

NATIONWIDE CRANE SERVICE

A range of packages to
suit all applications.





NATIONWIDE COVERAGE

With four primary depots and mobile engineers located across the UK, you're never too far from Palfinger UK support.

Our directly employed team of staff is centrally managed using one modern system, so all of our depots and engineers can access your records and vehicle details quickly and easily.

EXPERTS IN OUR FIELD

We've been the UK's Palfinger distributor for over 30 years, widely regarded as the leading lorry loader manufacturer worldwide.

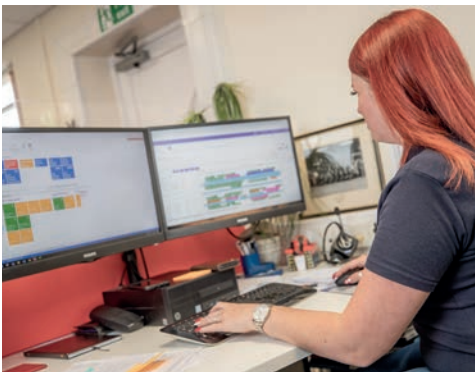
All our staff are thoroughly trained to the highest standards, so you can be sure you're getting the very best service from experts you can trust.



PACKAGES TO SUIT YOU

Our complete aftersales solution includes packages designed to give you the service you need, every time you need it.

You'll have access to qualified, experienced Palfinger engineers, a single point of contact for your servicing and parts requirements and a single invoice system, no matter the number of vehicles maintained.



DEDICATED CONTROL CENTRE

Our extensive Service Control Centre supports customers from across the country, based from one central location and operating system.

Our large team of experienced controllers work with you to identify faults, arrange an engineer visit, set up a service, repair or test booking and supply digital reports throughout using our bespoke fleet management system. We proactively support customers through our Inspection and testing booking system, ensuring compliance and managing downtime to get the best from your vehicles.

- Proactive service bookings at your convenience
- Compliance & downtime tracking system
- Fast repair estimates – typically 24-hour turnaround for VOR
- Vehicle tracking & real-time job status updates
- Bespoke repair authorisation procedures
- Management of Palfinger & Epsilon warranty claims



DIGITISATION- SIMPLIFY YOUR WORKLOAD

With over £1.4m of investment, our bespoke digital system runs throughout the Palfinger UK business, from sales to aftersales and is the one of the most comprehensive systems in the industry.

This means your customer record can be accessed and updated quickly and easily to identify specifications, vehicle requirements and servicing needs whenever you need us.

Our bespoke digital system can provide downtime tracking and reporting in real time, with live job status updates for any tasks in hand. Quotes, repair authorisations, job status reports and Report of Thorough Examinations can be emailed to you directly for speed and efficiency, as well as automated notifications for services, reminders and overdue notices.

UK WIDE SERVICE ENGINEER NETWORK

We have the largest network of directly employed ALLMI accredited engineers in the UK, all of whom are highly experienced and Palfinger trained via our in-house Training Academy.

With a 96% first time fix rate and immediate diagnostics available you can be sure we'll work to get your vehicle back on the road quickly and safely, followed up with digital Summaries and Reports emailed after every job. Our fully equipped service vans are home to a wealth of industry leading equipment including:

- Dedicated parts stocks - aligned to customers & products
- Calibrated load cells
- Flow & pressure gauges
- Arc welding & gas cutting equipment
- On-board vehicle tracking system
- High-spec tablet computers
- Palfinger diagnostics software
- Online Palfinger parts and technical manuals

INDUSTRY LEADING PARTS SUPPORT



With over £1.3m of stock held across our depots and over 6,000 parts lines, you can be confident that we'll have the part for you.

Our dedicated team of experienced parts controllers can help identify and source genuine parts, dispatching them to you with a 93% first time pick rate.

Next day, tracked delivery is offered by 10am for all stocked parts, with 24 hour delivery on all factory orders placed before 4pm.

In addition, our service vehicles are stocked with a range of parts aligned to customer needs in their area, so your local engineer may be able to provide immediate parts support too.

