

Harsh Limited
The Industrial Estate, Full Sutton, York, YO41 1HS
Tel: 01759 372100 Fax: 01759 371414
email: harsh@harshuk.com

HITS

HARSH IMPROVED TRUCK SUPPORT



service

FULL COMPREHENSIVE NATIONWIDE SUPPORT SYSTEM DESIGNED FOR THE CUSTOMER



FM 13737

HARSH[®]
www.harshuk.com

Registered office as above. Registered in England No. 2168135. VAT Reg. No. 475 4892 00

Introduction

Harsh Ltd prides itself on being an industry leader in the products and the services we offer. We aim to provide products that give the operator added value in payback and profit generation. This core belief is at the very heart of Harsh from its foundation with the World's first stabilised Tipping Gear back in 1987. This unique product concept and design revolutionised the industry and changed the way in which the tipping sector treated safety. From that day forward Harsh has continued from its Yorkshire roots to improve and support the commercial vehicle sector by sourcing and designing industry leading products.

The introduction of the Sheeting System Division in 1996 saw the UK's first ever automated tarpaulin covers fitted on UK road going vehicles. The demount handling equipment introduced in 1999 saw Harsh design in house its own Skip and Hookloaders. Not satisfied with simply importing readymade continental versions, Harsh set about designing our very own demount bodies. With all the benefits needed to operate effectively in the UK. Working with manufacturing partners with a vast amount of experience we tailored the demount designs to UK specifications. This saw the launch of the Harsh T Range of Skiploaders and the Harsh Hooklift models.

This recipe of providing products with added value has underpinned the continued growth of Harsh from a small family company into a worldwide recognised brand in vehicle hydraulics and ancillary equipment. We currently export our products all over the world with notable joint ventures in New Zealand, Australia and South Africa.

It is however our expertise and knowledge of the UK market which has seen us recently launch our new HITS programme; focusing our attention on a more service led business support unit. HITS has grown from its initial inception in providing one large nationwide operator with a tailored service package, into a service package offered with all our products as standard.

What is HITS?

HITS stands for Harsh Improved Truck Support and is a tailor made service led package that helps support working trucks to ensure minimum repair and maintenance costs and ultimately reduce vehicle downtime.

How does HITS work?

Every one of our products is sold with a full Harsh warranty as per our standard terms and conditions of sale. HITS in its basic format is our way of extending full product service support beyond the initial sale. Whether in terms of a quick service response, warranty, parts on the shelf or friendly technical advice HITS has it covered. Simply telephone Harsh on 01759 372100 or Peter Arthur our Service Manager on 07984 412 717 – Available 24/7 HITS will have your queries dealt with quickly and efficiently.

We also go beyond the industry norm and carry out full inspections and reports on everyone one of our Service Jobs to enable you the customer to learn exactly what has happened with your vehicle. This also enables us to build a portfolio on each of your individual trucks, compare data and suggest areas for preventative maintenance checks. Working in a Service partnership with our customers really does provide added value on our products.



How does HITS offer nationwide support?

We have 2 fully stocked Service Vans based at our Full Sutton, York HQ available at a moment's notice to travel anywhere in the UK. Fully stocked with mobile equipment to carry out onsite repairs our service engineers are trained to get you moving again as fast as possible.

Requiring a faster response, we also have 1 small minivan for an even quicker service; often available as a gesture for courtesy hire if your truck requires back to factory support. This takes the logistical nightmare of a breakdown out of your hands immediately, whilst we deal with your repair quickly and efficiently.



We also have our very own Harsh tractor unit, which enables us to collect and deliver trailers. A further example of our investment in HITS and the importance we place on our Service Support.

Do you have a Service Engineer in my local Area?

Yes. We have a complete nationwide network of Dealers / Service engineers all fully trained and most complete with a range of stocked parts to keep you moving. Please see our Dealer List attached to this document for further details on your nearest engineer.

