

connection

Issue 5 > Spring > 2013



True to his word Allan came off the subs bench to proudly witness the delivery of the three new Schmidt Swingos.



Congratulations... Councillor Robert Boswell (left) with Aebi Schmidt's Allan Macleod



Football legend Tom Finney immortalised outside Preston City Football Club

Retiring football fan Allan scores sales hat-trick

A recent order secured by Aebi Schmidt with Preston City Council was a fantastic parting shot for retiring Area Sales Manager and dedicated Preston North End supporter Allan Macleod.

Allan, who has lived in the Preston area for over 40 years and worked for Aebi Schmidt as Area Sales Manager for 12, has held a long-term goal to secure an order on his own doorstep. His ambition was fulfilled when he won a contract with Preston City Council.

Aebi Schmidt was awarded the contract for three high specification Schmidt Swingo Compact Sweepers. The vehicles were chosen as part of the city's replacement programme.

Working with the council to help them maintain and deliver effective Street Scene services means understanding the remit and helping them to identify the right equipment. Part of this process was a series of operator and supervisor trials, providing the customer with hands on experience of the equipment, giving confidence that the equipment specified would work for them.

The chosen model was the Schmidt Swingo 200+ Compact a favoured model offering operative comfort, including air conditioning as standard, and rear view cameras. In addition pressure washers, wander hose and hydro-pneumatic chassis give operational flexibility, capable of working on the streets or in multi storey/underground environments.

Mark Taylor, Head of Clean Environment for the City Council advised that the Schmidt Swingo was chosen for this contract because Aebi Schmidt offered the most competitive tender package. That combined with feedback taken from the City's sweeper drivers and supervisors.

The vehicles are to be maintained by a dedicated sweeper maintenance team operated by Preston Bus limited. Aebi Schmidt will provide full service support through their

skilled Service Engineers working from one of the seven UK wide service centres coordinated from their Peterborough head office.

Keeping true to his word Allan came out of retirement to proudly witness the delivery of the three Schmidt Swingo Compact sweepers.

- For more information on the Schmidt Swingo 200+ specification visit: www.aebi-schmidt.co.uk/en/products/street-cleaning/swingo-200-plus or contact the Aebi Schmidt Sales Department on: 01733 363393.

Raceway venue for annual conference

The Aebi Schmidt annual Conference will be held at the Rockingham Raceway near Corby in Northamptonshire on May 14, 2013.

The theme of this year's event is 'Future and Innovation' and this will be reflected in a range of speakers and break-out sessions throughout the day. In addition there will be demonstrations of new and existing products from Aebi Schmidt and a number of other participants.

Customers, suppliers and business partners have been invited to the conference which this year is being supported by the Chartered Institute of Waste Management - who will be promoting their Clean Britain Awards.

Those taking part in the proceedings include the National Winter Service Research Group (NWSRG); Safecoat; Amey and Mercedes Benz. There will also be representatives from hire companies in attendance. It is expected that the conference will attract around 200 delegates from the private and public sector and the event closes after a Gala Dinner including guest speakers.

How to register

Registration for this year's conference is via the Chartered Institute of Waste Management website. www.ciwm.co.uk/ciwm/ciwmbusinessclub/businessclubeventdiary.aspx
See page 5 for more details



Rockingham

The conference is being supported by CIWM

SWINGO 200+

Swingo success for South Ayrshire

Following extensive demonstration of the Aebi Schmidt product range, South Ayrshire Council has ordered eight Schmidt Swingo 200+ machines to be used across the region.

This was the result of a formal tender process and is the first time that Aebi Schmidt has supplied its machines to the local authority. South Ayrshire took delivery of their new equipment in March.

The successful tender included the provision of a full repair and maintenance contract and a detailed training schedule has already been planned for the council.

"We are thrilled to have been successful in the tender process. It is testament to the market leading Schmidt Swingo and our unrivalled after sales service," said David Carswell, Area Sales Manager for Scotland at Aebi Schmidt.

"With Aebi Schmidt having a dedicated 7500sq ft Scottish headquarters in Glasgow and by far the greatest number of engineers of any sweeper supplier, it means we can continue to support our valued customers the length and breadth of the country," he added.

Aebi Schmidt's UK Total Lifetime Care (TLC) commitment is a key part of the overall customer offering.

Whilst many contracts are won on price, there has to be a level of confidence in the quality of the equipment and the on going service. Price alone won't keep the equipment operating effectively and efficiently. Aebi Schmidt's UK wide Total Lifetime Care (TLC) commitment is a key part of the overall customer offering.

Donald Kerr, Scottish Service Manager explained; "Our increased investment in after sales ensures that our products spend more time on the road, leading to improved uptime and reduced costs for our entire customer base. We are a global organisation but over many, many years of working closely on a day to day basis with our Scottish customers we have effectively become a local supplier."

"We provide a cost effective solution with enhanced quality, reliability and support. It's vital that operators ensure that their equipment is in full working order and we provide great maintenance options for total piece of mind."

