



T C HARRISON JCB

WINTER 2011

BACKCHAT



550-80

Our latest Loadall,
the impressive 550-80 with an
8.1m lift height and 5 tonne lift capacity

TC HARRISON JCB
A deal too good to miss!



BYR BYR BYR
WARRANTY SERVICE BY PROLOGUE

JCB Specification:
 JCB 527ps Turbo
 JCB 444 Engine
 Powershift Transmission
 JCB Torque Lock

Limited Slip Diff
 3/4" HPV
 Shovel Toe Plate
 Reverse Alarm
 Street Pads
 Boom Dampening
 Elec. Refuelling pump
 JCB Front/Rear Axles

CALL TODAY: 0114 232 9830
T C Harrison JCB, your local dealership

TC HARRISON JCB
THE MINI & MUDI JCB SPECIALIST



We will donate £50 towards...

0% finance available*
on selected models

For every mini/midi you buy from TCH-JCB we will donate £50 to The Royal British Legion to support our Armed Forces!

T C Harrison JCB, your local dealership

YOU CARE... WE CARE...

JCB WINTER CARE SPECIAL OFFER*

£149.00

- In-depth inspection, providing a detailed report of the machine. Inspection to be performed by a qualified JCB service engineer and to include the following:
 - Engine, hydraulic & suspension level
 - Battery electrolyte level
 - Battery test lead
 - Motor oil change
 - Interior & exterior lights
- Lap belt security & operation
- Internal & external mirror conditions
- Windscreen wiper level
- Tyre wear condition
- Cab heater controls & function
- Fuel tank level
- Control & performance checks
- Visual bodyside check & any other health & safety related issues

*FREE (being) accessories provided with each inspection B.E.P. £149 + vat

Dedicated to the best back up in the business...
0845 330 3021

- DERBY DEPOT REFURBISHMENT
- GOING DIGITAL IN SERVICE
- FUTURE LIFEBLOOD – APPRENTICESHIP SCHEME





WELCOME

I have great pleasure wishing all our customers a very Happy Christmas and New Year and our thanks to you all for your support during the last year.

We're looking forward to the coming year and, as you will see from this issue of TCH BackChat, we are making several improvements to our premises to ensure that our level of service to you keeps on getting even better.

We're delighted to announce that we've recently sent off the amazing sum of £1245.47 to Help for Heroes – just one of the charities we've supported this year. We managed to raise this fabulous sum simply by getting people to throw loose change in to our collection buckets at the shows we attended this year. It gives us great pleasure to know that this money will be used to support our brave troops.

Robert Wilson
Joint Group Managing Director

APPRENTICE SCHEME IS THE FUTURE LIFEblood OF THE BUSINESS

TCH JCB has long seen the value in apprentice schemes – we ingrain our customer service principles into our apprentices from day 1 to ensure that they have the TCH JCB standard of customer focus. We currently have 7 apprentices in the business out of a total of 100 employees; 3 in the service department and 4 in parts.

Each apprenticeship lasts for 3 years. During this time they attend the renowned Reaseheath College in Cheshire in blocks and they are also mentored by our long standing service

engineers who they assist on callouts. This is a fantastic blend of theory and practical hands-on experience.

We invest about £100,000 per year in this type of training, but it is of utmost benefit to our business. Following the training we very often employ the apprentices within the business – we currently have 14 staff who started this way. They are now long serving and experienced engineers, sales staff, managers and senior managers!



Jacob Thompson is in his final year of his Service Engineer Apprenticeship



Welcome to Will Stokes who has just started year 1



Welcome to Bradley Richardson who has also just started year 1

GOING DIGITAL IN SERVICE

TCH service departments will soon be using the latest in digital technology for all paperwork relating to a service repair. Using PDA devices engineers will be able to capture accurate data for travelling times, distances travelled, photographs, warranty data and customer signatures. One device, no paper! Included in the system is a visual health check, so we can provide customers with information relevant to their machine and the system links straight into the back office where we can see all data and job status in real time allowing us to update customers immediately. We're investing to ensure your service experience is second to none.

