAR registered machines are fitted with a sophisticated and multi-layered security system that gives each machine its own unique 'fingerprint', that is impossible for thieves to remove. CESAR is made up of 4 elements. Firstly, the machine is fitted with 4 tamper proof triangular registration plates, which are securely fitted to the machine; with the machines own unique identification number. Secondly, a number of RFID transponders, each the size of a grain of rice, are hidden in the machinery each with its own unique programmed code. Thirdly, the machine has patches of forensic liquid DNA painted on to it in a number of locations. The liquid DNA has microscopic Datadots suspended in it which are invisible to the eye. Fourthly, lifetime machine registration on Datatag's secure database gives the police and other official agencies 24/7 access to the registration information, an important aid in identification and recovery.



Official statistics issued by the Plant and Agricultural National Intelligence Unit, based within Scotland Yard, show that a machine without CESAR is 4 times more likely to be stolen than a CESAR registered machine. Plus the recovery rate for unregistered plant is as low as five percent but the recovery rate for stolen CESAR registered machines has increased to nearly 30 percent in 2009.

App Happy

Pirtek is coming to the iPhone and iPad App Store. The company, which already has a reputation for embracing new technology, has developed a new free App that will allow iPhone users to interact with their nearest dedicated Hose Centre faster and more efficiently than ever before.

"The new App, which is currently going through the Apple approval process, will utilise the Apple iPhone's GPS capabilities to identify exactly where a customer is and then recommend which of our 90+ Hose Centres across the UK and Ireland is closest," explains business development director and iPhone advocate Alistair Wiggins. "The customer can then choose to call or email that Centre to book a call-out." But there's more to the system than a collection of Centre addresses and contact details. "If the customer uses

the phone's email system to book an emergency call-out, the App will automatically forward their precise GPS location to the Centre and to the MSST, allowing them to respond more quickly and efficiently," Wiggins continues. In addition to this capability, the free App will allow users to view and call Pirtek Centres and to order the company's free catalogue that contains more than 18,000 individual line items. "As a company, we have always tried to remain at the very forefront of technology," Wiggins concludes. "Internally, we utilise advanced wireless communications linked to MSST's PDAs to communicate more effectively. Now we're able to offer a similar level of interactivity to our customers, we have seized the opportunity." A Blackberry and Android version of the new App is currently under discussion.





Force to be reckoned with

Travel north along the A1 in Cambridge and Lincolnshire, and you cannot avoid seeing a plethora of RAF airbases. But just south of Grantham at Colsterworth is an equally impressive display of Army hardware at the appropriately named Witham Specialist Vehicles Ltd depot. The title gives the visitor no idea of the treasure trove of military hardware hidden away down Honeypot Lane, for the depot is the sole dispersal point for ex-Army vehicles.

The depot is home to row upon row of Land Rover 90s, 4x4 DAF and Bedford trucks for sale, together with tanks, Saxon armoured personnel carriers, brand new Land Rovers, Scammell bowzers, Jones cranes, Dennis coaches, Massey Ferguson tractors and Fox CVRW vehicles along with a huge array of surplus militaria. The vehicles arrive at Colsterworth at a rate of around 1,000 units per year and in every conceivable condition, and it falls to workshop manager Steve Deans to 're-life', dismantle or recycle every one of them. Each vehicle is evaluated, and has faults, problems and repairs noted. "There is a big market for military vehicles, they are tough, simple to maintain and built to last. For instance the 4x4 trucks all end up in Africa where they will almost certainly last for another 30 years. The plant, ends up in Eastern Europe, the Romanians can't get enough cranes for some reason, while the armoured personnel carriers already have a buyer," Deans says. "However, they all have to be in good working order, and trying to find components for a vehicle that is 30 years old can be somewhat challenging." And this is where Pirtek Peteborough comes in. "Many of the vehicles for repair have oddball fittings, goodness knows what we will find on some of the more specialised vehicles. But it's got to the point where I phone Pirtek and say 'I want one of these, can you source it' and they do. They have not let us down yet. They have found unique parts for 70s Land Rovers, made rams for Moffat forklifts, they have sourced parts for Royal Navy milk floats, found all sorts of parts for the Leyland DAF trucks, supplied power steering hoses for Aveling Barford graders, hydraulics for JCB wheel loaders, to name but a few of their successes. Their knowledge of the hydraulic market is superb and their ability to source parts is nothing short of miraculous."