Aebi Schmidt looks forward to working with South Ayrshire - proving their worth and delivering some TLC.

- To find out more or to discuss your equipment and service needs call:

David Carswell: Area Sales Manager for Scotland
T: 07970 125206

Donald Kerr: Service Manager for Scotland
T: 07970 125277

Or email uk-sales@aebi-schmidt.com

Welcome



TLC is working, and that's official. Proof of the pudding is in the eating as they say, and there can be no better proof

than by being recognised by the people who know a thing or two about marketing, The Chartered Institute of Marketing. Aebi Schmidt were selected as finalists in the Customer Service Experience category at the CIM Marketing Excellence Awards which were held recently at the Grosvenor Hotel on London's Park Lane.

We were pipped at the post for the final award, won by a slightly larger organisation called Shell. We are hugely proud of how TLC is helping both Aebi Schmidt and more importantly our customers to make the right choices when it comes to replacing or maintaining equipment.

If you would like to see our range of equipment in action, don't forget to register for our forthcoming Annual Conference at Rockingham Raceway on May 14th.

- www.ciwim.co.uk/ciwim/ciwmbusinessclub/businessclubeventdiary.aspx

Alison Conroy
UK Sales and Marketing
Manager, Aebi Schmidt

Increased support for Aebi Schmidt's dealers and customers

Aebi Schmidt's Total Lifetime Care (TLC) commitment gets a further boost, as North Wheatley based I.D Spares and Service Ltd becomes their main UK dealer, supplying Aebi machines and spares to dealers and customers.

The enhanced partnership creates a one-stop shop, with increased speed of service and efficiency. The new arrangement will mean that customers and dealers have one point of contact for Aebi products in the UK. This will provide better continuity from sales, aftercare and support for end users.

Aebi Schmidt UK's Managing Director, Henk Landerweerd commented:

"This is a big step forward for us, it recognises our successful relationship with the team at I.D Spares and Service Ltd. It's one that we know will prove positive for both parties. Most importantly building on and enhancing the support and service we can offer our valued customers across the UK."

"It's a further step in cementing our commitment to Aebi Schmidt's Total Lifetime Care, which works hand in hand with our product innovation and quality."

"Lifetime is the key here - products that perform efficiently across their lifetime, supported by our service and training for their



Left to right. Richard Barnard, Darren Tindall, Fiona Simpson, Edward Baldock.

lifetime," he added.

Richard Barnard, co-owner of I.D Spares & Service Ltd, explained "We will be working closely with John Taylor, who has been our contact as Aebi's sales manager for many years."

"We need to assess the ever

changing market and the best methods to support the dealers and customers in this area. We will be able to offer the full package of service to the Aebi customers. Lines of communication will be simplified, the process will be streamlined," he added.

The enhanced partnership creates a one-stop shop, with increased speed of service and efficiency.

"As spares specialist we will continue, we will also extend our work to identify and source appropriate attachments for the Aebi range. Allowing customers to utilise the equipment all year-round. The more clearly defined structure will be far more efficient to operate."

Formed in 1997 by Fiona Simpson and Richard Barnard, I.D Spares & Service Ltd, has grown steadily.

Since Aebi and Schmidt joined together in 2007, I.D Spares & Service Ltd have taken care of the after sales support for Aebi in the UK, whilst Aebi Schmidt UK have focused on sales.

With a successful working foundation to build on and a joint goal to deliver a broader range of machines, service and parts, Aebi's dealers and customers across the UK can look forward to even more TLC.

Flexibility is the key for Stirling Council

Stirling Council has continued to put its faith in the Aebi Schmidt product range, buying six gritters last year says Jamie Wright, Roads Manager.

Stirling Council provide services across a vast and varied geography at the heart of Scotland, open to some of the UK's toughest weather conditions, Aebi Schmidt are the entrusted supplier, keeping roads open and safe.

"We currently run a fleet of 16 Schmidt gritter bodies of various sizes from 5m3 to 9m3. They are operated from our two depots - one in Callander and one in Stirling," said Gordon Maclachlan, Area Roads Officer at Stirling Council.

"One of the main reasons for using Schmidt is the flexibility it gives the roads service in the council," he added.

"We are delighted to continue and further develop the relationship between Stirling and Aebi Schmidt. Our on-going investment in R&D and after sales support ensures we continue to have by far the greatest support network of all suppliers," said Aebi Schmidt's David Carswell, Areas Sales Manager, Scotland.

Aebi Schmidt's extensive Parts Centre and Service facilities in Glasgow are stocked with a wide range of parts to support and supply its entire Scottish operation. The hugely impressive centre is an expansive 7,500 sq ft facility that boasts the very latest equipment and resources.

