



teletruk**action**

News and comments about the growing world of Teletruk direct to your email in-box.

Customers pay more for reach and 4x4.



Because it's worth it

Question. What does a fish factory, a gold mine, a fencing manufacturer and a utilities supplier all have in common?

Answer. They all load and unload trucks from one side with four-wheel - drive Teletruks.

All have invested more for JCB Teletruks instead of low-cost 'Me Too' run-of-the-mill

masted forklifts. Their common linked experience is that telescopic reach plus go-further 4x4 is worth the extra Dollars, Euros, Pounds Sterling or whatever currency you have in your country.

So ask yourself; do you go along with a sales prospect's first demand for a low price and sell him something that you know is a compromise just to get a deal?

Are you sure it won't bite back later?

Or are you up to the challenge to convince him that more of his money is best in your dealership's bank account so a 4x4 Teletruk can improve his yard?

The fish factory is in Scotland, has three 4x4s, and has just begun its replacement cycle with a new 30D last month.

The timber fencing manufacturer is three hours away, is also located by the side of a sea loch in the Western Highlands, and is a newcomer

on its first Teletruk.

The utilities supplier is in Surrey, in the South of England, and is into its second replacement fleet of three Teletruks.

The gold mine is in Finland and is on its first 35D.

Not only have none of these customers ever met each other, none has even heard of one another. Indeed why would they?

Continued on page 2

Lighthouse Caledonia
salmon production.
Loch Fyne, Scotland.
3 x 30D 4x4.



Are you making enough of our two 4x4s, the 30D and the 35D?



Woodworkz fencing manufacturer 30D 4x4.



35D 4x4 at gold mine in Finland

Continued from page 1

Yet each sees sense in paying more for a JCB Teletruk. Each is enthusiastic about the benefits gained.

One striking variable is the size of company. The fish factory is a leader in its field employing 150.

The utilities supplier is an energetic operation with three depots. The gold mine employs 200.

But the timber fencing manufacturer stands out as a very small operation with only one part-timer to both drive the Teletruk and feed

the log cutting mill for a few hours as required when an order comes in.

This astonishing variety in end-user profile, with each finding common benefits from 4x4 and forwards reach, proves beyond question that the weak squeak “the customer can’t afford it, the

factory price is too high” says more about the salesman than it does about the sales prospect.

Each of these four customer examples is covered in following pages.



Teletruk unloads 19 tonnes of salmon in only 11 minutes

Single side unloading has become the essential way of working for independent Scottish Salmon processors Lighthouse Caledonia.

Five to six lorries a day bring produce in from some 32 salmon farms located along the sea lochs of Scotland's Western Highlands, and up as far north as Stornoway. The company's central processing and packing facility is by the head of Loch Fyne.

Each lorry bed is unloaded by a single new TLT 30D 4x4 working from the side nearest the processing plant. Meanwhile a second identical Teletruk loads each 700 kg tub into a tippler outside the plant's process hall. Both Teletruk's then work as a team to load out empty tubs three-high.

The plant is committed to the Teletruk way of working. When the new TLT began service in

April it replaced the plant's original 6 year old 30D 4x4.

Plant Manager Ernie McPherson: "We like our Teletruk's so much that when the new one arrived we didn't trade in the old one. We've handed it over to Site Engineering and Maintenance for work around the plant, so it is always on stand-by if needed."

"We looked long and hard for a

machine to do what we want but nothing seemed right. Even today there is nothing else like a Teletruk. It's small and compact but most of all it's the reach. The reach is what's so handy for us."

Ernie added: "The Teletruk is excellent for our job, it's the best." Each tub of salmon weighs in at around 700 kg. The tubs are transported two-up, and also unloaded two at a time. So an average pick is 1400 kg.

TLT “not the cheapest, but the best” – gold mine’s purchasing manager



Kittilä, Finland, has one of Europe’s largest gold mines. And the gold mine has JCB’s highest capacity Teletruk, the 35D 4x4.