Ring Harsh on 01759 372100 or Phil Bovingdon our Service Manager on 07984 412789 and we will arrange for your nearest agent to be ready awaiting your arrival.

Do you have Parts off the Shelf?

HITS offers a complete range of spare parts available off the self-next day to anywhere in the UK. With over 35,000 vehicles equipped with Harsh equipment we send out on average 15 spare part items per day across our product ranges to help support Harsh products in the field. Using a guaranteed before Noon carrier we aim to have your parts packed and packaged inside an hour of your order. Delivered to you the next working day or Saturday AM if required.



Telephone our Spares Department on 01759 372100 for friendly helpful advice with product documentation and schematics to aid identification.

Do you offer Extended Terms or R&M Packages?

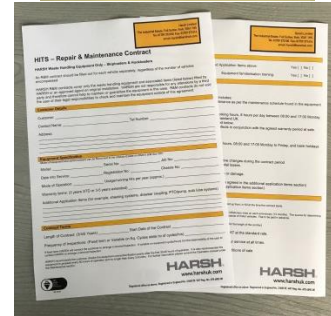
HITS can be if required further encompassing and include extended warranty options, full periodic service reports and onsite maintenance checks as well as fully stocked onsite parts outlets. For further details on these possibilities please speak with your Harsh representative to tailor design a package to suit your needs.

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For example, we have numerous HITS packages which currently involve periodic fleet inspections using a traffic light reporting system for tippers or routine maintenance schedules for waste handling equipment. These reports are then fed back to you the customer and a programme is then agreed to ensure any potential VOR are dealt with prior to it occurring.

A preventative maintenance system that has dramatically reduced downtime and repair costs for numerous customers.

HITS has also been extended recently to cover other manufacturers products where possible to help with one easy point of contact.



Industry Accreditations

Harsh Ltd are ISO9001:2008 compliant credited by the British Standard Institute. Meaning we have full audited systems which give us full traceability and processes in place to ensure full support.

We are active members of the UK CHEM (Container Handling Equipment Manufacturers) committee set up to lobby government with regards to the best practises for the UK waste handling industry.

Harsh are also currently working towards ECWVTA (European Community Whole Vehicle Type Approval) legislation coming into play in October 2014.

After Sales Service & Customer Care – How do we compare?

In an independent survey, Harsh came out top on after sales service and customer care for the hydraulic industry in the UK. With note to our special attention to detail and our personal approach to customers. We are proud of this achievement and endeavour to provide honest, quick and simple answers to any of your questions or needs.

Service Contact Details

Service Manager – Peter Arthur
Harsh Ltd
T. 01759 372 100
M. 07984 412 717
E. peter.arthur@harshuk.com

Spare Parts Department
Harsh Ltd
T. 01759 372100
E. harsh@harshuk.com

Aftersales Administration – Sharon Lazenby
Harsh Ltd
T. 01759 372 100
E. Sharon.lazenby@harshuk.com

Workshop Manager – Phil Bovingdon
Harsh Ltd
T. 017559 372100
M. 07984 412 879
E. phil.bovingdon@harshuk.com