The Service Centre contains office facilities, service areas and storage space that houses in excess of £100k of spare parts. The facility has a buzz and enthusiasm that typifies the Aebi-Schmidt "Total Lifetime Care" promise and commitment to its customers. Key to their fast, reliable and responsive service is the latest GPS technology which enables the Service Centre team to instantly locate every field based engineer.

The Aebi Schmidt Total Lifetime Care



"Our on-going investment in R&D and after sales support ensures we continue to have by far the greatest support network of all suppliers."

David Carswell, Area Sales Manager, Scotland.

Pictured left to right:
David Carswell, ASM Aebi Schmidt,
Paul Ritchie, DAF UK, Councillor
Danny Gibson (Chair for
Environment and Housing),
Councillor Jim Thomson, Jon
Jeffress and Donald Kerr.

(TLC), which comes as standard for all customers, adds to the winning formula of quality, innovative, effective, reliable, equipment - just one reason why customers continue to specify Aebi Schmidt kit year after year.

- To find out more or to discuss your equipment and service needs call:
David Carswell: Area Sales Manager for Scotland T: 07970 125206
Donald Kerr: Service Manager for Scotland T: 07970 125277



Teamwork pays off in Steel City

Working closely together with Sheffield City Council and Amey, Aebi Schmidt has provided six more Schmidt Swingos to help keep the streets of Sheffield clean.



The additional six Schmidt Swingo 200+ Compact sweepers were part of a tender process involving Amey and Sheffield City Council.

This latest success is a great example of the 'team working' ethic running through the Aebi Schmidt business. A demonstration of how working in consultation internally and with their client base delivers results.

At a local level, Simon Heaton, Area Sales Manager at Aebi Schmidt explained "Allan Macleod, my predecessor worked with Sheffield City Council, over many years."

"Building up a relationship and trust - specifying new kit and working with our service engineers providing customer support"

"I aim to continue the good work, keeping close to the local team and ensuring the equipment is performing as expected, making sure we all deliver on our Total Lifetime Care commitment," he added.

Amey are a major national service provider, working with public and private sector clients, supporting them to deliver services to the public more effectively.

Aebi Schmidt's, Key Account Manager, Mike Moore has been working with Amey, matching the right equipment solutions to fulfill service requirements at locations across the UK.

"We have built up a very good working relationship locally with Amey Sheffield via our area sales team and our service engineers and at a national level I have been working with Amey for sometime, this approach has proved a success in



Sheffield," explained Mike Moore.

"This is a two-tiered account. We need the buyer at national level to believe in our product, price and service and at local level we need to know that the operatives on the streets of Sheffield are receiving the training and service support they need to enable them to do their job."

"We hope we have filled them with a high level of confidence not only in the Aebi Schmidt range, but in the team that supports them."

Damian Bell, Operations Manager at Amey in Sheffield explains "We manage street cleaning in Sheffield on behalf of the city council through the £2 billion, 25-year Streets Ahead programme."

"We took delivery in February of six Schmidt Swingo Sweepers as part of a £1.9 million investment we made in our street cleaning fleet. We are operating a range of different sweepers and will evaluate them on safety, cleaning performance, driver

experience, fuel efficiency and maintenance costs during the coming months," he added.

"We look after 1,180 miles of road and 2,050 miles of pavement across Sheffield so they are already being put through their paces across city centre locations through to residential streets and shopping precincts."

Another vote of confidence for the Aebi Schmidt product range and their TLC commitment!

"We have built up a very good working relationship locally with Amey Sheffield via our area sales team and our service engineers and at a national level I have been working with Amey for sometime, this approach has proved a success in Sheffield," explained Mike Moore.

The Schmidt Combi Sprayer/Spreader is a three-in-one solution. Its application versatility enables the Safecote product to be used in many forms according to customer preference and weather conditions.

Safecote Supamix liquid de-icer offers a clean consistent coverage and works to temperatures below -20°C. It has the ability to break-down compacted ice and remain on the surface for long periods.

The spread width and dosage performance of the combi equipment makes it both effective and cost efficient.

As market leaders, Aebi Schmidt and Safecote make it their business to identify organisations to become 'added value partners' working together to deliver innovative and complete solutions.

"Bringing together the Aebi Schmidt technology of the Combi Sprayer/Spreader and the innovation of the Safecote additive for both solid and liquid chlorides, we undertook a number of demonstrations to Local Authorities and highway service contractors," explained Aebi Schmidt, area sales manager, David Carswell.

