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# FINNING GEARS UP

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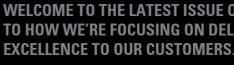
# FOR EVERY PARTS CHALLENGE

When it comes to fast, convenient, easy Cat<sup>®</sup> parts ordering, we've got the solution for you at parts.cat.com

- Maximise uptime: parts.cat.com is the quickest way to get your Cat parts.
- Total convenience: order at a time that suits you, 24/7.
- Check availability: see if parts are in stock and how long it will take to get them.

Together, all of this minimises downtime and maximises machine efficiency. Visit us at www.finning.com/discover\_pcc to find out more.





We've seen a significant shift over the last five years in terms of what our customers value, and whereas once upon a time they were more than happy for us to excel at heroic response and machine breakdown recovery when their assets were in trouble, customers now value more predictability in asset health, greater uptime and consistency in customer service.

This has been a natural fit with Finning's desire in transitioning towards more proactive service delivery, and in recent years we have looked to the likes of the automotive and aerospace industries as examples of how we could best use machine data and telematics to redesign our services portfolio.

#### THIS MEANS THAT TODAY WE NOT ONLY USE THAT DATA TO MONITOR THE HEALTH OF OUR **CUSTOMER ASSETS, PROVIDE PROACTIVE MAINTENANCE AND SUPPORT, BUT LEVERAGE THE INFORMATION TO INCREASE OUR ABILITY TO FIX ASSETS THE FIRST TIME.**

As more assets are connected our ability to understand their location and density across the UK and Ireland, supports us in building optimal engineering capacity and capability designed to best serve our customers. That same data is also being harnessed to spot growing parts consumption trends allowing us to more effectively future date parts inventory levels as we seek to minimise supply chain disruption.

As we're all consumers we all know we aren't short of data, however the intelligent use of it can transform how we operate. Advancements in our remote services capability where we remotely diagnose faults has seen a sharp rise in our first-time fix rates, increasing service engineer efficiency, and subsequently capacity, by circa 8%-10%. To our customers this means we are able to improve our customer care, giving them increased peace of mind, maximised asset uptime, and minimised business disruption.





#### WELCOME TO THE LATEST ISSUE OF IN GEAR, WHICH IS DEDICATED TO HOW WE'RE FOCUSING ON DELIVERING HIGH LEVELS OF SERVICE

We're on a journey to provide optimum value for our customers. We are also seeking to make ourselves a more attractive employer for our current workforce and prospective employees seeking a new career in engineering or beyond. We've recently launched a new flexible working pattern designed to support the needs and wellbeing of our employees whilst increasing the responsiveness to our customers. With that in mind, within this edition you'll find details of our pledge to double our number of mental health first aiders alongside the results of our first-time fix trial and the launch of our CUBIQ Dealer Services digital platform.

CUBIQ Dealer Services puts customer asset management tools in the palm of their hand via their smartphone, and is just one of the ways we're supporting them to optimise the use of their equipment.

We hope you enjoy this latest issue of In Gear and that it gives you a great insight into the journey Finning UK & Ireland is on to keep expanding our service capability.

#### **lain Carpenter Service Operations Director**

## **FINNING SET TO DOUBLE** MENTAL HEALTH SUPPORT FOR WORKERS



To mark this year's Mental Health Awareness Week (May 9th – 15th) Finning has pledged to double the number of mental health first aiders by the end of 2022.

Although there is no mandatory requirement for offering this type of support, Finning already has 28 of its staff registered as mental health first aiders. Each has been trained and certified by Mental Health First Aid England and provide confidential face-to-face or by phone support for colleagues suffering with mental health issues.

By the end of 2022 Finning is planning to put another 30 employees through the programme to increase support levels for everyone across the company, no matter what their role or where in the UK and Ireland they are based. Andy Lockett, Contracts Manager, and the company lead on mental health support for employees, explains:

"We've made sure our mental health first aiders are easily identifiable; we've each got a "Talk to me!" email banner, along with a day-glow orange lanyard. We have several contact posters around each branch and have a mental health page on our internal internet site.

"Our role is to listen to any concerns or anxieties our colleagues have, and signpost them to the most appropriate support organisation. We've also been trained to recognise the signs that someone is going through a mental health issue or struggling, so we can sensitively offer them support and signpost if necessary."

