



FSL

FLEET SERVICE LIMITED

Successful Solutions

COMPANY PROFILE

Fleet Service Ltd was formed in 1986 under its original name of GB Motors. The company changed its name in 1989 to Fleet Service to reflect the nature of the business it was undertaking.

Fleet Service implemented the then BS5750 in 1993 and was the first independent garage in the UK to achieve this accreditation. Fleet Service continually strives to improve the service it provides to its clients and keeps abreast of market changes.

In 1994 Fleet Service relocated to its current premises on Ribbleton Lane, Preston to aid further expansion. Fleet Service is an approved Department of Transport testing facility for class's 4, 7 and 5a. Due to the layout of the class 7 facilities we have the ability to undertake the very large motor homes.

As a company Fleet Service tailors its operation to form working partnerships with key clients. It was to achieve this that a satellite workshop was opened in Garforth, Leeds, to support a major construction company who had a requirement to fulfil. Fleet Service has been an approved contractor for the Ministry Of Defence for over 10 years.

The objective of the management of Fleet Service is to provide its clients with a quality and reliable service, which conforms to the customer's specified requirement and the industry standards. The aim of the company is to reduce vehicle costs whilst at the same time increase vehicle utilisation. The Fleet Service workshop is open 24 hours a day Monday to Friday.

In 1996 a new division within the company was formed called FleetCare. This division was created as a result of a customer's requirement. FleetCare carries out specialist security work on high value load carrying vehicles. FleetCare now offers a full range of security products backed by a nationwide support to the vehicle market.

To minimize the potential effect of product liability all safety and hazardous operations are determined and evaluated. Third party assessment and certification ensures that products are supplied to contract requirements.



Fleet Service Overview

We offer a full range of vehicle services and maintenance for all sizes, types and weights of vehicles from a car to a 56 seat coach. This wide variation of services has been developed because of requests from our client base over the last 28 years

To meet this requirement we have technicians with very different skill levels for example, we have technicians who can diagnose, strip and rebuild the engine on a V12 Aston Martin to fitters who can prepare and present a coach or LGV for its annual PSV / DOT test



Aston Martin V12 engine repair

We are also prepared to maintain any specialist equipment that may be fitted to client's vehicles. If our fitters do not have the current experience required Fleet Service is happy to source and provide training for the staff if required. This has again evolved because of client request.

Fleet Service place particular emphasis on customer service. A large proportion of our client base is national / international blue chip clients. The same level of service is also provided to clients who may only have one or two vehicles.

Fleet Service truly aims to provide clients with a one number solves all issues relating to vehicles and ancillary equipment.



BSI ISO accredited Workshop Service and facilities

- Workshop open 24 hours, from Monday 7.30am until Friday 5.30 pm and Saturday AM.
- MOT testing for Classes 4, 5, 5a & 7 with 2 test lanes
- Service & repairs to all cars, coach & commercials including commercial DOT MOT booking and presentation
- All services are carried out in line with manufacturer's requirements using genuine/original equipment service filters and correct oil grades (including long life and low SAPS) , as well as keeping up to date with new models as they appear.
- Planned inspections to VOSA standards
- Air conditioning servicing & installation
- Auto electrical services using our own in house auto electricians
- Vehicles can be maintained from new with warranty support if required.

Our workshop facilities include

- 1 x commercial vehicle pit
- 1 x commercial vehicle lift
- 1 x commercial vehicle brake tester
- 2 x mot testing bays (class 4, 5a, 5 & 7)
- 6 x working bays/vehicle lifts (cars & light vans)
- 1 X 6.5 ton 2 post lift

All business activities of Fleet Service are covered in the scope of our ISO9001.

Fleet Service was the first independent vehicle workshop in the UK to achieve this standard, then known as BS5770.



Vehicle Diagnostics

A major part of maintaining modern vehicles is the sophisticated electronics systems that they operate through. These can be highly complex and require specific equipment and training to effectively repair these systems.