Three-in-one solution for Safecote

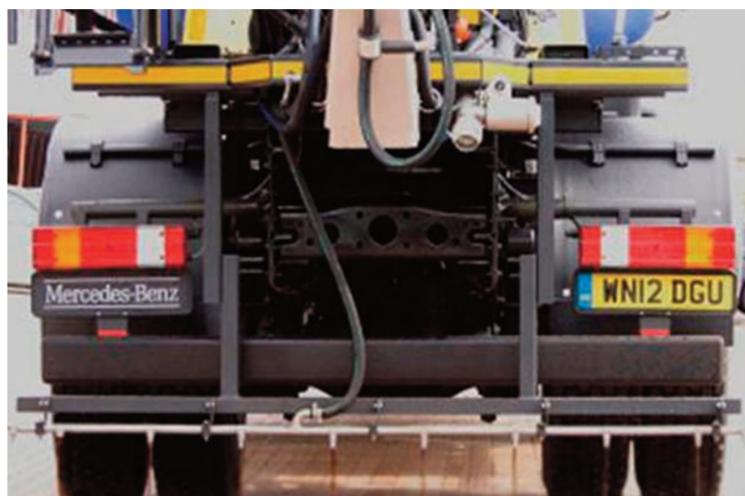
Aebi Schmidt and Safecote Ltd join forces, touring Scotland, demonstrating their ice-breaking formula.

"We provided potential users with first hand experience of the ease and effectiveness of this combined approach," he added.

Over a two-week period the tour took to the highways of Stirling, Perth, Aberdeen and the Highlands. There were two very well attended open day events and two specific demonstrations, which saw the kit being made available for operator trial.

Debbie Couling, UK Sales Manager at Safecote Ltd explained, "Aebi Schmidt are one of the leading spreader manufacturers in the UK and their vehicles are renowned to offer the latest technology in the winter industry."

"Aebi and Safecote have worked closely together to develop a solution to apply Safecote's Supamix liquid de-icer at appropriate spray/dribble consistencies to combat low temperatures and ice formation on the highway as liquids are becoming more prominent globally."



"The trials carried out in Scotland during February proved very popular and demonstrated both Aebi Schmidt and Safecote's forward thinking steps towards product and technology development in the winter industry."

Gordon Sinclair, Area Manager with Transport Scotland welcomed the

initiative by Aebi Schmidt of fitting a spray bar to a standard pre-wet spreader to provide additional resilience at a relatively modest cost.

He noted that the modified spreader was equipped to carry out both preventative treatments using either standard brine or in low

temperatures an alternative product such as Safecote and that, in severe conditions, the spray bar could be used to apply concentrated de-icers to penetrate and then undercut local areas of compacted snow or sheet ice.

The feedback has been excellent, with not only the 'solution' being praised as a viable option to keep the roads open during even the worse conditions, but also the collaborative approach of both Aebi Schmidt and Safecote Ltd.

The next stop of the tour could take them to the home of Transport Research Laboratory (TRL), who are currently considering further trials and extensive testing of the ice breaking formula.

TRL are a UK independent body, responsible for the testing and certification of a range of transport related services and products - this is a very positive response and may see the output of the 'value added' partnership' between Aebi Schmidt and Safecote Ltd.

"Aebi Schmidt are one of the leading spreader manufacturers in the UK and their vehicles are renowned to offer the latest technology in the winter industry." Debbie Couling, UK Sales Manager at Safecote Ltd



Helping to keep Eurotunnel traffic on the move

Aebi Schmidt continues to play an important part in keeping vehicles and passengers moving freely during adverse weather conditions at the Eurotunnel UK Terminal in Folkestone.

Keeping the terminal snow and ice free can be an endless task with shuttles arriving and departing from 10 separate platforms, each with four loading and unloading ramps. In addition there is the network of access roads designed to speed up arrivals and departures.

About 18 months ago, Aebi Schmidt supplied two Schmidt Traxos series attachable spreaders to Eurotunnel for use on tractors at the terminal; then in early 2012 they took delivery of an Schmidt SNK – single bladed snowplough. So delighted were they with the performance of the Schmidt SNK this winter, they have ordered another and took delivery of it at the beginning of April.

“The Schmidt Traxos spreaders worked brilliantly for us,” said Geoff Taylor, Passenger Operations and Performance Manager at the Eurotunnel UK Terminal. “They were easy to attach and gave operators so much more control over the spreading process.

“The Eurotunnel Terminal is made up of a series of tight turn



areas so we are invariably spreading at relatively slow speeds. If you stop the vehicle, the spreader stops, leading to less waste which means we get more coverage from a full load,” he added.

“Add to that the fact you can self load without getting out of the vehicle it speeds up the whole operation.”

Geoff is a hands-on manager and has experienced at first hand both the Schmidt Traxos spreaders and also the challenges of snow ploughing at Eurotunnel. This is why he chose to purchase the Schmidt SNK snow plough with

polymer blade to attach to a tractor. The blade is also non corrosive and low maintenance.

Specially designed for clearing light snow at low levels, where it can be wet and slushy, the Schmidt SNK is easy to operate and with the rolled over front is able to clear snow sideways in a corkscrew-style action, making it easier for the driver.

“The Schmidt SNK is able to be applied very close to the ground and that makes clearance so much more effective. That is not always possible with a traditional metal plough,” added Geoff Taylor.

“We use tractors because we like the ability to use both ploughs and brushes to keep loading and unloading ramps clear. This application fits our needs perfectly.”

