

News @ Thomas

Tech Support

Thomas would like to thank all the attendees of our Belgium service school, where Brian Palmer delivered our 2009 Spring service school training. Our service schools are designed to be informative, practical and to help you quickly diagnose any issue that may arise, and identify the most efficient solution available.



On April 14th & 15th, the Thomas Technical Service Department held a service school at our facility in Wolveterm Belgium for European dealers. The technical training included topics on hydraulics, hydrostatics, electrical and more, as well as a sales presentation on what sets Thomas apart from the competitors. The instructor for the service training was Brian Palmer, assisted by Mary Jane Clark, Director of European and Australian Sales, for the sales presentation.

Warranty was one of the "hot" topics of the course due to the fact that some of the attendee's are new dealers. The attendee's also showed interest in the online forms and correct completion of them. We are beginning to plan for a fall factory service school and will be releasing a bulletin to all dealers very soon.

Customer Service

In the upcoming month we will be introducing a new web-based tool that will enable our dealers to view our complete and most up to date price list, and to generate your own price quotes. We hope you will find this to be a more convenient tool that will help you obtain pricing information faster and more conveniently.



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

The Introduction of the Thomas Brand was carried out in a first class event hosted by Bralar S.R.L., in Buenos Aires, Argentina, along with Servicios Multiples SA, Uruguay hosting an "Open House" to their loyal customers and introducing the THOMAS brand into their markets.



On March 9th, 2009, Servicios Multiples, Uruguay held an open house with 31 guests attending. The guests had the opportunity to view and demo the units on site and learn more about Thomas and our products. On March 12th, 2009 Bralar S.R.L., Buenos Aires, Argentina held an open house at their facility with a luncheon. With units on display, they announced their commitment to handling the Thomas line in the Argentina market.

In this month's newsletter we are reviewing the high flow option. This feature is optional at the factory when you order your new Thomas skid steer. The High Flow optional is application driven and used on certain attachments. Some examples of attachments that require high flow



are the cold planner, stump grinder and large capacity snow blowers. The High flow feature is optional on models T153 through the model T255. This option can provide 28.5 gpm (107.9 lpm) to 40 gpm (151.4 lpm) at 3000 psi (206.8 bars). In the field, Thomas skid steers are well known for the high flow option as our strong rugged designed matched with our large hydraulic cooling capacity is built for all day tough jobs.

This option can only be installed in the factory. Thomas Equipment keeps an inventory of High Flow units ready for sale. Please contact your sales manager for more information on the high flow loaders, or contact Thomas Technical service for added specification regarding the high flow option.

Spare Parts Department

Please note that we have begun focusing on the re-packaging of our smaller items into kits of multiple units, to reduce packaging, order process and shipping costs for our customers. Items such as fasteners, wheel studs and others will be packed with multiple pieces. When placing an order, please be sure to read the description to ensure the quantity listed in the package is the adequate amount you wish to purchase.



Recent trade shows



Butch Craig attends Construction Expo of Maine in Augusta, Maine.

Model 153 was featured at the show with Butch Craig and Thomas Sales Manager, Allan Downey. Over 175 exhibits located indoors and out. Special Thanks to Butch Craig and Son for hosting this trade show.



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.