YOUR SATISFACTION IS OUR PRIORITY

The JCB customer satisfaction survey, an important tool for us to measure our performance, has been outsourced to independent organisation, Aura, to ensure unbiased results. The company conducts interviews with samples of customers to obtain an overall JCB Experience rating score out of 10. A full report is sent to us detailing every

aspect of the company's experience of dealing with us from sales to service support. Our own Direct Marketing lady, Andrea Darby, is also responsible for calling all TCH JCB customers to monitor our service and all feedback is passed to the relevant department for action.

PEOPLE ARE THE LIFEblood OF THIS BUSINESS

In sales.....

We are incredibly lucky here at TCH JCB that we can recruit and retain the best possible people in the business. Take long-serving salesman, David Heighington. He's been with us for a staggering 40 years this December. Here's a potted overview of his career to date:

- Dec 1971** Joined TCH JCB from school at Shepcote Lane Sheffield as trainee to Harold Taylor
- 1973** Started on the road covering Derbyshire / Notts selling JCB / Thwaites Dumpers
- 1974** Worked from TCH JCB Morley following the takeover of Tate JCB
- 1978** Sales Manager TCH (Tractors) Shepcote Lane, Sheffield
- 1979** Moved to TCH JCB's new depot at Alfreton
- 1979** Worked from Alfreton and Ossett depots
- 2005** Moved into new depot, Chapelton, covering sales of various JCB machines
- 2008 to present** Covers export sales

David has no plans for retirement. 'Why would I leave' he said. 'I keep getting new opportunities here and I've loved every minute of my time so far'.



and in service.....

Service Engineer, John Bonarius, has completed 36 years service for us; starting as an apprentice.

- 1973** Joined Tate JCB at Bowburn Industrial Estate
- 1975** TCH JCB took over the franchise and moved to Sedgfield
- 1977** Completion of apprenticeship with City and Guilds qualification from Gateshead Technical College
- 2003** JCB Engineer of the Month
- 2005** JCB Engineer of the Month
- 2006** Runner up – JCB Engineer of The Year

In 1999/2000 John spent 21 months working underground, on contract for TCH JCB, at Boulby Potash Mine in North Yorks keeping all types of mobile plant up and running. At the end of his stint at the mine the employees from the workshops presented him with an engraved miner's lamp; a proud moment.

John has also trained up many apprentices during his time here, many of whom are still at the company including Malcolm Ward, Tim Wilson, James Taylor, Robin Kemp and Dan Newcomb.

Like David in Sales, John is not planning to leave anytime soon. 'I don't consider TCH an occupation, it's part of me and my family – it's in the blood, you might say. I wouldn't have missed this ride for anything'.

Nor would we John!



550-80 LAUNCH

– BIGGEST TELEHANDLER TO DATE

We are delighted to introduce JCB's largest telescopic handler to date; the new 550-80 Loadall. This 8.1 metre lift height, 5.0 tonne maximum lift capacity machine has been developed in direct response to customer demand for a machine with even greater lift performance at reach.

A specialist Wastemaster version, the 550- 80WM, was launched at the RWM show in September prior to the construction and agricultural models. The machine was designed to provide a solution for bulk handling operations in heavier duty waste applications such as metals recycling and has built-in specifications that are unique to machines



working in the waste and recycling environment. The waste specific boom has been constructed using a greater thickness of metal, the axles are heavier duty and the Z-bar linkage provides a breakout force of 6.5 tonnes.

The aircon system and dust filtration has been designed to meet the needs of recycling operations whilst a wide core radiator, reverse flow fan and exhaust purification system have been designed in to the waste spec to match the needs of the working environment. ■

Engine options include a 130 or a 145 Hp diesel engine – depending on the varying power requirements of the sector, whilst a high dump angle of 46° and 36° rollback angle will suit the machines primary applications using a bucket and grapple.