Andy leads a monthly meeting with the mental health first aiders and shares weekly updates in the company's internal newsletter to ensure they're front of mind for anyone who needs help. He continues;

"THERE'S CERTAINLY BEEN AN INCREASE IN THE NUMBER OF PEOPLE GETTING IN TOUCH IN THE LAST **12 TO 18 MONTHS AND THE COMPANY ALLOWS US** THE TIME TO DEAL WITH IT. WHICH ILLUSTRATES THE IMPORTANCE IT HAS AT BOARD LEVEL. I'M TOTALLY COMMITTED TO THIS BECAUSE OF MY PERSONAL EXPERIENCE AND HOW IT HAS HELPED ME. AND MY FAMILY THROUGH AN INCREDIBLY DIFFICULT TIME."

lain Carpenter, Director of Service Operations at Finning, said: "We work extremely hard to ensure we provide a safe and secure environment for all our employees focused on both physical and psychological wellbeing and are committed to do everything we can to help, when they need it most.

"Increasing the number of mental health first aiders will ensure that all members of the Finning family can access help and support. In addition to this they can call our employee assistance helpline or access online support tools provided, thanks to our partnership with Mates in Mind charity."

Finning also provides ongoing mental health training, such as Starting the Conversation and Managing the Conversation courses, which began in 2018. These courses aim to break down the negative stigma around talking about mental health and give managers and employees the resources and knowledge to provide real and actionable support to their colleagues.

## **CUBIQ<sup>™</sup> DEALER SERVICES PORTAL PUTS ESSENTIAL ASSET DATA ALL IN ONE PLACE**

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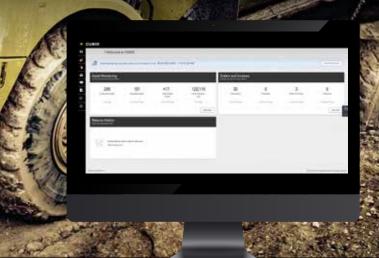
**FINNING UK & IRELAND** HAS NOW ROLLED THE CUBIQ<sup>™</sup> DEALER **SERVICES DIGITAL** PLATFORM OUT TO **USERS, BRINGING TOGETHER KEY EQUIPMENT DATA FOR THEIR CAT® ASSETS** FROM PARTS ORDERING **TO INVOICES AND** SERVICE RECORDS.

Free to access, the web-based service brings together delivered and invoiced, saving them time chasing equipment, parts tracking, and performance data into one intuitive platform which is both mobile and tablet optimised so users now have powerful digital asset management services at their fingertips. The platform, part of Finning's drive to support the construction sector in putting technology first, allows users to view critical data including location of assets, inspection reports, fault updates and fluid analysis. It also offers the facility to view key documents associated with parts and equipment such as warranties and customer value agreements. Nathan Banks, Digital Lead for Finning said: "CUBIQ dealer services is a self-serving customer experience platform which digitises many touch points into one place. This free to use platform serves as a one safe source of information, where a customer can see machine related data and insights and access information such as the status of parts orders, as well as downloading invoices. The functionality roadmap is dynamic with more features to come.

"Customers can customise their dashboard to give them the most important information they need and can export data from it, and it brings together all the links they need to access other Cat services so they don't need to login to multiple websites.

"It a great way to bring the customer closer to critical information about their assets which means they have the data to make the best possible decisions.

"For example, users who also subscribe to Finning and Cat integrated equipment management technology can see fault codes in real-time, allowing them to quickly act upon it, minimising downtime.' Once a part has been ordered with Finning, the platform allows customers to track the status of any order all the way through to delivery. This means customers can quickly identify when parts will be



these via email or by phone.

Longstanding customer Stuart Ameer-Ali is the regional fleet manager for the Southwest at Aggregate Industries, a major supplier of quality aggregates across the UK, and has been using the platform for a number of months.

He said: "We're a massive Cat customer with 70-100 machines within my region alone, so I find the CUBIQ dealer services platform useful. I have all the links I need in one place to access services like my.cat.com and Cat Inspect for example, and I don't have to use multiple logins - which is great.

"It also saves me a lot of time because I can look up service records, track parts deliveries, check the status of those orders and download the invoices as well - we don't have to call and request them.

"There's lots of other really good information on there too, for example I can find oil sampling reports, check where a machine is working and what hours it has done. Most manufacturers don't offer all that in one place."

Development of the platform is ongoing and driven by customer feedback and is available to all Finning customers with new or refurbished machines or who simply want to buy parts, track their orders, and access their invoices.