Witham Specialist Vehicle's workshop manager Steve Deans, with a few of the 4x4 trucks Pirtek have helped refurbish



Above MSST Craig Thompson (left) and Steve Deans, in front of a FV 432 Armoured personnel carrier



Yes, they really do have deactivated missile launchers for sale

CESAR Conquers Belfast

Pirtek Belfast recently attended the Limavady Agricultural Show to help promote the Construction Equipment Security and Registration scheme's (CESAR) arrival in Northern Ireland. Sharing a stand with the Police Service of Northern Ireland and local NFU Mutual offices, Licensee David Adams spent the day demonstrating how the CESAR scheme is of benefit to local farmers and agricultural suppliers. Available through all of Pirtek's network of 90+ dedicated Hose Centres in the UK, the CESAR scheme is an identification product proven to reduce theft of plant and agricultural equipment. It also makes recovery and return to original owner more likely for

equipment that is stolen. Pirtek Belfast is Northern Ireland's only authorised company for retrofitting the CESAR scheme and is well placed to provide this service as they already have mobile technicians spread throughout the province for their hydraulic hose repair/replacement service. "The CESAR system is vital in the detection, investigation and prosecution of an offender involved in plant machinery theft," says crime prevention officer Colin Elliott. "The system has proven to deter, yet when equipment is left unattended, immobilise it or use additional security devices to limit the potential for unauthorised use."



David Adams and Const. John Wilson

Pirtek Belfast's David Adams is equally enthusiastic. "We are delighted to be chosen as Northern Ireland's distributor of CESAR for plant and agricultural equipment," he concludes. "The Police Service of Northern Ireland has fully endorsed this initiative and we are grateful for their support and guidance."



Going to Extraordinary Lengths

Even in its contracted format, the Nationwide MEWP dwarfs the Pirtek service van



For someone who doesn't like heights, MSST Kevin Andrews did a stunning job on the giant MEWP

Mobile elevating work platforms (MEWP), or cherry-pickers as they're often known, are regular users of Pirtek's on-site hose replacement service. So when Pirtek Ipswich received an emergency call from MEWP hire specialist Nationwide recently, it seemed like nothing out of the ordinary. However, the MEWP in question was a 43 tonne, 35 metre reach behemoth - one of only four of its kind in the UK - and it required two PFM35-06 hoses, each of 55 metres in one unbroken length. Despite the unusual nature of the request, Pirtek Ipswich swung into action, dispatching a two-man team to

spend a day and a half on the machine which was playing a pivotal role in Willmott Dixon's construction of the student accommodation block for Ipswich College. Pirtek Ipswich MSST Kevin Andrews, who readily admits that he is not a great lover of heights, is understandably proud of the fast turnaround of a machine that Nationwide describes as "a bloody great big monster". "The re-hosing of this machine proves the importance of keeping sufficient stock as it allows us to respond quickly to even the most unusual customer calls," he concludes. "That was one hell of a job. But I'm not sure I'd want to tackle one of those every day."

A Dog's Life



Bud Abbott with the vital water jetting pump

Holly Lieberson with 1 year old Staffie Coco

Chris Barnard, using the water jet to ensure the runs are clean and virus free



Everyone has heard of Battersea Dogs and Cats Home, especially as they are promoting the new state of the art cattery as part of their 150th birthday celebrations in 2010. However, few people realise the enormous amount of work that goes on behind the scenes to keep the home running.

