



# AFTER SALES CARE MAINTENANCE SUPPORT

## SUPPORT FOR YOUR VEHICLE THROUGHOUT ITS LIFECYCLE

High quality products with added value through excellent customer service is key to earning and retaining long-term customer relationships. At Hillend Engineering, our commitment doesn't end when we deliver your vehicles, as our experienced, knowledgeable After Sales teams will work closely with you to provide all the support your vehicles require.



**HILLEND  
ENGINEERING**  
FARID | ZOELLER GROUP



## AFTER SALES CARE

Hillend Engineering have fully equipped service depots and workshops across the UK and Ireland, Mobile Engineers responding to time-critical calls and a support team available when you need them.

- ▶ Service and inspection
- ▶ Repair and maintenance
- ▶ Workshop repair facilities
- ▶ Refurbishments
- ▶ LOLER testing
- ▶ Extended Warranty
- ▶ Training
- ▶ Comprehensive spares



## CUSTOMER CARE

Vehicle downtime is costly and results in logistical challenges for our customers, that is why we provide same day response to VOR breakdowns and get your vehicle back in operation as quickly as possible.

Our knowledgeable UK Customer Services team are at hand to help you in the event of a problem with any product.

All Engineer actions are logged in real-time and monitored via our vehicle tracking system, to give an accurate estimated time of arrival for field-based service requests.

## DEDICATED WORKSHOP FACILITIES

Our service depots operate to provide you with the support you need, from a scheduled service and inspection to a full vehicle refurbishment.

What's more, we extend our services to products from other manufacturers too. No matter what type of refuse or recycling vehicle you operate, we will be pleased to support you.



## SKILLED TECHNICIANS

Regular training and the latest technology ensure efficient and timely service and repairs. All our work is fully supported by our production and engineering teams, so you have the assurance you would expect from an established, respected worldwide company. Facilities include:

- ▶ Experienced, fully trained vehicle technicians
- ▶ Stocked with tooling parts and equipment
- ▶ Equipped with heavy lifting gear
- ▶ Supported by the latest technology

With four decades of engineering and manufacturing knowledge, we're committed to providing customers with robust, well-built products, supported by a comprehensive After Care policy.



## PARTS SALES

Our Mobile Engineers and Maintenance Depots hold an extensive supply of spare parts, including:

- |                             |                        |
|-----------------------------|------------------------|
| ▶ Main components           | ▶ Hydraulic valves     |
| ▶ Hydraulic cylinders       | ▶ PTOs                 |
| ▶ Light fittings / clusters | ▶ PLCs                 |
| ▶ Electric components       | ▶ Side underrun guards |
| ▶ Protective covers         |                        |

We offer an identification service via telephone on: 01383 823 625 or email: [serviceinfo@hillendeng.com](mailto:serviceinfo@hillendeng.com). Once we have identified your part and it's in stock we endeavour to get it to you within 24 hours (Monday to Friday).



## ONGOING SUPPORT

For on-site timely repairs when you need them, our 9 dedicated Mobile Service Engineers, located throughout the UK, operate from fully equipped service vans, supported by the latest technology.

**For After Sales support, or to find out more about our services, contact us on:**

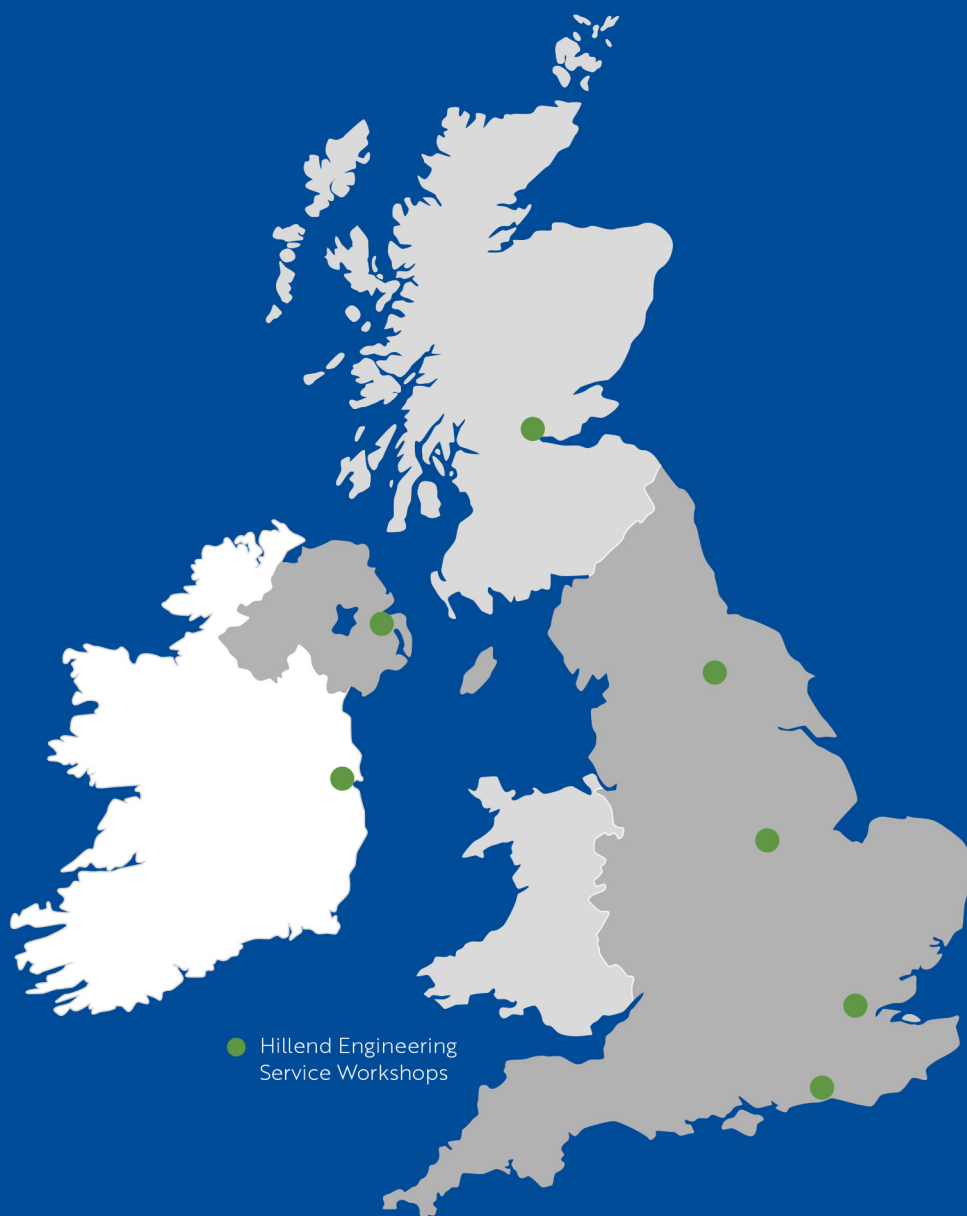
**Telephone: +44 (0) 1383 823 625**  
**Email: [serviceinfo@hillendeng.com](mailto:serviceinfo@hillendeng.com)**



## OUR SERVICE WORKSHOPS

Our network of service depots across the UK and Ireland draw on over four decades of experience in engineering and manufacturing of refuse collection vehicles.

**We are committed to continuous improvement and providing best-in-class expertise and customer care in today's waste handling industry.**



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**Tel: +44 (0) 1383 823 625**

**Email: [serviceinfo@hillendeng.com](mailto:serviceinfo@hillendeng.com)**