Nathan added: "CUBIQ dealer services is an industry-leading platform and an important step in digitisation, not just for Finning, but for our customers too. It will continue to get bigger and better in connecting customers to what they want, when they want it."

To visit CUBIQ<sup>™</sup> Dealer Services, visit: https://www.cubiq.com/pages/dealer-services

# FINNING FIRST-TIME FIX RATES SOAR AFTER REMOTE DIAGNOSTICS TRIAL

## **CONSTRUCTION AND BUILT ENVIRONMENT RIDE** 'ZIGGURAT' RETURNS IN 2022

Finning is rolling out a remote diagnostics programme after a successful trial saw a sharp rise in engineers' first-time fix rates - cutting customer downtime and saving more than 2,500 man-hours. Finning has 14,000 connected machine assets operating across the UK. During the 12-week trial, the remote services team used diagnostics data to identify operational issues with the machines before they occurred. As a result, the remote services team can now boast a significantly improved first-time fix success rate with connected machines.

Because Finning engineers can see what is going on within the machine and run a diagnosis remotely, they are able to ensure they have the correct parts to complete work during their first site visit. In some cases, this advanced technology has meant a visit to a customer site isn't needed at all because the remote service team was able to fix the problem remotely.

The result is minimal downtime for the customer, safeguarding their bottom line, and a reduction in the carbon footprint at Finning due to fewer engineer journeys, together with an increase in engineer capacity meaning faster response times for customers.



Finning Technology & Remote Services Manager, Nikolaos Kakoudakis, said: "This advanced technology is transforming the way customers access our service expertise, providing us with the data to take our offering to another level.

"Finning are achieving an 80% first-time fix rate, which is considered best in class

and is the figure automotive breakdown companies quote for their roadside repairs, though in our case our customers may not even be aware of all the work being done in the background to keep their machines running. The challenge is in providing this across such a diverse product range. "Our advanced technology can signal the condition of their machines, allowing us to prep the parts needed and organise an engineer site visit before the customer even makes a call. In some cases, if it's a software or configuration problem, we may not even need to visit the customer at all and can get them up and running by sharing the screen and updating the software.

"This level of service is available to all customers, regardless of warranty or maintenance agreement they take out, and to customers with both new or used machinery. This forms part of our global roadmap for service transformation through knowledge sharing across the group." The Finning remote diagnostics service is now being rolled out to all Finning UK & Ireland branches.





September 2022 sees the fifth edition of the annual bike ride for the construction and built environment sector – 'Ziggurat'. The ride is sponsored by leaders in the construction industry Brett, Day Group, Finning UK & Ireland, Grafton and Maylim and provides people working in the industry with an opportunity to network and raise funds to support medical research for sick babies and children.

The cyclists are representing a number of companies including large teams from Brett, Finning exclusive dealer for Cat® equipment in the UK and Ireland, Grafton, KHL, Velocity and Willmott Dixon, amongst many others. The cycling networking tour will see around 90 riders going from London to Reims on a fully supported four-day ride from Epsom Downs Racecourse via Portsmouth to the Champagne region of France. The route will take in beautiful countryside, stunning architecture and lovely quiet roads.

Bill Brett, Chairman of Brett said: "Action Medical Research do fantastic work funding medical research to help sick babies and children. Brett are proud to be supporting the Ziggurat ride again this year and are very much looking forward to the challenge – as well as a glass of wine or two en route!"

Tracey Earp, Marketing Manager, Finning, said: "The Ziggurat ride has become an important event in our annual calendar and we're pleased to be supporting the charity event for another year, and to raise funds to enable them to continue the excellent work they do. The team, which comprises of several Finning leaders and some customers, are aiming to beat last year's fundraising total and the time it takes us to complete the course. We're also looking forward to spending a few days in the saddle in the stunning countryside alongside colleagues from the industry." Action's Partnership Manager Sarah Stevenson said: "Everyone at Action is so grateful to all the riders and partners who will be supporting this very special event in the cycling calendar. We're particularly grateful to our key sponsors, Brett, Day Group, Finning, Grafton and Maylim, whose contribution and support, has made this ride possible. We know it will be a tough four days of cycling but the funds raised will go towards vital research, which will help save and change the lives of children and babies."