Efficient transport of materials is essential; the mining & refining process passes 3000 tonnes of ore per day by the Agnico-Eagle corporation. Production started with an open pit mine in 2008, now expanded to underground. The mine employs 200.

Purchasing manager Mika Asikainen chose the 35D for first phase, the construction site’s materials handling operations.

He foresaw that later the Teletruk could move to other parts of the

process - such as moving chemicals and spare parts, and all throughout the Finnish winter.

He said: “ Our JCB 35D is the optimal size for our needs, and with four-wheel-drive it can handle indoor and outdoor conditions. The machine was not the cheapest, but it was clearly the best for our needs.”

“We can work on poor terrain without getting stuck, and it’s very agile”

Operator Jani Kögäs: “The Teletruk has great lifting capacity and the reach makes it very versatile. We unload containers, and also trucks from one side. The four-wheel drive is a real advantage. We can work on poor terrain without getting stuck, and it’s very agile.”



Agnico-Eagle is a Canadian-based gold producer with mines and exploration properties in Canada, Finland, Mexico and the U.S.

Small timber mill chooses new 30D 4x4



It is very tempting indeed to see a small yard, think “too small” and drive on by. Beware of making this assumption.

Almost hidden behind a car repair business by the side of Loch Carron in the Scottish Highlands is a typical small industrial estate. Parcels of land sectioned by galvanised steel fencing each contain a small business. For miles around there's little but stunning scenery and managed forests, and together these two support a fragile economy in very different ways.

This is the sort of place you might expect to sell a secondhand forklift, not a new 4x4 30D. But as Ken Campbell of Scot JCB can prove, you'd be wrong.

In fact the little timber mill Woodworkz is delighted with its Teletruk.

David Rose of Woodworkz says: "it is a very useful tool for what we do. The reach is perfect for loading logs onto the mill, stacking palletised timber in the yard, and loading lorry trailers from one side when they come in.

Previously we only had a trailer mounted Hiab which was awkward to load the mill. The JCB reaches across, tilts down, and places logs perfectly in one go, so it has revolutionised the way we work."



‘I’ll never have another ordinary forklift ever again’ – customer on second 5 year TLT deal

By now the menu of Teletruk benefits is quite well understood. But hearing it direct from the customer rather than the brochure is the true test; it is human nature that peer messages are trusted far more than corporate messages.

So read this from a customer who says he will never go back to a conventional forklift ever again. It reads like our script but isn't. He really did make these comments unprompted.

Eddie Rourke, Group Logistics Manager, Rudridge: “I’ll never have another ordinary counterbalanced truck again ever. Simple as that.

These Teletrukts are twice as fast and with single side loading you save all that space in the yard to get customer vehicles in.”

“Also if you get a 40 foot artic arrive you don’t have to put it in the middle of the yard and block everything else out, We park up at the side of the yard and unload from one side only. The driver doesn’t need to

open both curtains so you save time there too.”

“Also, in the old days if you had a half broken pack of bricks you’d have to stop and shift them by hand. Now with the Teletruk you can boom over the problem. You save so much time – really I’ll never go back to old forklifts.”

50 plastic sewer pipe. There are also potentially awkward lifts to be done such as 1800mm diameter / 500mm deep spun concrete storm water pipe sections known as perforated chamber rings (see photograph next page).

There are two specialist forklift attachments; a top clamp for palletised blocks and

The three TLTs are on a recently renewed five-year contract lease from Greenshields JCB, whose Farnham HQ is only minutes away for support and service. So, a good example of 10 years worth of assured captive income for the dealership.

Time and space saving is a major Teletruk benefit in this yard because it is possible for up to five delivery lorries to require loading at any one time.

When the yard is empty it doesn’t seem to make sense to have all three Teletrukts standing. But this is illusory. The place comes alive without warning when lorries arrive virtually at the same time.

At loading peaks any available free space shrinks away in minutes and the Teletrukts go into action as a team to get each customer served speedily.

