

News @ Thomas

Manufacturing Relocation - Update

We continue to proceed with the transfer of our manufacturing capabilities to our partner in China, GJK. We are currently in the final stages of assembling the first prototype of a Thomas 255, which will be ready in April. This unit will undergo rigorous testing to search for any weaknesses it might have. Once we conclude the testing and evaluation period, we will proceed to full-scale production, and expect to have the first machines come off the line around September 2009 time frame.

Technology & website

We have changed the area previously called "Support", and this area is now named the "Resources" section. You will notice that this section now includes several additional areas providing you with information and resources you should find useful. These pages include a Technical Tips page; a Troubleshooting page which deals with specific situations and suggests solutions; as well as our FAQ page. On each of these pages, we have also added a box for you to write to us and help make these pages better. If you have not found an answer you are looking for, please write your question to us. We will review those questions and post relevant questions to those pages. Also, please note that PDF copies of all newsletters are available at the dealer lounge.



Telephone update

Please note that our previous toll-free phone number 866.299.8704 is no longer in use. Our regular toll free number 866.BE.TOUGH (238.6844) is still in use.



Sales update

During April 14th-15th, 2009, Thomas will be conducting a Technical Service & Training session in our facility in Wolvertem, Belgium. Don't miss this opportunity to participate in our Service School. Please complete your application forms and submit them as early as possible. We look forward to seeing you there.

Thomas offers many options that can be installed either at the factory or at the dealer. For models 137 and up, one key option to highlight is the **Axle Seal Protector** option. This option helps reduce and protect the axle seal from damage, and is highly recommended in harsh applications or when tire tracks are used. Easy to install, these small protectors enclose the seal area to help keep unwanted items away from the seal. While prevented maintenance is required for any unit, the axle seals will provide added protection. If you have any questions on axle seal protectors, please contact Thomas Technical Service or your sales representative. Unit part numbers and pricing per model can also be found in your current Thomas sales guide.



Customer Service

As part of our ongoing improvement of our services to our customers, the RMA form is now available on the Web for your convenience and can be located in the Forms section under the Dealer Lounge. In order to submit this form, you will need the invoice number(s), part number(s), qty being returned and a reason for the return. Once the form is submitted, it is automatically processed by the Customer Service Department accordingly. If the return is acceptable, you will then receive an RMA # authorizing the return of these parts, and can proceed to send the parts back to us. Please note that we do not accept returns without prior authorization.



Finance update

As part of our ongoing effort to reduce our impact on the environment, we will be reducing the paper used when sending invoices and statements to our customers. During the month of April, you will receive a notice asking for your support of this initiative. With your approval, we will replace the monthly paper statements with electronic PDF statements that will be emailed to you. Please note this currently relates only to our North American dealers. We look forward to your support of this initiative, and thank you in advance for helping us help the environment.



New Dealers

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

Markmann-APS (Denmark)

Markmann will represent Thomas carrying our full line of loaders, will offer a range of attachments, and support customers with spare parts.

Walnut Knoll Farm & Supply - Flemingsburg, KY



Founded in 2004 by Gary & Kay, they bring over 30 years of experience in selling, servicing and operating farm equipment.

Pride Landscape & Supply - Parlin, NJ

Pride opened in 1991 as a landscape supply center for landscapers, complexes, developers, and municipalities. It has 10 full time employees, a service department with 4 full time mechanics, one service truck, and facilities with over 40,000 sq. ft. of space, operating a Full rental fleet.