TC HARRISON JCB

A deal too good to miss!



A life time of efficiency...

3 YR
WARRANTY

3 YR
SERVICE

3 YR
0% FINANCE

JCB Specification:

3CX 92hp Turbo
JCB 444 Engine
Powershift Transmission
JCB Torque Lock

Limited Slip Diff
3/4" HPW
Shovel Toe Plate
Reverse Alarm

Street Pads
Boom Dampening
Elec Refuelling pump
JCB Front/Rear Axles

CALL TODAY: 0114 232 9830

T C Harrison JCB, your local dealership



Head Office: 8 Brookdale Court, Chapelton, Sheffield, S35 2PT
Chapelton 0114 2329800 Sedgefield 01740 625100 Lincoln 01522 887000 Derby 01332 633722 Garforth 01132 873850

Terms & conditions apply, valid on stock 3CX TPS (YOM 2011) machines only whilst stock last. TC Harrison JCB reserve the right to withdraw this offer without notice. Offer valid until 31/12/2011



JCB Powermaster
premium high
power batteries

A JCB Battery is available for every JCB machine, please check the specification of your existing battery before purchasing from your local JCB dealer.



JCB Service, World First Centre, Phoenix Road, Broomfield, Lutterham, ST14 5PH
www.jcb.com

BATTERY

for the new JCB Backhoe



Ask for full details of the new battery which can be fitted to the new JCB Backhoe.

Giving you greater working power.

TC HARRISON JCB

THE MINI & MIDI JCB SPECIALIST



We will donate £50 towards...

0% finance available* on selected models

For every mini/midi you buy from TCH JCB
we will donate £50 to The Royal British
Legion to support our Armed Forces!



T C Harrison JCB, your local dealership

Depots at: Chapeltown 0114 2329800 Sedgfield 01740 625100 Lincoln 01522 887000 Derby 01332 633722 Garforth 01132 873850
Head Office: 8 Brookdale Court, Chapeltown, Sheffield, S35 2PT



*JCB Finance Ltd is our preferred supplier of finance facilities. The 0% Flat per Annum over 2 years (monthly payments 0+24) and the 1.25% Flat p.a. over 3 years (monthly payments 0+36) offers are restricted to business users in mainland Great Britain, subject to acceptance by JCB Finance Ltd. The offer is available on new orders of new selected JCB Mini and Midi Excavators from T C Harrison JCB, ordered by 31/12/2011. A deposit and the full VAT amount or VAT difference is payable at the time of signing the Hire Purchase agreement. Terms & conditions apply – contact your local dealer for full details.



T C HARRISON JCB

A Product of Hard Work



YOU CARE... WE CARE...



JCB WINTER CARE

SPECIAL OFFER* £149.00



In-depth inspection, providing a detailed report of the machine. Inspection to be performed by a trained JCB service engineer and to include the following checks:

- Engine, hydraulic & transmission level
- Battery electrolyte level
- Battery terminal & cable condition
- Battery load test
- Alternator voltage
- Interior & Exterior lights

- Lap belt security & operation
- Internal & external mirror conditions
- Windscreen washer level
- Wiper blade condition
- Cab heater controls & function
- Functional test
- Coolant & antifreeze levels
- Visual bodywork check & any other health & safety related faults

FREE lifting examination provided with each inspection R.R.P £140 + vat

Dedicated to the best back up in the business...