The preferred method of single side loading is to park the lorries five metres apart, one side each against a stock aisle, and then work the free loading space between them. The forwards reach of the Teletrukts is a simple solution to place the 1800mm diameter chamber rings on a lorry quickly, rather than sling from any truck-mounted crane.

a clamp with variable grips for the perforated chamber rings. These large diameter sections typically weigh 865 kg. The biggest chamber ring is 2100mm diameter. This clamp works particularly well with the Teletruk design because the pipe section can be easily transported underneath the extended boom, not possible with conventional masted forklifts of course.

Rudridge Ltd are major distributors of groundwork and civil engineering materials. Headquarters and main depot is in Farnham where three 30D 4x4 service yard stock and load orders onto delivery trucks.

This is a big and well organised yard, stocking everything from bagged aggregates, various block packs, and 6m length bundles of



Eddie Rourke, Group Logistics Manager, Rudridge (left) with Laurence Bond of Greenshields JCB



Rudridge: “Teletruks are twice as fast. With single side loading you save space in the yard to get customer vehicles in.”



TUV Approval makes TLTs road legal in Germany



Teletruks now have TUV Certification, which means they can be supplied as 'Road Legal' for Germany.

The first Teletruk supplied with conformity to German TUV is a TLT 35D 4x4. It is now at work in and around the harbour of Lubeck, northern Germany, loading ships and lorries. Dealer Norbert Graff supplied it with forks and shovel.

TUV Certification is required because it shares the port road system with other vehicles.

Have you ever looked into the legal requirements for forklifts and road use in your country?

Do you know how to get approval should the need arise?

German TUV Regulations are generally accepted as the 'gold standard' in some other countries too because of the strictness of German approval

procedures. For this case, approval required the physical inspection of Teletruks at our Cheadle factory by a visiting authorised engineer direct from TUV.

This is not unusual; there are a high number of other JCB machines which require TUV approvals and therefore the authorised engineer is frequently at one or other JCB factories.

Does this mean that all Teletruks now comply automatically?

Actually – no. It simply means that TUV have clarified and certificated their requirements. An application to the local highways licensing authority must be made for each individual machine.

This is sometimes known as SVA, meaning Single Vehicle Approval.

Eight requirements for compliance

In the case of Teletruk the following eight requirements had to be met as follows:-

- Road light kit to German highway regulations
- In-cab sun visor fitted
- Fork tip guards
- Three 20 kph maximum speed labels; one on each side, and one on the counterweight
- A leading edge guard for the Bagezee shovel. A leading edge guard is normally required because the leading edge of an excavator shovel will normally have teeth fitted. In the case of Bagezee teeth are never fitted, but nevertheless this requirement had to be met
- Wheel chocks mounted on the counterweight
- A cover plate for the boom control levers to ensure none may be accidentally operated during road travel
- German data plate



New integrated Air-Con is best we've ever fitted



This new air-con unit is an instant hit. It has only just been released as a Sales Special yet already twelve Teletruk's have been ordered for Australia, Norway and the UK.

It is a fully integrated part of the cab, not an aftermarket fit. The JCB Industrial engineering team has worked closely with air-con specialists K L Automotive in the development. It has been fully tested in a 'Hot Cell' at K L Automotive.

With a 46 degree ambient temperature outside it successfully brought the cab interior down to 27 degrees Centigrade within the required time of 60 minutes.

The condenser is sited within a protective frame on the counterweight. All controls are mounted inside the cab. The front vent has been re-positioned to blow onto the front screen. It acts as an efficient demister. Also the 'face' vent can now be angled towards the right hand glazing. This is an immediate benefit. There is an extra face-level vent too.



Norway dealers Rosendal have found this new installation good for both summer and winter use and have just ordered two more TLT 35D 4x4. In the summer the air con unit provides air conditioning as it should, but turning the temperature control to maximum allows it to work perfectly as a heater for use in the winter.

Teletruk Product Specialist Rick Kavanagh: "Everyone agrees this is the best air con we have ever fitted. It's really very good indeed."