



‘Lifting’ customer expectations

WHEN **ELGAS** ORDERED SIX **TIEMAN** TC501M TAIL LIFTS TO BE FITTED TO ITS NEW UTILITY VEHICLES AS PART OF A NEW CONCEPT BEING ADOPTED IN VICTORIA, TIME WAS OF THE ESSENCE. THE VEHICLES NEEDED TO BE READY FOR WORK WITHIN A SHORT TIMEFRAME OF ONLY SIX WEEKS – AND TIEMAN WAS ABLE TO DELIVER.

Since Elgas began over 25 years ago, it has grown to become the largest marketer of LPG in Australia, operating one of the largest LPG storage facilities in the southern hemisphere. There are now depots located in all states of Australia and New Zealand.

In Victoria, Elgas operates over 100 vehicles including tankers, tray trucks and utilities. Six new utilities fitted with Tieman TC501M tail lifts were added to this fleet in April. These were implemented as part of a new customer service initiative. Elgas Operations Manager, Stuart King

explains, “The vehicles are used by Elgas sales representatives who are the first port of call for our customers. Staff using these vehicles can carry the product when visiting clients and set up and install the product on the spot when necessary, minimising the manual handling risks that can be associated with gas cylinders.”

The Tieman TC501M tail lift weighs 177kg and has a lifting capacity of 500kg. It is suited to vehicles between one and five tonne, making it ideal for the Elgas application. Like all Tieman products, it has been built to comply

with all Australian standards. Maximum load stability is ensured thanks to its solid steel plate lift arm construction, while pressure compensated hydraulics provide a consistent operating speed. All pins on the unit are zinc plated and have a diameter of 25mm for extra strength and durability. Lift cylinder flow is restricted for safe lowering of the platform. A low profile ramp allows easy loading of the gas cylinders, and a pressure relief valve helps alleviate the chance of overloading. The platform measures 1760mm by 800mm, has a durable non-slip surface and

is constructed of galvanised steel mesh. It can be operated by removable IP65 rated hand held controls that offer greater flexibility, while manual opening and closing of the platform is spring assisted. For added durability, hydraulic hoses are double wire-braided. Unauthorised use is prevented via a removable key battery isolator. Stuart says that the Tieman tail lifts have been excellent. “The tail lifts are very user friendly. They meet all of our requirements and have provided us with exactly what we were looking for.” Stuart mentions, “The team at Tieman worked extremely well with our other providers which included New Oak Ford in Oakleigh who supplied the vehicles and Total Fleet Imaging in Laverton. The communication between those involved in the project group was extremely good, and it enabled the project to get off the ground very quickly. “In this sort of business, time is a critical factor and Tieman definitely met their deadlines. They quoted the project quickly, liaised quickly with the concept, got it onto paper and then straight into practice. Tieman knew we had a tight deadline and worked very hard to ensure it was met.” Work is currently under way for two more of these vehicles with Tieman TC501M to be added to the fleet which are due for delivery in August. An additional ten Tieman tail lift units will also be implemented by early next year. 🚚



Contact
 Tieman Industries Pty Ltd
 40 Hume Hwy
 Somerton Vic 3062
 Ph: 03 9305 2255
 Fax: 03 9305 1123
 Web: www.tieman.com.au

New South Wales
 Ph: 02 9732 7100

South Australia
 Ph: 08 8347 0788

Queensland
 Ph: 07 3868 3066

Western Australia
 Ph: 08 9453 6522

Tasmania
 Ph: 03 6334 5877

New Zealand
 Ph: 09 836 1452