0845 330 3021



*Terms & Conditions apply, inclusive of travelling within 25 mile radius of nearest depot. Offer excludes VAT, T C Harrison JCB reserve the right to withdraw this offer without further notice. This offer is not applicable to emergency breakdowns or outside normal working hours.

our depots

T C HARRISON JCB

Unit 5, Lotherton Way, Garforth
Leeds, West Yorkshire, LS25 2JY
Tel 0845 3373144
Fax 0845 3373244

T C HARRISON JCB

Sedgefield Industrial Estate
Salters Lane, Sedgefield, Cleveland
TS21 3EE
Tel 01740 625100
Fax 01740 625103

T C HARRISON JCB

West Meadows Industrial Estate
Chequers Road, Derby
DE21 6EN
Tel 01332 633722
Fax 01332 633755 - 633739

T C HARRISON JCB

Whisby Way, Whisby Road
Lincoln, LN6 3LQ
Tel 01522 887000
Fax 01522 887003



**Don't forget to follow us on
facebook and twitter where
we regularly post the most
up-to-date information on
TCH JCB.**



OUR COMMITMENT TO THE BEST CUSTOMER SERVICE

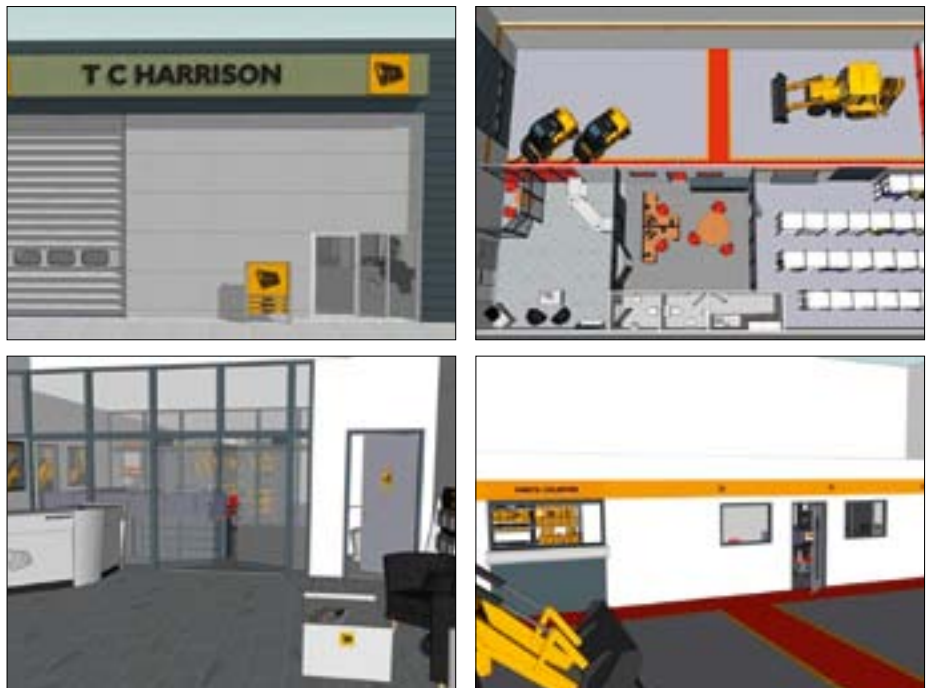
Our depots are an extremely important element in our customer care offer and we are always looking to improve.

We have recently re-organised our Derby depot at Chequers Road to improve our facilities. A new entrance, a better parking area and a new, upgraded and more spacious reception area has improved our 'front of house'. Behind the scenes

we have 2 new workshop bays which incorporate more parts racking for improved stock holding – all designed to ensure we have what you need at our finger tips.



In the New Year we will be relocating from our Gaforth depot into a bigger, better unit in Birstall, Leeds. We will be revamping the facility to include well equipped workshops, larger parts stocks and designated customer areas. Here are some artists impressions of our new facilities. We look forward to showing pictures of the actual building in the next edition of TCH Backchat.



Head Office:

T C HARRISON JCB, 8 Brookdale Court, Chapelton, Sheffield, S35 2PT
Tel 0114 232 9800 Fax 0114 232 9801

Find the very latest information on the JCB product range at: www.tchjcb.co.uk