One such person is vehicle maintenance engineer Bud Abbott, who recently ran into a problem with a mobile water pump that facilitates the power washer used to clean the kennels and runs needed to cater for the 10,600 animals brought in to the home every year. Half way through a cleaning programme, the high pressure jetting hose to the gun failed and a call was immediately made to Pirtek Greenwich for assistance. Abbott knew they would respond quickly as they had done so in the past. But even he was impressed with their latest rescue. "The pump also doubles up as our drain jetting machine, so it was vital to get it back into service as quickly as possible," Abbott concludes. "Our regular MSST, Darren Bennett was on site immediately and had replaced the 3/8, 350 bar hose 10 minutes later. That's what I call service!"

Anyone wishing to get involved with the home or make a donation can find details at www.battersea.org.uk.

Powering Ahead



Mark Joyce and MSST Craig Thompson



Established in 1984, Powerplant (Stamford) Limited provides a variety of temporary electrical power solutions across a variety of diverse industry sectors. As the company expanded it moved from its original home at Oakham, to Peterborough before consolidating the company in its present form at Stamford in 1998. The company was sold to the Turner Group by co-founder and managing director Tim Joyce when he retired in 2008, but his son Mark remains as the operations manager.

Today, Powerplant designs, manufactures and reconditions bespoke generators for a huge variety of customers, and operates a large generator fleet that is available on a sale or rental basis. The gen sets are fully maintained from the company's in-house workshop facility, with ex-rental and refurbished generators resold to the general public.

Each of the company's gen sets is custom made, and range in size from a single cylinder petrol 3.0 KVA set to a 2,000 KVA V16 set that was recently exported to China. The sets find their way across the globe, with three recently sent to Tanzania, and a further three destined for the Falklands where they will provide the power for the company resurfacing Stanley airport. Customers include Lloyds TSB, Luton Airport, numerous NHS hospitals and the Royal Mail (through a third party.) "Many of the sets are now being installed as a prime power system, instead of being used as the traditional back up," Mark Joyce explains. "Customers are finding that it is worth running these sets in high tariff times and then selling the excess back to the national grid."

Mark reports that the events market is still one of the main areas for their hire fleet with construction close behind, although the company has recently diversified into the poultry business with the gen sets being used as back up power for farms. Despite operating its own impressive workshop facility, Powerplant regularly calls upon assistance from Pirtek Peterborough although, unusually, not for emergency on-site hose replacements. "It's not often we need to call Pirtek for field repairs to the gen sets although they obviously provide all of that side of the maintenance service. Where they come into their own is where equipment has to be moved after installation, and of course none of the fuel lines then fit," Mark Joyce concludes. "We've used other companies in the past but we always seem to encounter problems, either they can't respond or they turn up on site without the parts and tools. MSST Craig Thompson always comes up with a solution and finds the right fittings. We run our company on a 'lean and mean' basis and, thanks to Pirtek, we don't need our own hydraulics expert because we have one right on our doorstep."

United We Stand



Chris Compson and Paul Nichol

Operating in a crowded and highly competitive marketplace, United Fork Trucks has not only survived but greatly expanded its operations since the company's inception in 1992. This has been achieved by adopting a policy of offering a national service, but on a local basis through a network of nine national depots.

