





Clyde Materials Handling have a world renowned reputation as one of the leading designers and manufacturers of Bulk Material Handling Systems including:

- Pneumatic Conveying
- Injection Systems
- Centralised Vacuum Cleaning
- Bulk Material Outloading
- Mechanical Handling Systems

Our team of Research & Development, Site, Service and Commissioning Engineers together with dedicated Account Managers ensure the widest range of skills, expertise and experience within the Bulk Material Handling Industry. Using this unrivalled knowledge base, Clyde Materials Handling have introduced a new concept in after-sales service to operators of Bulk Material Handling Systems – **Clyde's Sterling Service Solution**



Clyde's Sterling Service Solution [www.clydematerials.com](http://www.clydematerials.com)

## The Solution

Too many suppliers are willing to sell after-sales spares and service contracts that provide very little in return. Clyde's Sterling Service Solution is designed to offer more than just an 'add-on' contract.

Using our considerable logistical, engineering and site service expertise, Clyde aim to provide an unparalleled level of ongoing service support which will maximise an operator's return on their investment.

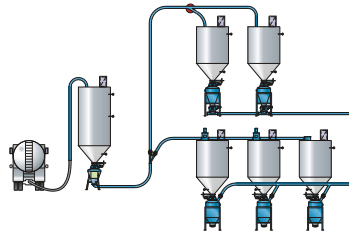
We believe that strong partnerships can only evolve with personal contact. From the outset, we shall assign an Account Manager who will learn about your business and understand its unique demands. Utilising that knowledge and by focusing on what is important to each individual customer, we can develop an operational plan that will ensure we deliver on our promises – on time and within budget.

## Delivering the Solution

**There are three key areas within our Sterling Service Solution:**

- By constantly monitoring costs and availability of spares, we can negotiate competitive prices with agreed, and realistic, lead times.
- We will carry out planned service visits at mutually agreed intervals and also offer an optional emergency callout facility.
- Each visit will culminate in an accurate system report in which we can track agreed criteria such as expenditure, system availability and power consumption. By tracking these results, we can illustrate the tangible financial returns achieved by our Sterling Service Solution.





## Our Service Pledge

*"We pledge to provide the support our customers require to maximise the performance of their Bulk Material Handling Systems."*

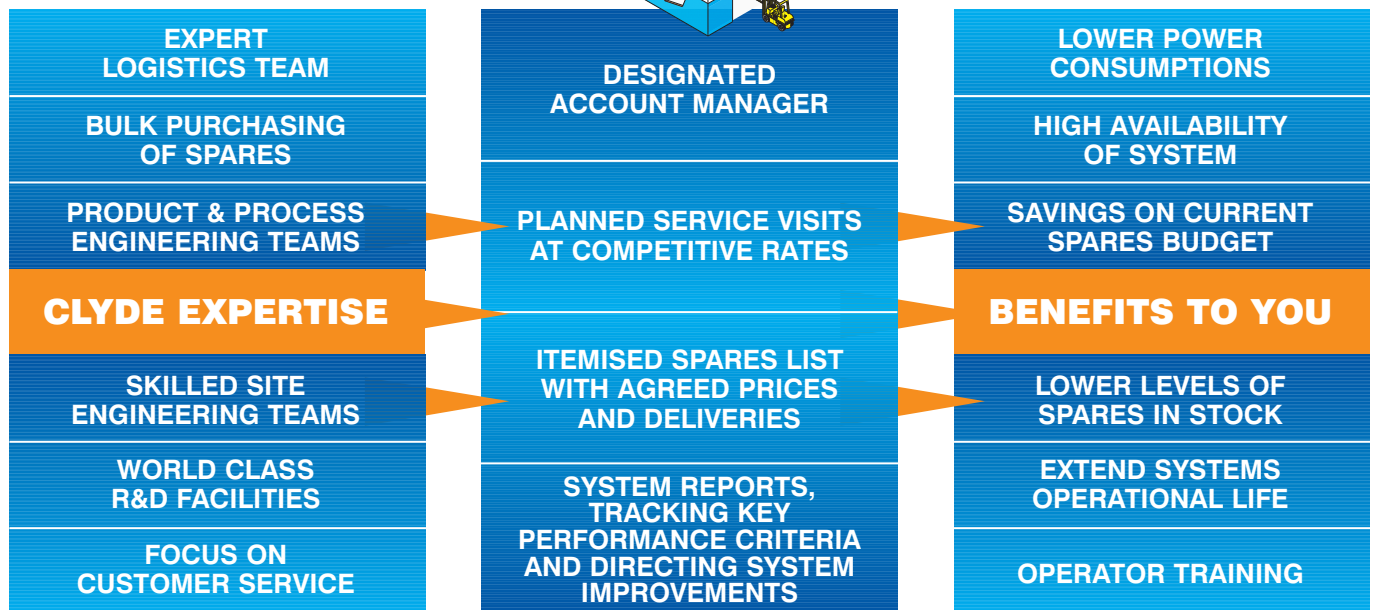
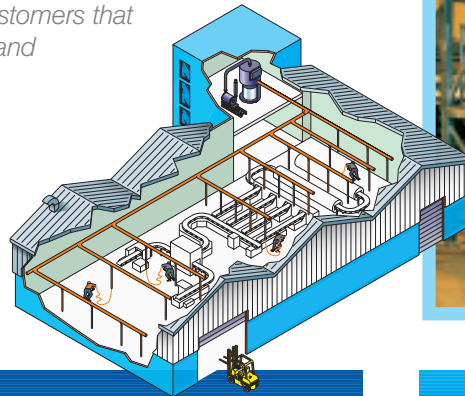
*Our combination of designated Account Managers, expert site engineers, good value spare parts and competitive service rates, allow us to provide a bespoke after-sales product to our customers that will generate better rates of return on operation and maintenance expenditure.*

*Utilise our people and expertise to maximise the efficiency of your operations. We will not let you down."*

**Neil Gardiner**

Director

Customer Support Services



Current Beneficiaries of Clyde's Sterling Service Solution





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