

# TERBERG

## Today

SPRING 2008



## Terberg - One step ahead of the Carbon footprint

Being the premier Elevating fifth wheel (shunt) tractor manufacturer is, some might think, an enviable position. Certainly, our competitors seem to look at us in that kind of light. However, being the best is not just simply a matter of supplying high quality products and aftermarket support; that is something we do naturally. Occupying the 'top spot' also brings with it the incumbent burden of responsibility. At Terberg, we have never shrunk away from the need to 'step up' to the highest standard, both in terms of product and market leadership.

For a considerable time now, the Design Engineers at Terberg have been looking at the next generation of product. Environmental issues and operational efficiency are at the 'top of the pile' as we begin to draw-up the design specifications for the next generation of product. But, research and development in low volume 'niche' markets, places a considerable strain on resource.

So, what do we do? Well, firstly, we do what we have consistently done, over many years now. We look carefully at those issues which

dominate our client's business (today these issues are: Environmental Integrity and Operational Efficiency). Then, having considered our customers needs, we go on to design and build the finest products in the sector.

With that thought in mind, Terberg are looking to introduce two experimental trucks into the UK Logistics network:

- The first truck will have a Cummins ISBE-5 SCR engine, backed-off with an Allison 3000 series automatic transmission. The engine and gearbox will be carefully matched to achieve Low Exhaust Gas Emissions, Low Noise Levels and Enhanced Fuel Economy.
- The second truck will have standard Cummins QSB 173 engine, tested to the Industrial Euro IIIA emissions level, but fitted with a ZF AS-Tronic Gearbox. The focus of this design project will be to test the theory that an 'automated manual' gearbox with clutch, is more energy efficient than a Hydraulic Automatic gearbox using a torque converter - even in our sector!

Both these projects offer risk and excitement in equal quantities. 'Risk' because the duty cycle at each DC is often different and not necessarily always conducive to normal road-going or industrial engine/gearbox design expectations. 'Exciting' because, if we are correct, our customers will see all the 'Real-Time' benefits that the design team expects.

It is the 'Real-Time' issue that is important to us. The main question, is whether the design team at Terberg can offer the market something that really does make environmental and efficiency improvements. Above all, we understand that there is little point in putting something on the depots which does not produce 'Real-Time' benefits. We are not offering a 'better badge' or certificate. Terberg are looking to make significant in-roads into improving life at the distribution centres and increasing efficiencies.

**So, Look out! A Terberg Enviropower truck may be coming to a DC near you soon!!**



## MOD World Tour

Terberg DTS in 2007 delivered 32 SCHOPF built large aircraft tractors for the UK's Royal Air force, which have been deployed into UK and overseas operational locations, available 365 days a year. IPT Project Officer Ross Martin said: "This is the first major airfield vehicle acquisition undertaken by the IPT that involved availability contracting. We took a whole life-cost approach to awarding this contract and the solution proposed by Terberg DTS represented the best value for money for the UK taxpayer. The tractors themselves have an enhanced capability and the RAF is extremely happy with the equipment and the comprehensive after-sales support.

Terberg DTS are tasked to provide around the clock support for the operational availability of the LATT and also to support military personnel to carry out their tasks. Terberg have provided extensive online IT and video training packages for drivers and technicians, thus ensuring the highest level of support available for the end user. Currently Brize Norton handles approximately 250,000 passengers annually, travelling to operational theatres such as Afganistan, the Balkans, Cyprus, the Falkland Islands and Iraq. It also deals with around 2,000 tonnes of cargo every month.