"It's no good offering customers a service if you can't respond to urgent requests for machines, or cope with on-site maintenance quickly," explains managing director Paul Nichol. "We earned our reputation by supplying the right machine at the right price, and being flexible with our customers. We even keep a stock of machines especially for urgent short-term needs, as well as negotiating long term contracts. But where we come up trumps is on service." Nichol says that even the composition of the company's equipment fleet is driven by the specific needs of its customers. "We have a lot of small 2 tonne trucks because there is a big market for them. In fact, about a third of our business is done in this sector. But we also specialise in the larger machines, and we can currently offer a 42 tonner," he says. "We are not brand loyal. We prefer to purchase the best from each manufacturer, plus what is requested by our clients. We operate on being the solution to their problems. It's what makes us different." Financial Director, Chris Compson echoes those sentiments. "We have to be flexible and often transfer machines from one depot to another to cope with customer or seasonal demands. The Thetford depot often needs specialist machines to cope with fruit and vegetable pallet stacking; other depots have need of warehouse stackers pre-Christmas. This obviously puts extra demands on our maintenance department as they have to cope with a large, diverse fleet that is constantly changing," Chris adds. "However, we pride ourselves on having an excellent fleet ready to go at a moment's notice. To ensure this, we have to have top class suppliers such as Pirtek. They give us good service and support throughout the country. But being responsible for the financial wellbeing of the company, I have to keep an eye on the costs as well. The fact that we retain Pirtek as a national supplier speaks for itself."

"With 90 Pirtek Centres to choose between for service, I know our depots can always get a great response time, regardless of where our machines are working," concludes Brian Best, service manager at UFT Sittingbourne. "Never have we presented Pirtek with a problem they couldn't handle. We have always had an excellent working relationship with Pirtek Medway and have really benefited from the opening of their new Centre at Sittingbourne."



Brian Best

AGD Cranes Raise the Bar



AGD Cranes is the UK's premier name in crawler cranes, their huge orange-liveried machines a familiar sight on motorway works and construction sites up and down the country. But there is far more to the company than mere crawler cranes. The company is the UK and Ireland distributors for IHI hydraulic crawler cranes, RTG leader rigs, Giken silent pilers, Mait foundation equipment, piling equipment from CZM, Fambo and THW and mini piling equipment from Vermeer.

AGD is a third generation, family run sales and rental company that operates from a sprawling 1.6 hectare site in Stratford-upon-Avon. This impressive facility includes a modern, fully-equipped workshop with a 25 tonne capacity overhead crane, fabrication shop, wash-bay with water recycling system plus a state-of-the-art paint-shop.

The company's own workshops are supported by nearby Pirtek Redditch with which AGD has enjoyed a 13-year relationship. "We trust Pirtek Redditch and their ability to arrive on site with the right parts and manufacture what we need, there and then," says AGD's service manager Neil Ashton. "In this economic climate it is always possible to buy cheaper. But we can't buy better." Ashton cites one recent example in which Pirtek Redditch's responsiveness helped AGD secure an important crane sale. "We had a number of VIP visitors scheduled to arrive at 9.00 am to look at purchasing a crawler crane. We had run a full operating check before they arrived but when we started to put the machine through its paces, a hose failed," Ashton recalls. "We called Pirtek and, although the MSST was only minutes away from another call, they diverted him onto our job because the visitors were due to fly out at 3.00 pm. The hose was replaced, the machine demonstrated and the sale was made."



(l-r) Pirtek Redditch sales manager Morton Connell, MSST Mark Sayers and AGD's Neil Aston

So did Neil Ashton feel guilty about diverting a Pirtek Redditch MSST away from someone else's emergency call? "Not really," he concludes. "I did ask how he managed to get here so quickly and he said he'd been called off another job at the last minute. But he also assured me that the customer was still dealt with in under an hour."



Making the Grade



Having sponsored the Sheffield Tigers team for a number of years, Pirtek has a long association with the famous speedway team. And that association was renewed recently when Pirtek Sheffield was called out to rescue a national race meeting.

The Tigers' home venue at Owlerton Stadium uses an ancient road grader to skim the track when it gets waterlogged after heavy rain, an all too frequent occurrence in Sheffield. Unfortunately, just hours before the British Sidecar Championship was about to take place, the grader showed it's age and blew the hydraulic hose used to lower the grading blade. Sheffield MSST William Birtles was urgently summoned to the track to sort the 'old lady' out again. As usual, Birtle had the grader repaired and back in use so the quarter mile shale track could be skimmed and the meeting saved. Speedway promoter and Tigers owner Neil Machin has nothing but praise for Pirtek who had come to the rescue once again. "The grader dates back to 1968 and was rescued from Skegness where it was used to grade the national stock car track up until 1988. The grader was moved to Sheffield and has earned its keep here ever since," Machin says. "To say the hydraulics were a bit lived in is something of an understatement. This machine has become a labour of love for Pirtek Sheffield who have replaced just about every hose on it now."