ALSO AVAILABLE FROM PALFINGER UK

- Three fully-equipped service workshops for off-road service and repairs – Devizes, Bradford, Falkirk and Leicester.
- Menu pricing & fixed price servicing
- 24-hour national breakdown cover
- In-house body-building and paint shop
- Mobile body repairs
- Accredited ALLMI training, on-site or at our depots
- Fully equipped lorry loader training academy at Bradford

SERVICE PACKAGES FROM PALFINGER UK

We offer a range of Service package options, from Pay as You Go servicing, repairs and testing through to fully comprehensive repair and maintenance contracts. Whichever option is best for your business, you are guaranteed excellent customer service and the highest quality repairs, servicing and support from all our colleagues.

PAL-PAYGO

Pay as you go with Palfinger UK – using our expert services when you need us at affordable rates. Our teams are on hand to support whenever you need servicing, parts, repairs or training – simply give us a call to discuss your requirements.

PALSERVICE

A Service-only contract to keep you on the road, compliant and ready to work. Combine your mandatory examinations with servicing to minimise vehicle downtime – we'll check all the functions of the crane and provide a thorough digital inspection report. We also grease the loader at all points, clean & replace oil filters, top up hydraulic oil and make minor adjustments to other elements as needed.

PALCARE

A full repair and maintenance contract, PalCare offers the full package for complete peace of mind. All compliance and service events are included, along with all wear and tear items, parts, labour and travel.

FULL DETAILS OF THE PACKAGE BENEFITS ARE LISTED ON THE FOLLOWING PAGE.

Find out more – speak to us today about your lorry loader servicing requirements.
PALFINGER.CO.UK • 01380 733513

PACKAGE BENEFITS	Pal-PayGo	Pal-Service (Service only)	PalCare (Full R&M)
NETWORK			
Largest network of wholly owned engineers in the industry	✓	✓	✓
Nationwide coverage throughout the whole of the UK	✓	✓	✓
Factory trained & ALLMI approved engineers	✓	✓	✓
On-board diagnostic equipment & specialist tooling	✓	✓	✓
Access to fully-equipped service workshops at Devizes, Bradford & Falkirk depots	✓	✓	✓
DEDICATED OPERATIONS CONTROL CENTRE			
UK-based Service Control Centre - managed by experienced engineers & parts personnel	✓	✓	✓
Industry leading telephony and fleet management system	✓	✓	✓
Bespoke solutions & instructions/SLAs	✓	✓	✓
Live time vehicle tracking & route planning	✓	✓	✓
Compliance and down-time management system	✓	✓	✓
Fully recorded service history	✓	✓	✓
PARTS SUPPORT			
Dedicated Palfinger parts stocks held on van - tailored to customers' needs	✓	✓	✓
Main parts facility holds £1.3M of stock / 50k part-lines	✓	✓	✓
93% + first-time pick-rate	✓	✓	✓
Tracked - same-day/next day delivery service for stocked parts	✓	✓	✓
Next day delivery for Palfinger factory orders (Austria)	✓	✓	✓
INCLUSIONS			
Pro-active planned maintenance scheduling at your convenience	✓	✓	✓
Automated service notifications, reminders and overdue notices	✓	✓	✓
Preferred resource - providing continuity of service	✓	✓	✓
Emergency breakdown assistance 24/7	✓	✓	✓
Digital Service & Compliance Documentation received instantly to your email in-box	✓	✓	✓
Cost of scheduled servicing & load tests		✓	✓
Fast track digital repair estimates (24-hour turnaround for VOR)		✓	✓
Cost of unplanned maintenance & repairs on request			✓
Cost of genuine Palfinger parts, lubricants & consumables			✓
All labour & travel costs			✓
Digital job summary reports (for unscheduled repairs) instantly in to your email in-box			✓
Management of Palfinger & Epsilon warranty claims			✓
PEACE OF MIND			
No up-front capital costs	✓	✓	✓
Palfinger UK are ISO 9001:2015 & ALLMI accredited	✓	✓	✓
Assured regulatory compliance		✓	✓
Warranty compliance		✓	✓
Contract extensions by arrangement		✓	✓
Regulated planned maintenance expenditure		✓	✓
Fixed price servicing	✓		
Increased vehicle up-time			✓
Fixed monthly costs - improved financial planning			✓
Reduced cost of ownership & administration			✓
Reduced risk of costly, unplanned repairs			✓
Optimised residual value			✓