In support of this contract, Terberg engineers have travelled throughout the military operational theatres over the past 12 months and have suffered the sub zero temperatures of the South Atlantic and the baking heat of the Middle East, whilst always returning to what was a waterlogged United Kingdom. Andrew Jenkins, one of the Terberg engineers, has been collating non refundable airmiles during the UK winter, in travelling firstly to the Ascension Island and then to the Falklands on a separate visit. The deployment to the Ascension was the first deployment of the LATT inside one of the Royal Air Force C17 transport aircrafts. The LATT is capable of being de-ballasted and prepared for flight in under 2 hours and can be re-assembled in theatre within 3 hours. Andrews's trip to the Ascension Island, put to a full test the air transporter ability of the LATT and was further tested when they flew through an electrical storm over the equator, which saw the aircraft carry out some unscheduled aerobatics. Rueben Young travelled to Al-Udeid in Qatar, in support of the units deployed to the US airbase, which is one of the largest operational airfields in the world, with over 8000 personnel stationed there. In temperatures in excess of 48 degrees, Rueben worked around the clock to carry out necessary work, whilst ensuring availability of the LATT for operational tasking. Further information on this contract can be made available. Please contact Terberg DTS.

# Customer Features

## Great Bear

Chester based Great Bear Distribution, have been a Terberg user since 2000 and now operate a number of YT180s and YT182s at different sites throughout the UK. Great Bear came to Terberg after experiencing reliability issues with ex-road tractor units and decided to trial a purpose built shunter for trailer movements at a client's factory.

The solution, a YT180 has given continuous problem free operation and contributed significantly to efficient yard management, whilst providing the drivers with a safe working environment. The operational success of this trial and the service support experienced resulted in Great Bear selecting Terberg for all their RDC and client's factory shunting requirements.



## Tesco

Tesco stores have been a long term customer of Terberg DTS UK and have operated over the years, various models of the Terberg YT product. The latest edition of their fleet is the Cummins powered QSB engine and the 3000 Series Allison Transmission, operating in excess of 5000 per annum. The Cummins and Allison combination have been proven to provide a reliable solution for Tesco's demanding operational requirements.

Tesco's new distribution centre at Goole in East Yorkshire, has taken delivery of three YT182 units to support the new and expanding facility. The 650,000 sq ft distribution centre supports the Northern region 7 days per week, delivering grocery and non-

food goods to Tesco's ever growing stores network. This new facility is one of their network of distribution centres that Tesco stores operate in the UK and Ireland, which deliver to over 1600 stores. The Terberg product is key to Tesco's supply chain methodology, ensuring that the consumer is available to do a one stop shop. Tesco Goole is backed by a 24 hour support arrangement with Scania and Terberg DTS, who provide all necessary scheduled and unscheduled repairs and this enables the operation to be supported on a 24 hour basis, whilst the customer maintains his budgetary focus due to fixed price maintenance. Terberg have supplied training for Scania's engineers to ensure optimum support.



## British Airways

2007 has been the groundbreaking year for the Terberg YT product, in its first venture into the aviation grand support equipment market. To date, Terberg have delivered 80 YT182 ballast tractors for long distance towing operations at London Heathrow Airport, initially developed as a result of the many challenges presented by the new Terminal 5 operation, which went live on 27th March. The tractor offers the highest level of comfort ever achieved in this industry sector, with full encab heating and cooling systems, cd players, air suspension seats and a ride comfort matched only by highway vehicles. The YT182 offers superior all-round visibility for the driver, thus ensuring a reduced accident

rate and more security for the driver in the event of an incident being induced by another type of aircraft ground support vehicle. The vehicles are being maintained by VT Airside Solutions, under the contract established with British Airways and Terberg DTS, are backing this with additional manpower availability and impressed stock holdings at Heathrow.

As we go to press, we are delighted to announce that further orders for the YT182 have been received from other Heathrow customers, further strengthening the brands presence in the aviation sector. In the next article of Terberg today, we hope to give you a behind the scenes view of operations at London Heathrow.



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## 10th Anniversary of Terberg DTS UK

This year, Terberg DTS Celebrates 10 years of operating. Since its humble beginnings from a workshop in the yard of local recovery firm Stoneywood Motors, which ironically, is now a new Tesco's, Terberg expanded and moved in 2000 to their current 10,000 sq ft workshop on Lowfields Business Park.

Yet again, space has become an issue, so new premises on the park are currently underway, which will increase the much needed space to 28,250 sq ft.