This is a view shared by MSST William Birtles. "It's not a pretty machine, but it starts first time, every time," he concludes. "Graders are something of a rarity now, so to be able to keep a machine of this age in working order has become a pet project for the Centre."



Sheffield MSST William Birtles (l) and Neil Machin



Pirtek to the Rescue

The Royal National Lifeboat Institution (RNLI) is used to responding quickly to an emergency call, so when they had an emergency of their own, it was not unreasonable to expect the same sort of service from their suppliers.

Such was the case when the launch tractor for the Mablethorpe lifeboat station was recently rendered inoperative by a damaged hydraulic steering hose. Pirtek Lincoln was immediately called out to rectify the problem.

General manager Pete Sibbons took the call out of hours on a Sunday, and knew he had to react quickly. The station's articulated launch tractor, a Biglands Talus MB-4H built by Clayton Engineering, is used to push the Atlantic 75 RIB (Rigid Inflatable Boat) lifeboat and its crew of three, into the sea on a DODO (drive off, drive on) trailer. This highly specialised 9.4 tonne vehicle was designed in conjunction with the RNLI, to wade 1.6 metres in rough seas when launching the lifeboat. The Talus is so specialised and so totally waterproofed, that in an emergency, it can survive being totally submerged and left on the

seabed between tides. It was obviously a vital piece of life-saving equipment, and had been used in 50+ rescues the previous year. Taking details of the hose and ensuring he had the correct equipment and parts on board, Sibbons was on site within 50 minutes of the initial call and had the tractor back in action within 15 minutes of arrival. Mablethorpe's RNLI Operations Manager, Dave Chapman said they were delighted with the response.

The RNLI is an independent charity and depends entirely on public support. If you would like to know more, please visit www.rnli.org.uk/how_to_support_us



*Top, A splendid sight, all the Lincolnshire RNLI boats in operation - the Mablethorpe RIB is in the centre
Above, the Talus in operation with a DODO launch trailer*

Left The Talus in deep water after a launch

Right on Cue

In the Pipeline was visiting construction and utility solutions provider Clancy Docwra to discuss the role Pirtek Watford plays in its business. And we didn't have to wait long before we could witness the relationship first-hand. Clancy Docwra is a name that comes instantly to mind when construction, and in particular, the utility sector are mentioned. Michael Clancy founded the Clancy Group in 1958, diversifying into house building in 1962 and plant hire in 1968. In 1974 they acquired RE Docwra and renamed

the company. Since then the company has enjoyed further expansions and diversifications into rail, drilling, pipelines, and the utilities sector. "Our Harefield headquarters is serviced by Pirtek Watford Centre, although as a national account, the two companies have enjoyed a long and productive relationship," explained Clancy Docwra's Plant Workshop Manager Robin Smith. "As we have depots throughout the UK, from Scotland to Kent, we know that we can guarantee the same quick response from any of the



Clancy Docwra's Plant Workshop Manager Robin Smith with Watford MSST James Dove



Towering Above the Rest



Based at Beckton in East London, London Tower Service (LTS) is the access equipment specialist that other platform companies turn to in the hour of need. So it's satisfying to learn that LTS turns to Pirtek to keep their fleet operational.