Eurotunnel fact file

- The Eurotunnel rail transport system carries 1.5 million trucks and 2.5 million cars every year.
- Opened in 1994 the Channel Tunnel, the vital link between the United Kingdom and the continent, has been used by more than 300 million passengers.
- In 2012 almost 20 million passengers, on all services, have travelled through the Channel Tunnel which amount to a daily average of 55,000 passengers.
- There are 10 platforms at the Eurotunnel UK Terminal each with four loading and unloading ramps.

Growing reputation in Ireland with IGM

The Aebi Schmidt reputation continues to grow in Ireland, thanks to the company’s distributors, Irish Grass Machinery.

Although they had been involved in the Aebi side of the business since 1999, they took on the distributor role in 2009 focussing initially on Schmidt Swingo sweepers. When Aebi Schmidt suggested they also take on winter maintenance machines, initially they were unsure.

“It had been a long time since we had experienced a really bad winter in Ireland and we were not sure winter maintenance machinery would sell easily, but we have been pleasantly surprised at the number of tenders and delighted with our success rates,” said Managing Director Tony Smyth.

“Gritters are planned purchases, local authorities have to grit irrespective of whether snow falls or not during winter months and we have benefited,” added Tony’s brother Michael, who is Sales Director.

“To give you an idea of how this winter has been different, last year gritters only went out eight times; already this year they have been out on 50 occasions!”

There has been a move towards stainless steel truck hydraulic gritters rather than engine driven versions as local authorities look to reduce maintenance and servicing costs. As part of Aebi Schmidt’s commitment to Total Lifetime Care, Irish Grass Machinery services customers’ machines on site, which has proved to be very popular.

The company recently completed a tender order for three gritters for Louth County Council but have also had success with Dublin City Council plus Cork, Waterford, Mayo and Roscommon County Councils.



Plane and simple commitment

The Aebi Schmidt name is synonymous with airport maintenance in the UK and Europe, enjoying an enviable reputation for the manufacture and supply of quality, innovative, and efficient equipment - backed up of course, by the outstanding Total Lifetime Care commitment.

It’s no wonder then that over 30 UK airports (civilian, military and private) are currently using Aebi Schmidt equipment, with Heathrow and Manchester, having recently taken delivery, ensuring that all areas are ‘clear for take off’.

The severe weather that the UK has experienced over the last few years means that more than ever airports need to be equipped to turn around passengers and aircraft, swiftly and safely, maximising movements across the airport.



with immediate and long term productivity benefits.

Secondly, the chosen model will provide Heathrow with a three-in-one solution. The machine has three independent operational functions, enabling the machine to stand clean, recover spillages such as aviation fuel and perform high speed sweeping. The Schmidt ASC 990 can be used to perform varying tasks across the airport, reducing the downtime caused by an operator returning to the depot to change vehicle. In icy conditions, the same machine becomes a four-in-one solution, performing glycol recovery from aircraft de-icing activities, reducing the impact on the environment.

Manchester Airport*

Passengers: around 60,000 per day
Airlines: 100
Stands: 42 air bridges
Average air movements per day: around 600
Equipment: Supra 4001 Snow Cutter Blower
 Service/Warranty/Training:
 Total Lifetime Care cover

All airports are required to have operational Snow Cutter Blowers. Some of these machines will be 20 years old, and while they still work, the power of the machine will decrease as will its efficiency - with the added potential of increased running costs. Whilst Manchester geared up to purchase a fleet of Compact Jet Sweepers

(CJS, a combined sweeper, plough and blower), they also saw learnt about the Supra 4001 and were so impressed they purchased one, further enhancing their snow clearing capability!

The Schmidt Supra 4001 Cutter Blower is compact, durable and powerful and will take over a critical role at Manchester, blowing away the ‘snow banks’ left at the side of the runways and taxi ways by the ploughs and snow clearers. Safety regulations at all airports stipulate that snow banks must not be present, due to the risk of snow being sucked up into engines on take off, landing and taxi ing. With the A380 airbus in operation at Manchester, the wider span of the plane requires greater clearance of snow banks from the runways and taxi ways.

Manchester has also recently taken delivery of a Schmidt SK 400 Sweeper.

Whilst the buying reasons and scenarios may differ from airport to airport, Aebi Schmidt’s approach remains constant, with a total focus on delivering the best ‘lifetime’ solutions for its customers.

* Sourced online from respective airport websites. Data varies between 2008-2011

Service commitment helps seal BEAR deal

Excellent after sales service and the commitment to Total Lifetime Care (TLC) has been instrumental in helping Aebi Schmidt sell 22 gritters to BEAR Scotland.



BEAR recently won the tender to provide winter road maintenance to the North West of Scotland and as a result placed an order for some of our 12-cubic metre gritters, which were originally launched to the market back in 2005.

The pioneering product quickly established itself and was introduced into Scotland in 2008. Aebi Schmidt can now boast the provision of 40 to local authorities across the United Kingdom and around 800 globally.

