

About Out Service & Maintenance

Pre-hire checks



All plant is checked, prior to every hire, to ensure that it is clean, serviced, tested and safe for use. A written record is maintained for the life of the equipment.



Every customer's order is checked to ensure completeness and compatibility of all equipment and accessories supplied.



A copy of the signed on-hire advice is posted to your head office in confirmation of all on-hires.

Delivery / Uplift



We operate a modern fleet of delivery vehicles equipped with specialized handling equipment including HIAB, PALFINDER, BRIMEC and also semi-low loading and 40' platform trailers.

Onsite maintenance



Our engineers check major items of plant on a regular basis whilst they are on site. When a service becomes due, an appointment is arranged to carry out the work at a mutually convenient time.



Large items of plant are tagged with service hours so that operators can advise us when a service is due.

Breakdowns



Our office is open 8:00 – 5:00pm Mon – Fri & 8:00 – 12:00pm sat to accept your calls. A 24 hour call out service is available if required.



We aim to have an engineer on site within two hours of your call and a maximum response time of 4 hours.



If the machine cannot be repaired a replacement will normally be supplied the next day.

Off hire checks



Our driver will provide a receipt for all plant uplifted.



Our driver will inspect plant on site prior to uplift but a full inspection and check-over is not possible until plant is received in our workshops.



Your office will be notified by phone and letter of any damage or shortage, which may require extra charges to rectify.

Health & Safety



All plant is checked for safety & performance prior to each hire and safety is the paramount consideration of all our staff.



Independent Engineering Surveyors are contracted by us to ensure that the highest standard of safety and compliance with all statutory regulations.



Test Certificates, Certificate of Conformity, records of inspection are available if required.