"Over 70 percent of our business is with other access equipment companies. They come to us for a variety of reasons. It could be that they just need an extra 'run of the mill' machine at short notice and we are ideally suited to get a platform into the City within 15



minutes. Or they could have a more specialised request such as our narrow access platforms. Either way we will have the platform ready to go, a fact that has not gone unnoticed by our customers," explains director Paul Fairhall. "We have over 300 machines in our fleet, many of them unique or highly specialised, and all of them under three years old. We have a big fleet of Niftylift platforms from the HR12 right through to the 21 metre reach HR21 and 4x4 rough terrain machines. Some of the more unusual machines include the new

Far left, all of LTS's platforms are kept under cover, and ready to go. Above, LTS Director Paul Fairhall in typical hands on mode with a Nifty Lift Heightrider HR17. Left loading a JLG 1930ES on the LTS Modec Electric truck

super compact Bravi Leonardo (which can fit in the back of a van) and the Youngman Boss range. We also run a huge range of JLG and Genie machines including a 32' (9.8) metre reach Genie 3232, the only one of its kind in Southern England." But there is more to LTS than mere volume of equipment. "We have a well earned reputation for having the right equipment and for responding quickly. Service is our unique selling point. We provide a breakdown service, with our own CAP ticketed engineers, for other platform companies, plus we are the Niftylift service centre for the South East. To provide that sort of service we need to be efficient and respond promptly to any problem or request," Fairhall continues. "Obviously the platforms get a lot of wear and the hoses often get damaged whilst on hire. This is where Pirtek fits into our service programme. We have found it is more cost effective and quicker to leave all the hydraulic repairs to Pirtek Docklands. It saves on overheads as we don't have to carry huge amounts of stock and they can always be relied on to get to the site very quickly. What we really like is the service. The MSST often just calls in to check on the service situation and we can use the Centre as a trade counter if our engineers just need the odd part."

Pirtek Centres, no matter where in the country a service issue arises. All our operators are supplied with the national helpline number and a list of the local centres. In fact, as we speak, our regular MSST James Dove is in the service bay sorting out a JCB 8060 mini excavator that has a defective boom ram hose. This is a particularly awkward job as the hose not only goes from one end of the machine to the other, but through the body of the machine." Robin went on to explain that Pirtek plays in protecting Clancy Docwra's equipment from theft. "We pride ourselves on having a modern, young equipment fleet but that brings with it the problem of targeted theft," he said. "But

Pirtek Watford has supplied and installed the CESAR security system to all our machines over the past four years. The installations must have run into the hundreds by now, and as a consequence of the security measures we take, we have only had four machines stolen in that time, all of which have been recovered. I really cannot fault the Pirtek service." Just as he said that, Pirtek Watford's MSST James Dove poked his head around the door to say that the "awkward job" on the JCB mini excavator had been completed and the machine was back at work in under half an hour. "See what I mean," Robin Smith concluded with a satisfied smile.



Above, James Dove demonstrating the easy way to get an hydraulic hose through a JCB. Right, Robin Smith with a CESAR protected excavator



Track Star



What a difference a few weeks can make. In the midst of the snow storms at the French end of the Channel tunnel at the beginning of the year, the resulting but unexpected breakdown of trains made Eurostar something of a national pariah. And then, when the company brilliantly responded to the Icelandic volcano ash cloud by running additional trains to bring home Britons stranded on the continent, the company quickly went from 'zero back to hero'.

Whatever the perceptions about the company, the Temple Mills Engineering Centre at Leyton in East London that were behind the ash cloud rescue effort are impressive. Here the longest passenger trains in the world (a quarter of a mile long) are serviced in the longest building in the world. Up to 8 of the operating fleet of 27, capable of carrying 750 passengers, can be serviced at any one time. This could be an overnight check and clean, to a three-day service, through to a major overhaul over a period of three weeks. The maintenance crews work 24/7, 365 days a year and every employee actually takes a role in running Eurostar Temple Mills, where Kaizen methods (Japanese for "Continuous Improvement" or "Change for the Better") are employed. Simply by thinking harder about the processes being used, they find they are working much more efficiently. Employees get together as a team at Kaizen events and study a particular process and between them effect a