Managing Director Alisdair Couper said: "We aim to provide the best level of service and support to customers. As we develop our service portfolio, we need new paint shops and a larger office environment for our support staff. We have spent a great deal of time looking at the various options open to us and have come to the conclusion, that building a new purpose built facility is the best. It is hoped to be up and running by October 2008".



## CV SHOW 2008

Terberg DTS will again be exhibiting at this years CV Show at Birmingham NEC between the 15th - 17th April. Please come and have a drink with us on Stand 230 - Hall 18.

## Competition

*Want to be the proud owner of a Terberg Model cast in Pewter to adorn your desk?*

Just write down the size of the new Terberg DTS workshop, adding your name, address and contact details and pop them into an envelope FAO Jane Jackson at Terberg DTS before Friday 30th May 2008. The first two drawn out of a hat, will be posted out to the lucky winners.

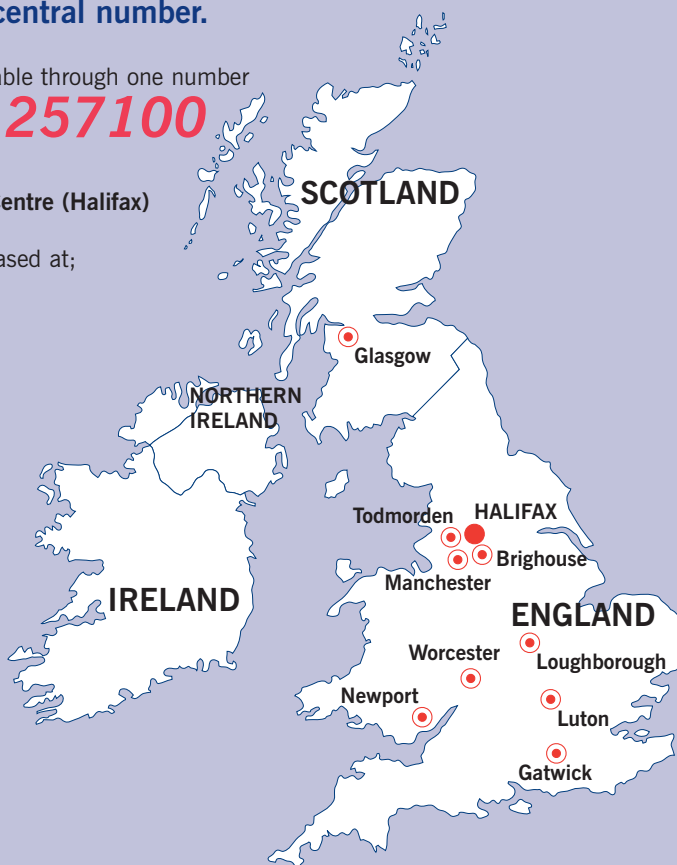
## Terberg DTS expands its service network controlled through our central number.

All facilities available through one number

**01422 257100**

### UK Operational Centre (Halifax)

Engineer's now based at;  
 Glasgow  
 Manchester  
 Todmorden  
 Brighouse  
 Gatwick  
 Worcester  
 Halifax  
 Loughborough  
 Newport  
 Luton



## Terberg after-sales support

Terberg DTS has addressed the recent global shortage of core products and have significantly increased their stock holding, with engines and transmissions available for immediate delivery, to support your Terberg Tractor. Terberg DTS also have the facility to carry out major repairs on, or off site.

Please contact our Service Department or email: [service@terbergdts.co.uk](mailto:service@terbergdts.co.uk) to discuss your requirements.

## WABCO

Terberg DTS are delighted to announce WABCO as the latest addition to their already vast range of OEM product lines.

Our parts department have access to the full range of WABCO Products, including the latest diagnostic equipment. A high volume of parts are already available from the existing stock, with non-stock parts available next day if required. Please contact our Parts Department on: 01422 257100 or email: [parts@terbergdts.co.uk](mailto:parts@terbergdts.co.uk) for a competitive quote.