



After Sales Care

Please Contact:

Tel: +44 (0)1383 823625

email: serviceinfo@hillendeng.com

- Quality
- Reliability
- Durability
- After Sales Care

Commitment to a Shared Success

Farid Hillend understand that excellent customer service and creating value is a key aspect in earning and retaining customer loyalty. With this in mind we are committed to a philosophy of continuous improvement, which is driven by listening and responding to customers' needs. This is our commitment to building our future and setting the standard for aftercare professionalism, expertise and customer satisfaction in the waste handling industry today.

Our prime goal is to provide "best in class" warranty and after sales care for all our clients.

We offer a range of services to support your vehicle throughout its entire life cycle. What's more we extend our service not just to our own products but also to other manufacturers products too. No matter what type of refuse or recycling vehicle you are operating we will be pleased to offer our services.

Services include:

- Service and Inspection (inclusive of Service Level Agreements)
- Repair and Maintenance (inclusive of Service Level Agreements)
- Workshop repair facilities
- Refurbishments
- LOLER testing
- Extended Warranty
- Training
- Comprehensive spares supply

At Farid Hillend we are keen to ensure that we provide service standards at the highest level. In order to continue to provide the highest standard of support expected by our customers we would be delighted to receive your feedback at: serviceinfo@hillendeng.com





After Sales Care

Key features of our after sales service, for both our own and selected other manufacturers products, include:

Parts Sales

Although we don't expect mechanical breakdown of our vehicles when operated in accordance with our operating and maintenance instruction booklets we do carry spare parts for those unexpected occasions. Parts such as (list is indicative and not exhaustive):

- Main Components
- Hydraulic Cylinders
- Light fittings/clusters
- Electrical components
- Protective covers
- Hydraulic Valves
- PTOs
- PLCs
- Side underrun guards

We aim to provide spare parts for:

- Customers who have purchased Farid Hillend vehicles directly from us.
- Customers who have purchased vehicles second hand.
- Customers who have purchased vehicles from other manufacturers.

To assist in identifying the right part for the job we offer an identification service via **telephone: 01383 823625** or **email: serviceinfo@hillendeng.com**. Once we have identified your part and it is in stock we endeavour to get it to you within 24hrs (Monday to Friday).

Parts are available for sale from our service engineers or our main depot. Our authorised service depots located strategically around the country also carry a small selection of spare parts.

Field Service Facilities

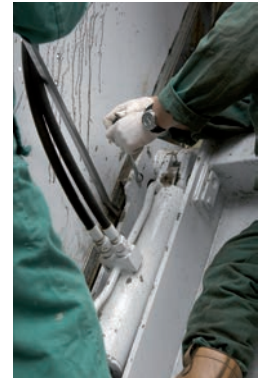
We recognise that 'downtime' for your vehicle causes numerous difficulties - our aim is to minimise that difficulty. We offer a 'no frills', fixed price service for those simple jobs as well as a more sophisticated service tailored to need.

If you need onsite assistance we operate a comprehensive mobile service facility using our own dedicated service engineers. Their expertise comes direct to you; each engineer operates from a fully equipped service van. Regular training ensures that their specialist knowledge is always up to date.

Our engineers are strategically located throughout the UK.

Mobile Service Engineers – summary:

- Experienced vehicle technicians/engineers
- Fully trained on all Farid Hillend products
- Service vehicles fully stocked with required tooling, parts and equipment
- Fully supported by the latest technology
- Fully supported by our manufacturing plant engineers and production departments
- 24 hour service



Dedicated Workshop Facilities

Farid Hillend After Sales operate fully equipped service depots across the UK and Ireland. From a simple service & inspection to a full refurbishment - there is a depot nearby. These facilities can draw on over four decades worth of engineering and manufacturing experience.

Our workshop facilities welcome all makes of refuse and recycling vehicles. Speed and efficiency is key to our mission - we know that time is money when your vehicle is off the road. Regular training and the latest technology ensure efficient and timely service & repairs. All our work is fully supported by our production and engineering teams. This means you have the assurance you would expect from an established, respected worldwide company.

Workshop Facilities – summary:

- Experience vehicle technicians/engineers
- Fully trained on all Farid Hillend products
- Workshops fully stocked with required tooling, parts and equipment
- Equipped with heavy lifting gear
- Fully supported by the latest technology
- Fully supported by our manufacturing plant engineers and production departments
- Equipped to handle all refuse and recycling vehicles – small to large

Behind the Scenes

In support of out field service operations we have specialist staff, sophisticated technology and integrated systems located at our manufacturing plants and service depots that are able to provide immediate knowledge and assistance to our field service engineers should the need arise.

With over four decades of engineering and manufacturing knowledge at our disposal we are committed to continuing to provide our customers with proven, robust and well built products that are supported by a most comprehensive after care policy. And, what is more, we will do all we can to assist in the care and service of other makes of refuse and recycling vehicles where our customers request or need our assistance.



Pics: Refurbished Customer RCVs carried out at Arundel (top) and Hillend (bottom)

Should you require After Sales Care or you would like to know more about the services offered please contact:

Tel: +44 (0)1383 823625

Email: serviceinfo@hillendeng.com



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After Sales Care

Farid Hillend Engineering Service Centres

Call For Parts or Service Assistance: **01383 823625**



● Farid Hillend Engineering Service Workshops

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