

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.

Major Force

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.

National Operation

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."

Upholding Reputations

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."



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

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