



**Born within the sound of Bow Bells in London's East End by joint managing directors Tony Martin and Brian Day, Fiveways Municipal Vehicle Hire has expanded way beyond its Cockney roots.**

With a fleet of over 200 vehicles including rear and front-end loaders, refuse collection vehicles, hook and skip lifts that are offered for short term or contract hire on a national base, the company quickly outgrew its original base and subsequently moved to a new 0.8 hectare facility in Basildon that's still growing. In addition to providing Fiveways with much-needed additional space, the relocation also brought them closer to their preferred hydraulic hose replacement service provider from the outset, Pirtek Basildon.

### **Preventative Maintenance**

Fiveways employs five of its own field service engineers to provide response and repair times that are unrivalled in the municipal hire industry, with an average response for a road breakdown mirroring Pirtek's "Anytime, Anywhere, ETA One hour" service promise. This is backed by a hydraulic hose replacement service provided by Pirtek's nationwide network of 90+ dedicated Hose Centres and co-ordinated through Pirtek Basildon.

"Originally we were just given the defective hoses to replace, but as trust in Pirtek has grown, we can now arrive at the depot and be simply instructed to examine and replace any defective component," says Pirtek Basildon Mobile Sales and Service Technician Jon Bell. "That could be fouled hoses, worn PTO components or defective bin lifts and it often means getting into the vehicle - not the most hygienic job we do! As well as the regular service jobs, we do a lot of preventative maintenance work including the re-routing of hoses to prevent wear."

As a long time supplier, Pirtek Basildon was recently given the chance to pitch for the installation of a new workshop pneumatic air hose system. Pirtek Basildon not only proposed the most flexible installation but beat their three tender rivals on both price and installation time. Fiveways' general manager Barry Abbott is clearly delighted with the new installation. "The John Guest system they designed and installed operates at 700 kPa (7 bar), which is perfect for all our air tools, jacks and the MOT test equipment. It means that all the working air hoses are reduced to just six metres, eliminating any potential safety hazards caused by trailing hoses," he concludes. "We have built up a great working relationship with Pirtek Basildon. They are fast, efficient and totally reliable. They wouldn't be working for Fiveways if they weren't."



Fiveways MOT bay and the newly fitted John Guest pneumatic system  
Centre manager Colin May, MSST Jon Bell and Fiveways general manager Barry Abbott

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