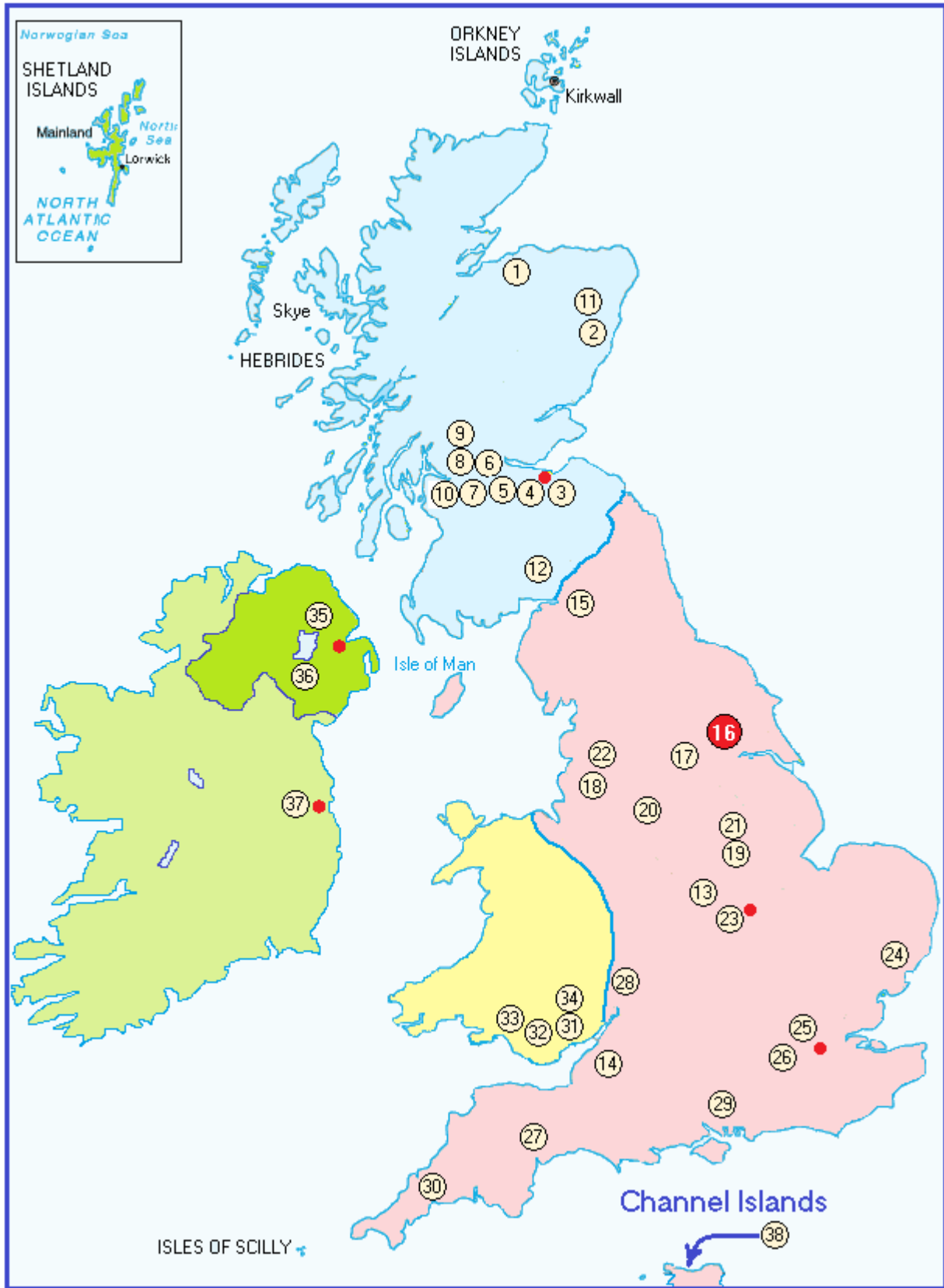


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UK Dealer Network



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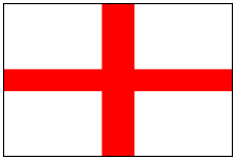
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SCOTLAND

Ref	Company	Location	Contact	Tel	Email
1	James Munro Engineering	Forres	James Munro	01309 672681	finoamunro641@btinternet.com
2	Gordon Nicol	Stonehaven	Gordon Nicol	07976 829874	gordienicol@live.com
3	Bulkweld Limited	Broxburn	Eddy Mollon	01506 811 453	eddy@bulkweld.com
4	Alex Inglis Scotland Ltd	Bellshill	David Smith	01698 823 213	David@alexinglis.co.uk
5	Outreach Ltd	Falkirk	Colin Mansen	01324 889000	cmansen@outreachltd.com
6	P M H Coachbuilders Ltd	Bonnybridge	Peter Hogan	01324 841702	pmhcoach@aol.com
7	Central Commercial Services	Bothwell	Barry Sweeney	07854 782 891	centralcommercialservices@hotmail.co.uk
8	DJS Engineering Ltd	Glasgow	Darren Johnson	07971 055278	djsscotland@me.com
9	J M Services	East Kilbride	Jim Mills	07786 710075	jm.services@live.co.uk
10	Thistle Hydraulics Ltd	Denny	Geoff Howells	01324 821 300	sales@thistlehydraulics.co.uk
11	W J Rattray	Inverurie	Bill Rattery	01467 631 345	wjrattray@hotmail.com
12	Carlton Engineering	Moffat	John Carlton	01683 220582	www.carlton-engineering.com





