

AFTERSALES DIVISION

EXTENSIVE NATIONWIDE NETWORK



Shelvok Dempster enjoys an enviable reputation throughout the world for the scope and excellence of its unrivalled Product Support Services.

For example, an extensive network of Aftersales depots in the United Kingdom is ready to provide Shelvok Dempster vehicle users with technical and parts back-up throughout the year.

Each of the ten depots, strategically placed in key areas of England, Scotland, Wales, Northern Ireland, and Eire, holds a comprehensive stock of parts for the full range of Shelvok Dempster Municipal Refuse Vehicles, Front End Loaders

and Sweepers. And in addition to parts, each Shelvok Dempster depot has a staff of fully-trained technical experts, plus all the facilities to help ensure that the most efficient back-up service is available.

In these cost-effective days, vehicles must be in prime working condition, and unnecessary time spent in a garage or workshop is money wasted. Shelvok Dempster vehicles are built with care to give long unstinting service, and our Aftersales depots have been organised to ensure that any problems which arise during a vehicle's lifetime are dealt with as efficiently and quickly as possible.

SD Shelvok Dempster

CUSTOMER SUPPORT SERVICE



CUSTOMER LIAISON

Shelvoke Dempster experts are ready to visit you to give you technical advice, guidance and assistance in the operation of your fleet.

In addition to routine calls, we offer an on-request free inspection of your vehicles, followed by a report or estimate as required. As well as servicing the UK, our staff engineers visit customers throughout the world.

HOPPER HIRE PLAN

Local Authorities need to fully utilise every vehicle they own. Consequently, when the need arises, it is vital to complete repairs quickly.

Many hopper repairs may be extremely costly in terms of vehicle downtime. But Shelvoke Dempster have come up with a plan to keep vehicles on the road whilst the hopper is being repaired.

It involves hiring a service hopper. In two or three hours the defective hopper can be removed from the vehicle and a replacement one installed. So while your hopper is being repaired, your vehicle is on the road earning its keep. Your part of the deal is to pay the agreed repair costs.

'TRANSFORM' PLAN

We operate a 'new-vehicle-for-old' scheme.

Shelvoke Dempster can transform your vehicle by fitting a current body and hopper (Revopak, Maxipak, RouteChief). We can also perform major chassis repairs or a complete refurbishment of your vehicle.

For more details of this service, please contact our Sales Department at Head Office, telephone Letchworth (0462) 686555.

CUSTOMER PRODUCT TRAINING

Having taken great care in the production of the vehicles, we at Shelvoke Dempster ensure that the vehicles give their owners a long and useful life.

So we arrange a variety of training courses. Area courses and seminars are designed to meet the needs of customers' mechanics and to familiarise them with Shelvoke Dempster products.

These courses take in all aspects of the vehicle, including the maintenance and repair of hydraulic components and all other units fitted to chassis.

We also offer more intensive courses in-house, covering the range of Shelvoke Dempster products in greater detail. These last three days, but the course complement is usually between seven and ten. These courses start on a Tuesday morning and finish on Thursday afternoon. In this time participating members receive a comprehensive grounding in all aspects of Shelvoke Dempster's products and on completion of the course are given a certificate of attendance.

HIRE FLEET

Shelvoke Dempster have expanded their hire fleet to help Local Authorities whenever one of their vehicles is off the road for an extended period.

We can provide a suitable replacement ready serviced, taxed and insured from our fleet of modern vehicles. This service is designed to help Local Authorities to save money by owning only the minimum number of vehicles necessary to operate their services.

Our prices are competitive, and we believe that our hire fleet relieves many of the anxieties involved in finding a replacement vehicle at short notice.



CES



We are only a phone call away. Just call your nearest Depot Manager, who will attend to your request immediately. If you wish, you can call Shelvoke Dempster's Head Office in Letchworth. The number is Letchworth (0462) 686555.

■ TOTAL PRODUCT SUPPORT

Our central parts operation, based at Letchworth Garden City, is the headquarters of our customer support.

Regular scheduled deliveries from Letchworth keep our nationwide depot stocks replenished to ensure that your demands are satisfied.

Our parts are made with the same care and attention to detail that goes into the manufacture of the complete vehicles themselves.

The central parts operation in Letchworth is the heart of our commitment to keeping your Shelvoke Dempster vehicle fleet on the road.



■ PARTS BACK-UP

We stock in excess of 14,000 different line items throughout our parts and service network. This large stock ensures that parts are available when required by Shelvoke Dempster customers all over the world.

We pride ourselves on the speed of our service, and we are continually looking at means of improving it further. Computer systems ensure that orders are processed without delay and that balanced inventories are maintained at all Shelvoke Dempster locations.

You can avail yourself of a speedier service by taking advantage of our extensive range of fully-guaranteed Service Exchange units. These are available from all Shelvoke Dempster Aftersales depots, and will definitely put your vehicle back on the road with the minimum of delay.



YOUR LOCAL AFTERSALES DEPOT

Our depot at Exeter, in Devon, is a typical example of Shelvocke Dempster's nationwide service network. It has an ideal location, near the M5 motorway and therefore within easy access, and offers repair facilities for all types of Municipal Vehicles, Front End Loaders and Sweepers.

Fully trained and experienced engineers will undertake any repair, whatever size or complexity, at your depot or ours. Preparation for the all-important MOT test and submission to the test station of your choice is offered, all of which will guarantee total satisfaction.

Our engineers are always prepared to visit your premises to carry out vehicle inspections and to offer advice on preventive maintenance.

A wide range of parts is stocked at Exeter, as is the case with all our other depots, examples being differentials, gearboxes, brake parts, chassis body and cab parts and hydraulic components including hose-making facilities.

We process orders for spare parts quickly, and ensure a speedy delivery by means of our own delivery vans, British Rail or specialist overnight delivery firms.

Above all, our parts and service operation is friendly as well as extremely efficient. Why not give us a call?

Aftersales Depots Network



The Central Parts operation at Letchworth is the heart of our product support.

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We reserve the right to change specifications without prior notice.



AFTERSALES DEPOTS

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- Shelvocke Dempster Limited
Station Lane, Chester-Le-Street, BIRTLEY DH3 1DQ
Tel No: 091-410 5902/3 Fax No: 091-410 9013
- Shelvocke Dempster Limited
6 & 7 Endeavour Way, Beddington Farm Road, CROYDON, Surrey
Tel No: 01-684 3945/3713 Fax No: 01-689 2217
- Shelvocke Dempster Limited
Sowton Industrial Estate, Falcon Road, EXETER EX2 1LL
Tel No: 0392 35029/35012 Fax No: 0392 410039
- Shelvocke Dempster Limited
St. Andrews Ind. Estate, Pollockshaw Road, GLASGOW, Scotland
Tel No: 041-429 6550/6558 Fax No: 041-429 4439
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