Fleet Service invests in the required diagnostic platforms to be able to undertake this work. Fleet Service work on a wide variation of manufacturers and this is reflected in the amount of diagnostic platforms the Company have invested in. As well as the manufacturer specific equipment we have also invested in all makes diagnostic platforms. Listed below are the platforms we currently have.



Statutory inspections

Fleet Service provide various statutory inspections for vehicles and equipment. Most of these services are carried out in house.

- Class 4 vehicle testing
- Class 5 vehicle testing
- Class 7 vehicle testing
- Tail lift LOLER Testing
- Tail lift Weight testing
- Temperature sensor calibration
- Smok system calibration



Additional services arranged and provided by Fleet Service approved sub contractors:

- D.O.T. LGV MOT testing
- Tachograph calibration
- Crane testing

If your vehicles are not under any fleet management control Fleet Service are happy to enter them onto our database and the administration department will update as and when these inspections are due. This is all part of the customer service that is offered at Fleet Service.

Case Study

Balfour Beatty

Balfour Beatty were starting to build the A1/MI link road covering approximately 22Km mainly through a green field site. They had in excess of 200 vehicle ranging from cars to heavy commercial vehicles some of which had specialist equipment fitted to them. The main issue was the amount of damage caused to the vehicles on a daily basis. The vehicle manufacturer workshops were unable to cope with this large influx of work. This was therefore having a major knock on effect on the contractor. The service delivery was the major concern on this project and not the cost.

Fleet Service Solution

- Source a convenient commercial premises located in the correct area.
- Fit out the premises to include lifting equipment for all sizes of vehicles
- Provide mobile on service facility
- Stock premises with the relevant quantity to provide fast vehicle turn around
- Provide various levels of man power for high and low periods.

Conclusion

- Increased vehicle utilisation and reliability
- Service delivery improved.
- One call solution for any issue relating to vehicles
- Contract covers as when the requirement was there
- Reduction in hire vehicle costs
- Reduction in hire vehicle damage re-charges
- Damage to owned fleet identified and documented
- Specific vehicles replaced as proved not fit for purpose

Roadside assistance and on-site servicing

We have the facility to carry out pre-arranged on site service & repairs.

The service vehicles are equipped with the relevant equipment. 24 hour breakdown and recovery and road side assistance can be provided.

Nationwide assistance is available.



Tail lift & Shutter Door Services

We now offer nationwide support subject to prior arrangement for all makes of tail lift and shutter doors, which also include passenger lifts.

- Servicing
- Weight tests
- LOLER Inspection
- Repairs
- Breakdowns
- Door repairs

Where possible all repairs are carried out on site but If the need arises that the vehicle requires major work this can be completed at one of our workshops.

Supplementary Services

- Collection and delivery
- Rolling road brake testing from cars to heavy commercial vehicle
- Courtesy vehicles subject to contract
- Steam cleaning
- Specialist security division.
- Tachograph repairs.
- Welding
- Diesel emission testing
- Petrol emission testing
- Induction / body smoke testing



Fleetcare

Specialist Vehicle conversions and UK support

Fleet Service has a division within the Company that designs and builds specialist vehicles for various markets. The primary market's for this side of the business is CVIT (Cash & Valuables In Transit) and Pharmaceutical Delivery Industry.



Medical product delivery vehicle

In both of these fields Fleet Service is the UK market leader in providing the most reliable vehicles whilst at the same time affording the end user with the lowest through life running costs. This is achieved by a rigorous process of understanding the client's requirements and budget and then working with the client to deliver them the correct tool for the job.

All conversions are supported in the field by our team of field based engineers who attend client's depots to maintain the specialist equipment fitted to the vehicles.