ENGLAND

Ref	Company	Location	Contact	Tel	Email
13	Chassis Development Services Ltd	Walsall	George Creegan	01922 410 990	george@chassisdevelopmentsservices.co.uk
14	GJC Commercials Ltd	Bristol	Richard	01179 644 411	info@gjccommercials.com
15	S J & K Holliday	Carlisle	Steve Holliday	01228 672 060	
16	Harsh Ltd	York	Peter Arthur	07984 412 717	Peter.arthur@harshuk.com
17	MTMS Ltd	Leeds	Matthew Tate	07714 274 129	
18	Hydraulic Spares Centre	Bolton	Michael Booth	01204 527 594	hydraulicsparescentre@live.com
19	Muldoon Transport Systems Ltd	Swadlincote	Richard Jones	012835 22 956	richardjones@muldoon.com
20	Nixon Vehicle Inspection	Congleton	Mark Nixon	07525 900 979	
21	Swadlincote Aluminium Company Ltd	Swadlincote	Rob Winfield	01283 223 323	
22	Thompson Spares & Service Ltd	Blackburn	Nathan Ewins	07765 863 379	nathanewins@thompsonsuk.com
23	Truckweld	Wisbech	Trevor Howlett	07957 165 337	info@truckweld.co.uk
24	Tip N Lift	Ipswich	Paul Cox	01473 747 222	paul@tipnlift.co.uk
25	KEL Services	Pinner	Paul Kelly	07769 723 045	
26	S&S Hydraulics	Staines	Stacy Burgoyne	07779 235 038	info@sandshydraulics.co.uk
27	Wains Transport	Cullompton	Bruce	01884 266 300	wainstransport@yahoo.co.uk
28	Fleetcare Services Vehicle Engineers Ltd	Ross on Wye	Rob Waters	01989 565 777	
29	H P Hydraulics	Fareham	Nigel Howes	01329 822 277	
30	Highway Commercials	St Austell	Viv Retallick	01726 682 70	highwaycommercialsupplies@hotmail.com



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Wales

Ref	Company	Location	Contact	Tel	Email
31	KCS Transport Ltd	Barry	Ken Sievewright	01446 751 423	
32	Neath Coachbuilders	Neath	Paul Oakley	01639 643 629	paul.oakley@neathcoacbuilders.co.uk
33	Neath Coachbuilders	Swansea	Chris James	01792 781 660	Chris.james@neathcoacbuilders.co.uk
34	Tanner Electrics	Cardiff	Paul / Lee	02920 727 190	



Northern Ireland

Ref	Company	Location	Contact	Tel	Email
35	McErlean Trailers	Toomebridge	Martin McErlean	02879 659 959	mcerleantrailers@hotmail.co.uk
36	Muldoon Transport Systems Ltd	Dungannon	Justin Muldoon	07867 500 089	Justin@muldoon.com



Republic of Ireland

Ref	Company	Location	Contact	Tel	Email
37	Kieran Trehy Hydraulics	Dublin	Kieran Trehy	003531 8 644 915	



Channel Islands

Ref	Company	Location	Contact	Tel	Email
38	Rabeys Garage Ltd	Guernsey	Paul Bourgaise	01481 244 551	paul.bourgaise@rabeys.com



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