“This is a terrific order for us to win and simply reiterates the importance of our customer service ethic, which spans not only pre and post sale but extends throughout the life of the machine,” said Aebi Schmidt Sales and Marketing Manager Alison Conroy. “That is what differentiates us from our competitors,” she added.

STOP PRESS...STOP PRESS...STOP PRESS...STOP

Just before going to print we learnt that Transerv Scotland, a Balfour Beatty Mouchel Joint Venture, have chosen Aebi Schmidt as their preferred supplier for 26 front line pre wet spreaders for the South West area.

Ready for action - all year round

For clients seeking a multi-functional solution to their maintenance programmes the Holder M480 undoubtedly fits the bill.

It is a stand alone vehicle onto which you can attach a number of different tools thereby creating a multi-purpose vehicle capable of undertaking a range of tasks all year round.

Used in environments such as airports, local authorities, recreational parks and grounds and highways, this utility vehicle offers quality, versatility, power and comfort. It is designed not only to ensure it does a better job, but also yields a higher economic benefit than other vehicles.

Legendary versatility has made Holder machines into sought-after vehicles, solving many problems encountered during daily work. Designed to operate throughout the year in all weathers - they can be optimally equipped for any job.

The Holder M480 offers unrivalled real-life performance and offers innovative unique features including:

- A front mounted direct drive mechanical PTO makes it 30% more efficient than comparable machines
- Patented, hydraulic stabilising system for added safety and driving comfort
- Simultaneous PTO and hydraulic operations unique to the Holder
- Three-point linkage, cat. I and cat II
- Low centre of gravity, long wheelbase, excellent all-round visibility and genuine four-wheel drive, offer supreme control. Whether for mowing or sweeping from spring through to autumn, or for snow and ice clearance in the winter, the Holder M480 offers the perfect solution for all seasons. One vehicle, one cost, all tasks completed.

Take a closer look at the the Holder M480 and the rest of the Aebi Schmidt vehicle range at our Annual Conference at Rockingham.



Whether for mowing or sweeping from spring through to autumn, or for snow and ice clearance in the winter, the Holder M480 offers the perfect solution for all seasons.

Aebi Schmidt has further demonstrated its commitment to the Total Lifetime Care (TLC) initiative in the recent restructuring of the Service Team, designed to increase the level of support and service offered to valued customers.

The creation of two new roles, a Field Service Manager and a dedicated Technical Manager is key to the delivery of TLC across the Aebi Schmidt customer base, providing another layer of expertise.

This sees the Aebi Schmidt service team grow to over 30 personnel operating across the UK & Ireland from seven service centres.

The Total Lifetime Care programme, launched in 2011, forms a key part of Aebi Schmidt's desire to provide all customers with the best products backed up by outstanding after sales, technical support and customer care. It commits to looking after Aebi Schmidt vehicles for their 'lifetime'. Every Aebi Schmidt vehicle across the UK is covered by the TLC programme.

TLC focuses on providing customers with a comprehensive service support package, backed up by its CARES charter:

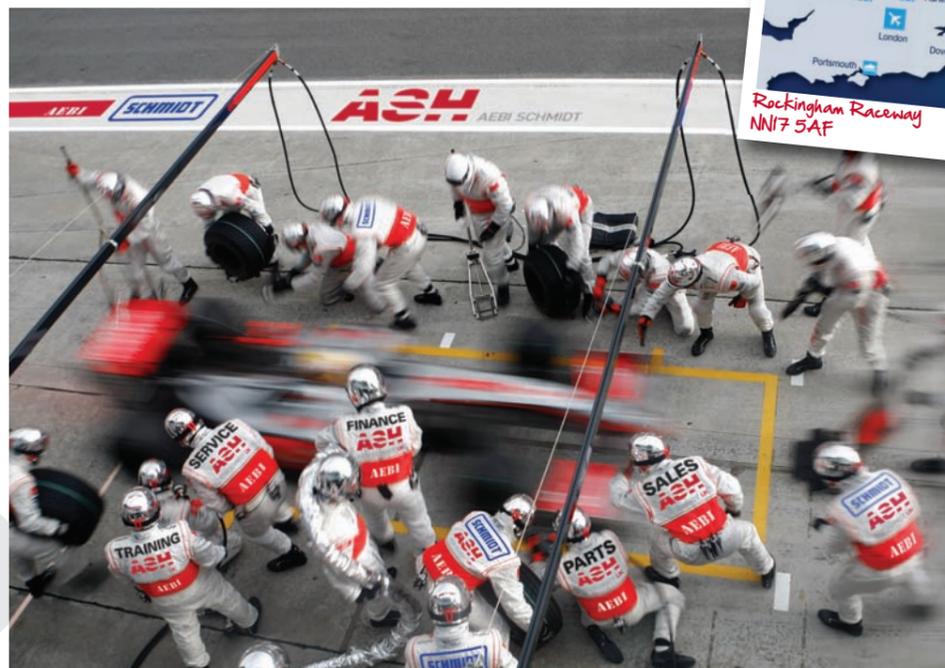
- Consultation
- Action
- Review
- Evaluate
- Support

Working with customers to optimise vehicle utilisation and performance in all environments, all day, every day.

