



Customer Support Services

As part of Clyde Materials Handling's continuing focus on customer needs, a new division has been formed to provide an extended service to new and existing customers.

The division is geared to handle many functions, including system servicing, spares, training as well as a rental or lease facility for customers who want to leave it to the professionals. These services are outlined in this information sheet.

It is our aim to provide augmented services and work in partnership with our customers to provide the best solution to their needs.

For further information on our services please contact our Customer Support Services Department on +44 (0)1302 554484/3.

The mission: "We aim to enhance our reputation for fast, efficient, cost effective Customer Support Services with a dedicated team offering technical support to operational and maintenance problems."

**Neil Gardiner, General Manager
CUSTOMER SUPPORT SERVICES**

Supporting Our Customers

Process Consultation

When processes demand new systems or layouts Clyde provides a consultation service to discuss and implement changes allowing smooth operational change over.

System Servicing

Recognising that any servicing carried out should coincide with planned plant maintenance shutdowns we ensure that downtime is kept to a minimum with regular programmes tailored to each of our customers' requirements. As part of our commitment to customers we can also provide:

- Service Contracts
- Emergency maintenance

Personnel Training

All our systems come with a full training programme designed to instruct your personnel to operate, overhaul and maintain the equipment supplied. For your convenience these training sessions are usually held on site.



FIT & FORGET



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Consignment Stocking

To reduce costs for our customers, and increase availability of spares and consumables, we have introduced a consignment stocking service which:

- Provides a full set of consumables and critical items specific to the system delivered to site.
- Bonds these items to your stores eliminating stock management, purchase orders, and processing orders through the stock system.
- At regular intervals these items are checked for stock levels. Any items used are charged at this point in time and replenished.

Spare Component Supply

- Our spares and service engineers will provide a service of regular visits to your plant to ensure stock levels of all consumable parts and recommended breakdown spares are maintained.
- Credit card payment scheme for spares orders to reduce your administration costs.

Rental & Lease

We at Clyde recognise the operational and economic pressures faced by our customers for capital equipment purchases. Clyde has introduced a service which allows you to tailor your requirements from:

- Rental of a single piece of equipment for a few days, right through to the lease of an entire conveying system operated and maintained on your premises by Clyde trained personnel.

Capabilities

- Process consultation
- System Servicing
- Personnel training
- Consignment stocking
- Credit card payments
- Rental & lease facility

