

# Meeting customer expectations

HAVING IMPLEMENTED **TIEMAN TAIL LIFTS** ACROSS ITS ENTIRE TRUCK FLEET, **BUDGET CAR AND TRUCK RENTAL** IN BLACKTOWN, NSW, DIDN'T HESITATE TO PURCHASE ITS FIRST **WHITING BY TIEMAN** ROLLER SHUTTER TRUCK DOOR, FOLLOWING A CUSTOMER REQUEST.



2 Tonne Aluminium Cantilever



The new C4 Lite aluminium dry freight door was fitted to a 6-tonne truck in December. "We hadn't used the product in the past, but made the decision to purchase our first Whiting door from Tieman after a customer specifically asked for it," explains Fleet Manager Shane Tate. "As the customer is involved in distribution work, including picking up goods from docks, they required a door that could operate in a confined amount of space, unlike traditional double doors which require more space to be opened." Despite this being the first Whiting door used in the fleet, Shane has been dealing with Tieman for almost 10 years. "We are always ordering tail lifts from Tieman. They are used exclusively across the fleet because they are very easy to maintain – and that's important when you are in the rental game. We use the 500kg, 1000kg, 1500kg and 2000kg capacity tail lifts depending on the size of the truck; and we just find them easier to service than other tail lift products in the market," explains Shane.

And this ease of maintenance also applies to the Whiting C4 Lite. Nominal 50mm diameter nylon rollers provide a quieter operation and up to twice the life of a 25mm diameter roller used on other roller door brands. Bolt on roller retainers allow easy change of rollers and help to further reduce downtime and maintenance costs. Both lightweight and robust, the C4 Lite operates via a twin spring balancer and two stainless steel cables. The twin spring balancer provides real reliability and independent lifting capabilities preventing the cables from jumping off their guide drums.

Its integrated extruded aluminium panel and hinge configuration has been



C4 Lite aluminium dry freight door


rigorously tested to approximately 10 years of operation in standard operating conditions, to ensure its reliability. As the name suggests, the Whiting C4 Lite has been designed with tare weight in mind, weighing up to 15 percent less

than similar dry freight timber or FRP panel doors. Despite its light weight, the door's 18mm thick aluminium panels, with centrally located reinforcement ribs, provide maximum strength and resistance to internal impact.

As one of the largest car and truck rental fleets in Australia, Budget has become known for its well maintained vehicle fleet and its exceptional service.

In fact, Budget is home to Australia's largest fleet of trucks and commercial vehicles. And as such, of vital importance to Budget is the ease of use of its equipment. "Many of our customers haven't used a tail lift or roller shutter truck door before so we do need to ensure that all of our equipment is user friendly – and with Tieman, this is never an issue," says Shane. "We are a customer oriented business so we do try and guide our customers in the right direction when it comes to specifying the type of product they need to complete their task. Where

necessary, the Whiting door by Tieman is something that we wouldn't hesitate to recommend to our customers."

For peace of mind Tieman offers 24/7 mobile national after sales service. 

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