method of improvement that they all agree on. "The Eurostar trains were built between 17 to 18 years ago. The contract was effectively split between three different countries, but it would seem that no one troubled to keep a master manifest of all the parts used in the initial manufacture," says Trevor Cunningham, who for five years, worked as Senior Logistics Engineer. One of his tasks in that role was the retro cataloguing of every part on the Eurostar train. "Unfortunately many of the parts are effectively obsolete and a good few of the original OEMs are no longer in existence. Obviously many of the parts are standard components, which are generally available and can be sourced from suppliers in the UK, but some were custom made and only exist as drawings, sometimes not even that. There are components such as the Scharfenberg brake hose that are so specialised, that we searched unsuccessfully for three years, enquiring at hose companies across the world to try and replace them." At around the time that Trevor was struggling with the Scharfenberg hose problem, Pirtek Leyton became part of

*Eurostar's
Trevor
Cunningham*

the Park Royal franchise. Franchisee Andy Williams visited Eurostar to explain there had been a change of Management and was immediately given the brake hose as an inaugural challenge. Within the week, Pirtek Leyton returned to say they could manufacture the hose. "At first I simply couldn't believe that they could make a replacement hose, just like that. These are huge, fire-retardant hoses, with specialised silicon linings, and weird stainless steel connectors, and Pirtek said they could actually manufacture one. From that moment on, they became our knights in shining armour. We are now genuinely in the privileged position of being able to approach Pirtek with the details of a part and just say 'We need one of these...' and they get it manufactured," Trevor explains. "They even purchased a pipe-bending machine and brought it to the workshops to exactly match a part we couldn't source. I can truly say I've never encountered such a pro-active group of engineers. I can't sing their praises highly enough." This is a view echoed by Darren Sanderson, Eurostar's Technical Engineer (Components). "We have phoned Pirtek Leyton for some stainless steel part, not in their catalogue, and they are back within 10 minutes with a solution," Sanderson concludes. "They are truly a portrait of customer service."



*Pirtek
Leyton's
MSST Daniel
Germshuys
(minus
armour)*

Competition

To celebrate the impending launch of its new iPhone/iPad app, Pirtek is offering one lucky In the Pipeline reader the chance to win a new iPhone 4.0 by answering one simple question: As Pirtek website users will be aware, the company recently made its debut at the renowned Southampton Boat Show.

But on what stand number did the company exhibit? Please email your answer to info@pirtek.co.uk. The winner will be drawn from the correct entries on 15.12.10. For further information, go to www.pirtek.co.uk.

The winner of the last competition was Roger Morris of Conveyor-Units in Stourbridge. Roger wins two tickets to the last BTCC race of the season at Brands Hatch.



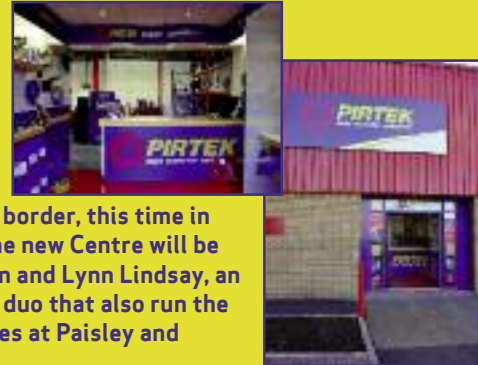
On your bike!



A team from Pirtek UK in Acton took part in the London round of The Prostate Cancer Charity Tour of Britain on Saturday 18th September. Pictured after completing the ride and getting their medals are, left to right:- Keith Hardy, Rob Richards, Kelvin Roberts, Dave Williams, Amedeo Pollicardo and in front Erwin Rivera

Scottish Expansion

Pirtek has announced the opening of another dedicated Hose Centre



North of the border, this time in Dumfries. The new Centre will be run by Martin and Lynn Lindsay, an experienced duo that also run the Pirtek Centres at Paisley and Kilmarnock.