Key components of TLC are: Service, Parts, Warranty, Maintenance and Training. The introduction of the new roles means that each of these areas has now increased expertise, taking care of the Technical, Customer Care and Field Service needs of the Aebi Schmidt customer base.

Working from Peterborough the Service Control Team utilises the latest GPS technology to identify and dispatch the nearest service engineer, to ensure a rapid response. Each engineer is fully equipped, offering full repairs and service at any location. The online ordering

Working together to deliver TLC



system means all parts can be located and shipped promptly from stores located in Peterborough and Glasgow, with next day delivery the norm.

With a range of support packages available, such as extended warranty, service maintenance through to bespoke repair and maintenance contracts each with a dedicated engineer, we are committed to providing 'first class' support.

We provide full training for all operatives for the 'life' of the product ensuring that the equipment is used efficiently, effectively and safely.

Alison Conroy, UK Sales and Marketing Manager for Aebi Schmidt said: "TLC is Aebi

Schmidt's commitment to maximise the life and value of its products and services.

"We recognise that one size doesn't fit all.

We aim to work in partnership with our customers to maximise their operations. Specifying the right product and tailoring the ongoing service support package are all key to the overall success of the partnership."

- Take a closer look at our TLC and CARES programme and how it could keep your fleet on the move at www.aebi-schmidt.co.uk/en/home or contact the Service Team: email: uk-service@aebi-schmidt.com T: 01733 363400

Aebi Schmidt Annual Conference May 14th

Programme includes*

12.00
Registration and Light Lunch

12.45 - 13.00
Welcome, Introduction and Launch of Clean Britain Awards
• Henk Landeweerd, Managing Director
• Steve Lee, CEO, CIWM

13.00
Event Programme
• 'All the kit' – Demonstrations of the Swingo, Holder M480, Gritters and the Aebi Terratrac
• Q & A with Aebi Schmidt's friendly and knowledgeable staff
• 'Cleared for landing' – Aebi Schmidt's airport equipment will be in residence and ready for inspection
• Various 'breakout' sessions – running throughout the afternoon including NWSRG, Safecote, Dome and Aebi Schmidt Whole Vehicle Type Approval.

16.45 - 17.00
Close of activities and thank you
• Alison Conroy, UK Sales and Marketing Manager
• Prize raffle draw in aid of Help for Heroes.

19.00
Gala Dinner
• 19.00 Pre Dinner drinks
• 19.30 Gala Dinner – until late

For further information contact
Aebi Schmidt UK Ltd
01733 363395
uk-sales@aebi-schmidt.com

Don't miss this great event...

Rockingham



Teamwork drives TLC commitment forward

Chris Robinson has been appointed Field Service Manager at Aebi Schmidt – 33 years after joining the company as a fabricator welder. He will be working alongside another hugely experienced team member, **Andy Reilly** who has been appointed Technical Manager.

The dynamic duo will be working side by side, at the forefront of Aebi Schmidt's Total Lifetime Care programme.

Chris's career incorporated a spell in the design and production department, becoming a Lead Hand and then in 1990 he moved into the engineering team.

He joined the field service team as a Field Service Engineer, working with key customers across the UK. At the end of 2012 he was promoted into the new role of Field Service Manager, where he now manages a number of direct reports and field-based team leaders across the UK.

"I will be working alongside our Service Office Manager, Karen Bean and Andy Reilly under the direction of the new Service Operations Manager James Wright," said Chris, explaining how his new role is just part of the restructure aimed at furthering the TLC commitment.

"This will mean that we each have areas of focus. We can work closer with our respective teams, developing what needs to be done to reach the level of TLC commitment we strive for."

With the Total Lifetime Care team in place, we look forward to watching the TLC programme go from strength to strength.



Chris Robinson



Andy Reilly

In 1998 Andy was seconded to the heart of the design team, where he began to design vehicles using Auto CAD and 3D modelling, a move Andy recognises as a highlight of his career, and what proved to be a transitional role, setting a new direction for his future with Aebi Schmidt.

With the new team in place, we look forward to watching the TLC programme go from strength to strength.

When the design and production department was relocated to Germany, Andy was asked to oversee the technical, support and training function. He later took on the Technical Support Manager role, which has led to his most recent appointment as Technical Manager.

With over 22 years experience, Andy not only understands the vehicles from a design perspective at ground level, but he can apply his technical skills and service experience to the benefit of both the internal teams and an ever-growing customer base.

South Somerset operative Avril just loves her Schmidt Swingo 200

Street sweeper operative Avril Carey was instrumental in choosing an Aebi Schmidt machine to keep the highways and byways of Yeovil clean.

