

News @ Thomas

Technical Service

In this newsletter, we'd like to discuss our recommendation to completely drain the hydraulic reservoir and change the suction strainer every 1000 hrs.



When the drain plug is removed, clean the attached magnet before reinstalling. Remove the magnet from the suction strainer, clean and replace it on the new strainer. Before installing the new suction strainer, using a clean cloth, soaked in brake or equivalent cleaner, wipe clean the bottom of the reservoir.

If oil has been directly contaminated by foreign material the complete hydraulic system must be flushed as instructed in the service manual, along with the above procedure. Please note: When refilling or adding oil to "top up" your hydraulic reservoir, ensure that oil is pre-filtered to 5 micron. This is to keep the Thomas cleanliness at an ISO level of 17/12. For more information please visit our Tech tips page on our website, under the Support button.

Technology & website

We'd like to draw your attention to a few new features on our website. We have added a new page under the support menu, called "Tech Tips



and Troubleshooting". On this page we will be posting suggestions and tips to help you make the most of your machine.

On the FAQ and Resources page, we have introduced an area for you to ask questions and post requests to our team. We will add responses to relevant questions, and look forward to your requests.

We appreciate you taking the time to read this newsletter, and welcome any comments and feedback you have. Please send your thoughts to newsletter@thomas-equipment.com.

Sales Update

Take advantage of the great "SAVINGS" on the **THOMAS** 105 loader and specific **THOMAS** attachments. Please contact your sales manager for more details.

On March 16-18, 2009, Thomas will be hosting a "Training School", in Centreville, NB, Canada. Don't miss this opportunity to participate in our Training program to get the most up to date technical, sales & marketing, and company information on Thomas and our skid steers.

To help with all your advertising and marketing materials, we have just added a new section called "High Resolution Images" in the dealer lounge. Log on using your dealer username and password.

We want to take a moment to recognize those that work hard and handle all inside activities. This month we wish to acknowledge Danielle Waugh, Customer Service Manager, and her team, who are responsible for the processing and handling of all parts and finished goods released from Canada. Danielle has been with Thomas for 13 years where she has held positions in Scheduling, Credit and Customer Service.

Many thanks to Danielle and her team for a job well done!

Customer Service

We'd like to update you on a couple of new policies. We have recently created a whole new line of brochures for our dealers to use. However, in an effort to recoup some of our costs, as well as respect the environment, we will be charging our dealers a nominal fee for printed brochures. All brochures are also available on our website for free download from the Resources section, and we encourage you to use our electronic format. We currently have some of the old brochures still available of which we will be depleting this stock first. Upon joining Thomas, a new dealer will receive 25 of each new brochure free of charge.



The second is to address the consolidation of backordered parts with new orders. In a recent review of the handling of backorders we discovered that when we are asked to hold the backordered part and ship with the next order, this seems to drag on and sometimes get overlooked. Going forward, we will hold shipments for a maximum period of 30 days, and if after that time frame no order has been received to consolidate, we will advise that the order will be shipped immediately.

New Dealers

We are pleased to welcome the following dealers who joined the Thomas family - welcome aboard!

Intermap (Spain)



Intermap (Madrid) currently represent Guidetti and Extec Crushers and are pleased to have Thomas skid steers to compliment those lines.

TMM (New Brunswick, Canada)

TMM Equipment was founded in 1990 by Theo Boudreau, a lifelong mechanic, with years of industry experience. TMM Equipment is a family run business with sons Marc and Michel managing the trucking and heavy equipment divisions respectively. TMM will carry the full Thomas line and Spare Parts.

Alden Equipment (Amsterdam, NY)



Founded in 1979, as a forklift repair company, Alden Equipment, Inc expanded into material handling equipment sales and service, covering most of upstate NY.