Action Medical Research is a UK-wide children's charity which funds desperately needed research to tackle the diseases that devastate the lives of so many of our children. It has been funding medical breakthroughs since it began in 1952 including helping to introduce the first polio vaccines in the UK, developing the use of ultrasound in pregnancy and testing the rubella vaccine.

The charity is currently funding research into areas including premature birth, epilepsy, scarlet fever, cerebral palsy, brain cancer and some rare and distressing conditions.



# FINNING GEARS UP HOSE SERVICING OFFER WITH HYDRAQUIP ACQUISITION

FINNING HAS RECENTLY ANNOUNCED THE ACQUISITION OF HYDRAQUIP, THE UK'S LARGEST INDEPENDENT PROVIDER OF MOBILE HYDRAULIC SERVICES. THE MOVE COMPLEMENTS THE COMPANY'S EXTENSIVE PRODUCT SUPPORT OFFERING ACROSS KEY CUSTOMER INDUSTRIES.

Hydraquip specialises in providing 24/7 nationwide coverage for hose replacement, assembly and fitting, oil replenishment and general hydraulic servicing. With 130 mobile service vans and highly trained technicians, Hydraquip's rapid response capabilities mean jobs are typically completed within just three hours of the initial customer call - reducing machine downtime and generating significant cost savings and efficiency gains for customers.

Tim Ferwerda, Managing Director of Finning UK & Ireland, explains more about the exciting move:

"First and foremost, I'd like to personally welcome all the Hydraquip employees to the Finning family. We're looking forward to working side by side to ensure our customers benefit from the most responsive and specialist product service support across all our key sectors.

"The acquisition of Hydraquip demonstrates our commitment to build on and extend our reach to provide exceptional product support and aftermarket services for our customers. The company is a great fit with Finning, in terms of its family-orientated and customer-focused culture, which complements our current product support service perfectly.

"The Hydraquip brand name will remain in place as we maintain and build upon the high standards of service it is known for. The business has an established footprint with hydraulic hose specialists focused on industries such as construction, transportation, waste management, utilities, manufacturing, and materials handling.

"With our extensive joint network in the UK and Ireland, customers will find it even easier to reap the benefits of reduced downtime and operating costs."

Headquartered in Kent, Hydraquip employs 270 people and serves more than 4,000 customers across a diverse range of industries. Alongside its on-site mobile hose services, the business also sells hydraulic and fluid power products and parts via its website and a network of 27 strategically located branches across the UK. In addition to hydraulic and pneumatic hose products, these branches also carry adjacent inventory of products such as oils and filters.

#### DUNCAN MACBAIN, FOUNDER OF HYDRAQUIP:

"Joining Finning is an extremely exciting move for Hydraquip and will prove a critical step in the continued growth of our offering, enabling Hydraquip to recognise its full potential in the UK and further afield. We can see many cultural similarities as well as tremendous opportunities between the companies to give customers an even stronger proposition. This is down to the quality and commitment of our team, who will remain focussed on offering our customers the very best service and support levels – now with the added backing of Finning, its network, and broader aftermarket capabilities. Our joint goals and vision remain to continue to build our market share and expand further from being the largest independent provider of mobile hydraulic solutions to the largest provider overall."



# HOW TO CHECK YOUR UNDERCARRIAGE

HERE OUR WEAR PARTS PRODUCT MANAGER, CHERYL GRIFFITH, WALKS YOU THROUGH HOW TO CHECK FOR WEAR AND DAMAGE TO THE UNDERCARRIAGE OF YOUR MACHINE.

She says: "Whenever we send an Undercarriage Inspector out, part of their role is to chat to the customer about checking their track tension, and to run through the kind of undercarriage checks mentioned here. Ideally the operator should be doing a daily walk around before they start the machine because failing to do these kinds of checks puts an expensive part of the machine at risk. It's also not just about the cost of the part, but all the associated costs which come with a failure, i.e. machine downtime.

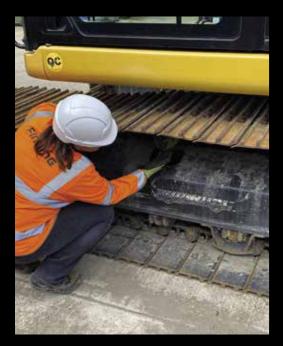
"It's so important to regularly check your equipment and to know what worn looks like. Depending on what kind of environment the machine is working within this will affect the rate of wear, for example if you're quarrying granite, which is an incredibly hard material.