The new Dumfries Centre is located at: Unit 2, Block 4, Maxwelltown Industrial Estate, Glasgow Road, Dumfries, DG2 0NW. Tel: 01387 261318 Fax: 01387 279432 E-mail: info@pirtekumfries.co.uk

Pirtek Ladies in Race for Life



The Pirtek ladies from left to right: Fatima, Tammie, Gaynor, Helen and Beverly

A team of four ladies from Pirtek's UK headquarters in London were among 17,000 who took part in the Race for Life charity event at Hyde Park recently.

Race for Life is the UK's largest women-only fund-raising event. The event involves women running, jogging or walking five kilometres to raise money for cancer charities. The event has a very relaxed, fun atmosphere; women take part in Race for Life for many reasons, some have survived cancer themselves, others take part in

order help remember someone they have lost to cancer and others just do it to have fun whilst raising money for a good cause. To date, over four million women have raised over £327 million for Cancer Research UK's life-saving work.

The Pirtek team of Fatima Pochop, Tammie Argent, Gaynor Edwards and Helen Simpson, together with their friend Beverly Joseph, raised £1,146 for the Race for Life charity fund. Well done ladies.

Solid as a rock

After 15 years, Basildon Centre Manager Colin May has finally achieved his wish, becoming the Centre Licensee. When former owners Tony Hunt and Vic Lane retired in June, May was their number one choice to take over the Centre. Having spent two years working in the workshop, three on the road as an MSST and the last 10 as Centre manager, Colin May admits he is very much a Pirtek man, a comment that is echoed by his workforce. "If he was a stick of rock, he'd have Pirtek running all the way through," said one.



A New Canary

Pirtek Norwich general manager Jason North has taken over the franchise from long time owner Ashley Geddes. Jason who has just experienced his first month of ownership said he couldn't have done it without the excellent staff at Norwich. "They are a great team and have made the Centre a huge success in the five years he has been working there."





Racing to Success in the BTCC

With only one round left of the 2010 Dunlop MSA British Touring Championship (as we went to press) the Pirtek Racing team had already seen plenty of memorable moments from their maiden season of Touring Car racing. Without doubt the most memorable moment for the new team came at the Croft circuit in North Yorkshire where they achieved a dominant lights-to-flag victory.



Pirtek-backed driver Andrew Jordan started the final of three races at Croft from pole position, maintaining his lead throughout the race and remaining unchallenged until the chequered flag. The red, blue and yellow colours of the Pirtek car headed the field home by a margin of over eight seconds – a lifetime in circuit racing.

After the euphoria of Croft, the team was able to enjoy the winning feeling during the six week summer break before they returned to racing at the Snetterton Circuit in Norfolk. The team went on to score valuable championship points in two out of three races at the East Anglian circuit with a ninth place finish and a well deserved sixth place.

The Silverstone Grand Prix Circuit greeted the BTCC field only two weeks later and with over 150 Pirtek guests in attendance the team received more support at the circuit than ever before. Jordan stormed to a points finish in the first race of the day, followed by a promising podium run in race two prematurely ended by a puncture, before once again running in the points during the final race of the day.

The furthest race of the season sees the series travel up to Scotland to the Knockhill circuit in Fife. A stomach virus for Jordan and an overheating engine put the team on the back foot for qualifying, but they successfully took home top ten finishes and points from all three races of the day.

The penultimate round of the series took place at Jordan's home circuit, the Donington track in Derbyshire. Hoping to maximize the potential 'home advantage' the Staffordshire ace qualified in the top six and proceeded to move up to fourth before an incident involving the top seven cars ended Jordan's race. Jordan finished in the top ten in the final two races, after running in the top three during the last race and starting from pole position. With only one round left on the 2010 BTCC calendar, the Pirtek Racing team will be aiming to repeat their season's successes at the Brands Hatch Circuit in Kent.