Avril was involved in the road trials and was bowled over by the adaptability, operator friendliness, four wheel steer and road speed.

Avril is an operative with South Somerset District Council. She joined the street cleaning team in 2005, driving a 6.3t Mitsubishi Canter on a street cleaning round. In 2008, she became a compact sweeper driver.

Today Avril and the new Schmidt Swingo 200+ or 'Monica' as it is now known, are working almost around the clock to keep Yeovil's streets, car parks and pavements clean and tidy.

This is the first Aebi Schmidt vehicle for South Somerset and joins a fleet of five other sweepers. Following extensive operative trials alongside other manufacturers the Aebi Schmidt model was the favoured model.

Niki Atkins, Fleet Services Supervisor at South Somerset District Council said: "During the trials, the vehicle proved to be more adaptable, operator friendly, with four wheel steer and good road speed. The skids make operation much easier and our technicians favoured the



accessibility for future maintenance and repairs. Overall it gives us the flexibility to access all areas."

The Schmidt Swingo 200+ was delivered as standard with a minor modification to disconnect the suction box. Operationally the new machine requires less emptying, resulting in less

downtime and washing every day. Additionally, the internal deadlocks give added operator protection, particularly on early morning starts.

Avril loves her new machine and has never looked back keeping 'Monica' ready for action and looking as good as new everyday.

Today Avril and the new Schmidt Swingo 200+ or 'Monica' as it is now known, are working almost around the clock to keep Yeovil's streets, car parks and pavements clean and tidy.

New Area Sales Manager Simon switches from buyer to seller

Growing up on a farm, Simon served his time as a mechanic for an independent garage in Lancashire. He then worked for a construction plant hire company before joining North Yorkshire County Council as a transport engineer in late 1980s.

In 2002, whilst working at North Yorkshire County Council, Balfour Beatty won the term maintenance contract, shortly after which, Simon was

As a former customer of Aebi Schmidt, Simon Heaton needs no persuading of the product selling benefits – which is just as well, because he has just joined the company as Area Sales Manager for the North.

promoted to Fleet Manager which is where his long-standing association with Aebi Schmidt began.

Simon recalls when Balfour Beatty bought and introduced the first Schmidt spreaders, updating their existing fleet of 103 machines covering North Yorkshire, a decision based on the excellent delivery and build

quality of the Aebi Schmidt products.

Simon said: "The quality of the vehicles and customer support is the main reason I joined Aebi Schmidt, following Allan MacLeod's retirement at the end of 2012. I spent a month with Allan meeting customers. He will be a tough act to follow.

"Simon's appointment fits perfectly with our ongoing commitment to TLC. His attention to detail, passion to deliver great service and knowledge of our products from a customer perspective will be a huge asset for us," said Aebi Schmidt Sales and Marketing Manager Alison Conroy.



Simon Heaton

Showing off our wares in Aviemore

Aebi Schmidt will again be represented at the APSE-organised Scottish Fleet, Waste and Grounds Services seminar in Aviemore from May 7-10.



"We will be exhibiting a selection of vehicles at the annual event and would encourage council representatives, fleet and cleansing managers to come to our stand and see for themselves exactly what we can offer their organisations," said Aebi-Schmidt Area Sales Manager David Carswell.

There will be 85 external stands and 35 indoors at the exhibition being held at The Hilton Coylumbidge, near Aviemore.

This event is very much a major date on the calendar and provides those within the sector the chance to network; see new products and evaluate just what is available in the market.

Your contacts at Aebi Schmidt

UK Sales and Marketing Manager
Alison Conroy 07901 911003

Area Sales Managers
Schmidt Products

Simon Heaton 07799 071611
David Carswell 07970 125206
Les Bullock 07799 071612
Simon Stringer 07870 267209

Sales and Service Dealer
Aebi Products – ID Spares

Richard Barnard 07860 613261
Fiona Simpson 07970 652387

Sales Support Manager

Katherine Daunt 01733 363395

Key Account Manager

Mike Moore 07748 931762

Service Operations Manager

James Wright 07970 125226

Service Manager Scotland

Donald Kerr 07970 125227

Service Office Manager

Karen Bean 01733 363403

AEBI SCHMIDT UK LTD

Southgate Way,
Orton Southgate,
Peterborough PE2 6GP
Tel 01733 363393
Fax 01733 363377
Email: uk-sales@aebi-schmidt.com

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For additional copies of this newsletter, or to be added to our mailing list please contact Katherine Daunt.
Katherine.Daunt@aebi-schmidt.com

Where you can see us in 2013

Aebi Schmidt Annual Conference & Gala Dinner
Rockingham Raceway 14th May

APSE – Scottish Fleet, Waste and Grounds
Services Seminar

Hilton Coylumbidge, Aviemore 7th – 10th May

Cold Comfort – Manchester
Annual Winter Maintenance Conference &
Exhibition 17th & 18th September