"At Finning we're all about predictive maintenance and we have the capability to carry out multiple service options on your undercarriage as well as carrying out inspections which we have a dedicated team for. We help customers to get the most out of their assets and we can put schedules in place based around the applications they're using their machines for."



**CHERYL GRIFFITH, PRODUCT MANAGER** 

CHERYL STARTED WITH THE COMPANY AS AN APPRENTICE IN 2005, HAVING ALWAYS HAD A PASSION FOR TINKERING WITH ANYTHING MECHANICAL SINCE CHILDHOOD. SHE NOW SUPPORTS OUR CUSTOMERS WITH THEIR PREDICTIVE MAINTENANCE ALONGSIDE OUR TRACK SHOP TEAM WHO REPAIR, REPLACE AND SERVICE UNDERCARRIAGE COMPONENTS.





## THE FOLLOWING CHECKS CAN HELP YOU TO DETERMINE WHETHER YOUR UNDERCARRIAGE IS WORN OR IF ANY COMPONENTS MAY NEED REPLACING.

- Check rubber tracks for cracks, which may be a sign of belt fatigue, and damage such as deep cuts or chunks of material missing. Also check for exposed wire that forms the structure of the track.
- Check rubber track treads to ensure that they still protrude higher than the rubber belt and they are not separating from the belt.
- Check any other rubber components for separation of material, cracking, damage or missing parts.
- Check steel track pads to ensure that none are missing, and that the grouser is still protruding well above the pad.
- Check any track pad nuts and bolts to ensure that none are missing or have worked loose.
- $\bullet$  Check the sharpness of the sprocket tooth a sharp point indicates high wear.

## DID YOU KNOW?

## **PIN AND BUSH TURN**

**BRIEF DESCRIPTION:** 

PINS AND BUSHES ARE REMOVED FROM THE LINKS, TURNED 180 Degrees, and then repressed into the link.

REASON: THIS GIVES THE LINK ASSEMBLY ADDITIONAL WEAR LIFE.

## PAD SWAP

BRIEF DESCRIPTION: USED TRACK PADS ARE REMOVED FROM THE USED LINK ASSEMBLY AND INSTALLED ONTO A NEW LINK ASSEMBLY.

REASON: THE LINK ASSEMBLIES ARE NON-SERVICEABLE; HOWEVER, The track pads still have wear life remaining.

## **ALL REPAIRS INCLUDE THE FOLLOWING SERVICE**

- All hardware is torqued to Caterpillar specifications to ensure the correct amount of tension is applied and reduce the risk of track pads/hardware working loose.
- All mating surfaces have any paint/debris removed and the area is cleaned prior to assembly to ensure a secure fit.
- All components that are to be reused are inspected for wear, cracking or damage before being reassembled.

- Check roller and idler edges for sharpness, uneven wear or excessive movement when tracking.
- Check track movement on the frame when operating the machine. Excessive movement could be a sign of a stretched track or other worn components.
- Check for wet patches on links which may be a sign of leakage.
- Ensure that track sag (the amount of tension applied to the track links) is correct, contact us or consult your Operation and Maintenance manual for further information on how to do this correctly and for relevant specifications.
- Always ensure that any material is cleaned out of the Undercarriage regularly to stop 'packing' which can increase wear.

## TRACK GROUP ASSEMBLY

#### **BRIEF DESCRIPTION:**

TRACK GROUPS ARE ASSEMBLED FROM NEW LINKS, PADS AND HARDWARE.

REASON: ALL USED COMPONENTS ARE NON-SERVICEABLE AND SO A New Track group is required. These can be built to customer specification, and we also stock certain variations for instant availability.

Your undercarriage can easily become your single biggest cost which is why our team of experts work with you to make sure you have the right solution for your application. For more information, to book a repair or to find out more about our undercarriage inspections (CTS) go to www.finning.com/en\_GB/parts/new/undercarriage.html

- All track groups are securely clamped for safe onward transportation.
- We recommend all hardware is replaced due to certain pressures that are applied to these components when they are torqued to the high specifications set by Caterpillar.
- Options are available to ensure that you get the most wear life out of your track components.

Greg Brown + 3rd+ + Follow .... s Manager at Ashleigh Contracts w.O Great shot here with a Fiesta showing the size of Ashleigh Contracts plant

handling rock armour and Accropodes.