Specialist CVIT Vehicles

Fleet Service fully understands that no two clients operate their fleets in exactly the same way. This is why all of our vehicle conversions and control systems are specific to each individual customer. We are able to achieve this because we initially require a full understanding of the client's daily operation. We are efficient and flexible when it comes to specification changes because of the lean manufacturing process we follow.

A key feature of Fleet Service is that we have our own in house electrical design team who also carry out software writing, software changes as and if required. There has been a substantial increase over the last 20 years of ever more supplementary electrical equipment being fitted to vehicles. Due to the very complex systems that we design and fit into the CIT market place we have considerable experience in managing electrical requirements.

At Fleet Service every installation follows a strict pre design process to determining the correct power supply required and the ability of the vehicle to be able to manage that supply adequately whilst at the same time limiting any driver input as far as possible. All vehicle conversions are carried out with the aim of providing a product that will provide a reliable, cost effective solution for the life of the asset. The lifetime running cost is paid particular attention to when the initial specification is drawn up prior to agreement.

All of the processes listed above are available to be used to convert any type of specialist vehicle for any market sector.

The Fleetcare division currently offer the following services:

- System design
- System build
- Harness design
- Harness build
- System modifications
- System upgrades
- Full vehicle conversions
- Prototype conversions
- Vehicle modifications
- Conversion modifications
- Conversion swap from chassis to chassis
- Bespoke manufacture and design
- Special vehicle body repair
- Vehicle repaints and refurbishment
- Maintain and repair the vehicle conversion and system
- Air operated doors & locking systems
- Shutter door locking system
- Vehicle CCTV systems, basic, DVR recording & live streaming of images.
- Fitment of Health & Safety products
- Onsite support

Examples Of Solutions Provided:

Brinks International

Brinks had a fleet of armoured cash delivery vehicles which had been converted by various different vehicle convertors. Due to the varying styles and technology on the vehicles they could not find a service provider to cover the full fleet which covered the whole of the UK and Northern Ireland. This was causing service delivery issues for Brinks as well as difficult administration for each depot. Brinks had a flag ship depot which services Heathrow airport as part of its worldwide delivery link. It was imperative to Brinks that this link was 100% fully operational due to the penalty costs should a delivery or collection from airside fail to be met.

Fleet Service Solution

- Carry out a full review of the vehicle fleet and its control systems
- Write and instigate an in house training programme for our engineers.
- Draw up S.L.A which fulfilled Brinks requirements.
- Increase the engineering network to cover the requirements to include additional service vehicles.
- Assign an engineer solely for the Heathrow depot.
- Instigate service plan to improve reliability
- Provide 24 hour cover to all depots with a one phone call solution
- Identify component issues, design upgrades and follow up with installation of new components whilst still allowing Brinks 98% utilisation of their fleet.

Conclusion

- Increased vehicle utilisation and reliability
- Reduced running costs
- Service delivery improved dramatically
- Additional value brought to the business.



Alpha Flight Services

Alpha had a vehicle fleet which had an old age profile. Due to the age of some of the vehicles some of the components had become obsolete. They were also having issues with the new fleet they had recently purchased and the vehicle convertor had since gone out of business. This was causing reliability issues which the knock on effect to their service delivery.

Fleet Service Solution

- Carry out a full review of the vehicle fleet and its control systems
- Write and instigate an in house training programme for our engineers.
- Identify replacement components and integrate into the existing system.
- Review new build vehicle and locate wiring faults causing reliability.
- Draw up work instructions and effect upgrade.
- Provide training to other UK workshops on basic fault finding.
- Provide technical support over the telephone.

Conclusion

- Increased vehicle utilisation and reliability
- Service delivery improved.
- Additional value brought to the business.
- One call solution for any issue relating to vehicles
- Contract covers as when the requirement was there
- Reduction in hire vehicle costs
- Reduction in hire vehicle damage re-charges
- Damage to owned fleet identified and documented
- Specific vehicles replaced as proved not fit for purpose.

If you would like any additional information or to arrange a demonstration visit please contact:

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