#specialists #rockworks #rockarmour #breakwater #revetment #cat #cat365 #cat740 #ford #fiesta

Ford Motor Company Caterpillar Inc. Finning Finning UK & Ireland





suppliers Fteamworkmakesthedreamwork caterpilla #ThinkSafeBeSafe Ben Jarzyna - 3rd+ Product Support Account

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nuet Managher at Einsteine (UR) + Follow

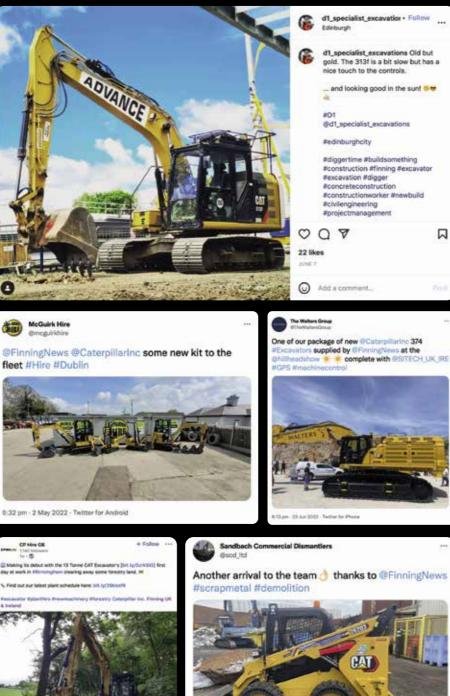
Big Iron Friday Again!!! Great pleasure handing this 980 over to the guys at dsworth Crushing and special thanks to Oliver Wordsworth T orth Wordsworth Exceptions can't wait to deliver more to these quvs!



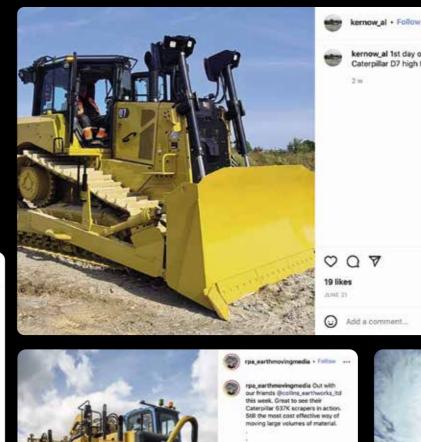


# SHOUTOU

HERE'S THE LATEST COLLECTION OF SHOUT-OUTS TO OUR Amazing customers who have posted, liked, shared or tagged us.



9:03 pm / 23 Jun 2022 - Twitter for iPhone

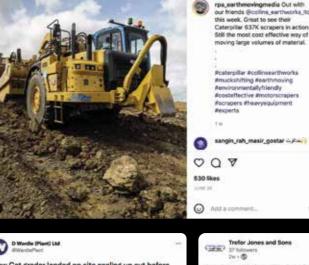


effective #motorscrapers

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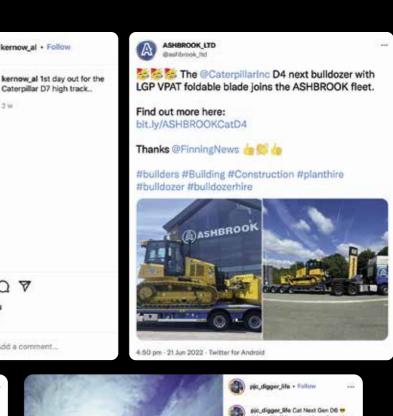
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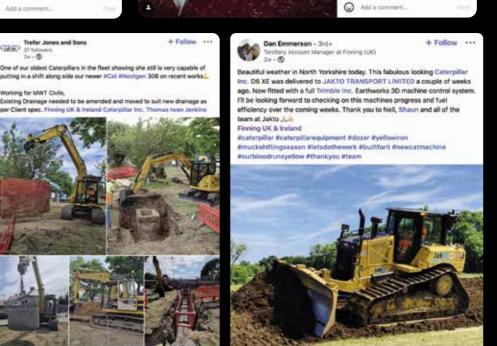






WE LOVE SEEING YOUR DIGGERS AND DOZERS IN ACTION, SO MAKE SURE TO TAG US **USING THE HASHTAG #FEATUREDBYFINNING OR @FINNINGNEWS** 





And Aller Real

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QOV

153 likes

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### HERE TO HELP For more information, please contact your local Finning branch.

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## LET'S DO THE WORK.

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