



We are changing the game

The key to staying relevant in a volatile economic environment is to provide the people and businesses around you with **real, tangible value** – only then will you be able to create those win-win situations we are all hoping to achieve. That's why Krueger Transport Equipment won't just help you build a trailer, but your business.

Looking back at what Krueger Transport Equipment has achieved since we exhibited in Brisbane in 2013, you can't help but think it's been quite the ride. We have not only opened a new, state-of-the-art factory just outside Melbourne, but also updated our entire product range along the way – the latest addition being our refrigerated multi-combination range developed jointly with Schmitz Cargobull.

Processes have been streamlined and quality standards raised, leading to faster on time deliveries and making Krueger one of the most pro-active OEMs in the

Australian market – a true game-changer.

But, what's even more astounding is that all this happened in an atmosphere of economic volatility, where many businesses in Australia have started to adjourn capital investment and stalled R&D efforts for the time being.

To demonstrate just how we've managed to buck the trend, let us present to you the 2015 version of Krueger News. Continue reading to learn more about how the business evolved since the last Brisbane Truck Show and have a sneak peek at all the innovations we're about to launch at this year's event.

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The Krueger value proposition

Welcome to the 2015 edition of Krueger News, a publication we have created to give you a sneak peek behind the scenes of one of Australia's most dynamic trailer manufacturing businesses. Prior to the last Brisbane Truck Show in 2013, we shared with you that we had re-organised our business model and invented new processes in manufacturing – all while maintaining our brand promise to provide the most innovative transport equipment and the best customer service in Australia. Today, we are happy to announce that Krueger has continued to grow across all areas of the business – from trailer manufacturing and spare parts through to service and hire. And more importantly, we helped transport businesses all around Australia grow their businesses too. With the next Brisbane Truck Show now coming close, the team here at Krueger Transport Equipment is confident that we can raise the bar again. Knowing that our industry is always on the move, we have worked hard to make sure we have a best-in-class product and a level of customer service that is second to none. In Brisbane, you will be able to experience first hand that it is Krueger Transport Equipment who set the standard everyone is striving to achieve, and that we strive for perfection in everything we do. That's also why we decided to team up with market-leading company, Schmitz Cargobull, and develop a refrigerated trailer range that is unlike anything else you've seen in Australia before. Just like Krueger, Schmitz Cargobull has a strong reputation for offering the best quality and technology in this industry worldwide – which is why I have absolutely no doubt this game-changing development will be a success and re-shuffle the nation's freezer market for the long haul. But it's not just technology that is making Krueger so successful – it's our attitude. To



Andrew Arapakis, CEO.



Grant Krueger, National Sales Director.

us, customer service has to be at the core of everything we do. We know that the very reason we are here today is to help you grow and advance your business – you are part of the family. Krueger Transport Equipment is more than just a business in the traditional sense. It's a family of like-minded people who share the same vision and want to help

you develop your business. Together, we drive innovation and set a new standard for excellence in Australian transport. Because we believe that's where the real value is being created – both for the Krueger brand and yourself.

Andrew Arapakis, CEO
Grant Krueger, National Sales Director

KRUEGER NEWS

14 MAY 2015
OFFICIAL LAUNCH DATE FOR THE JOINTLY DEVELOPED KRUEGER/SCHMITZ CARGOBULL FREEZER RANGE.

 OUR NEW INNOVATION MAY HELP REDUCE WORKCOVER CLAIMS.

1 JULY 2015
ESTIMATED LAUNCH OF KRUEGER'S NEXT BREAKTHROUGH INNOVATION IN MANUAL HANDLING – DESIGNED WITH OH&S IN MIND TO REDUCE INJURY RISK.



TIME IT TAKES A SINGLE PERSON TO OPEN A TRAILER WITH SLIDE-A-GATE TECHNOLOGY.



The news is out that the official launch event for the jointly developed Krueger/ Schmitz Cargobull freezer range will take place on the opening day of the Brisbane Truck Show in mid-May. To honour the occasion, Andreas Schmitz, Member of the Schmitz Cargobull Board and one of the most influential people in global trailer building, will fly in to attend the ceremony at the Brisbane Convention Centre.

HOT TOPIC John Krueger, Managing Director at Krueger Transport Equipment, has indicated that the company will be unveiling a new axle lift design for its RFS Road Friendly Suspension system in early July. "Our RFS range has been designed, built and tested solely for Australian conditions and is now one of the most reliable suspensions in the industry," he said. "Now we're raising the bar again by adding an Australian-made axle lift model to the line-up."

2000 KG
FLOOR AND A MEZZ DECK CAPACITY IN THE JOINTLY DEVELOPED KRUEGER/SCHMITZ CARGOBULL FREEZER RANGE.

History in the making

In the most impactful announcement Australian trailer manufacturing has seen in 2015, **Krueger Transport Equipment** and **Schmitz Cargobull** co-operate on the design of a new refrigerated van range.

The news is out: Melbourne family business Krueger Transport Equipment and Schmitz Cargobull will bring a new vehicle range to Australia. Krueger will be responsible for the assembly of a German box body here in Australia, which will be based on a proven Krueger B-double or road train chassis that is also locally made. Together, we aim at setting new benchmarks in productivity, energy efficiency, hygiene, durability and service.

PRODUCTIVITY

The Schmitz Cargobull body can boast the largest internal width in a deep freeze set-up currently available in Australia. We don't waste space by using a shiny coaming rail to frame the body, neither do we use rivets or bolts that take away valuable width. Instead we utilise each and every millimetre to allow you to load as much as possible, as conveniently as possible. Also on the productivity front, we won't allow for water ingress due to the steel skin used in the panel design, so you won't lose any productivity, and with it hard cash, over the long-run.

INSULATION

We know that temperature retention is the top priority for everyone in refrigerated transport, so we have designed a side wall that can boast 30 per cent more insulation material and still sets a new benchmark in internal width. That way you can transport more freight but waste less fuel on keeping it cool, making for an immediate bottom line advantage. On top of that, we made sure there will be no 'thermal bridge' left in the body where heat could creep in and compromise the freight.

HYGIENE

Refrigerated transport businesses play a huge role in food safety and rely on equipment that



World premiere of the new, superior Krueger/ Schmitz Cargobull van: Engineered in Germany. Produced in Australia. Serviced and supported nationwide.

will keep our food healthy and disease-free, so we decided to use a thin steel skin instead of fibreglass, as it doesn't crack or get porous, so there's no room for bacteria to settle inside the vehicle and compromise our food.

DURABILITY

To ensure our new range will never let you down, we designed a body that will be the strongest of its kind in the Australian market. With an extremely strong floor and a mezz deck capacity of up to 2000kg, it is far superior to anything available locally. Underneath the body, we will make sure the chassis can cope with the rough Australian road network. Drawing on our experience in the skel market, we've developed a strong and reliable package that will work perfectly with the Schmitz Cargobull body while maintaining all the characteristics of a classic Krueger chassis – providing unparalleled strength, durability and reliability.

SERVICE

Service is something we take very seriously, so we'll be throwing everything we have at it. We'll have staff from Germany in the country to train the Krueger team in assembly and repair and provide technical support and will keep having people on call to ensure it's perfect from day one.

FAST FACT

The "secret ingredient" to the Schmitz Cargobull box body is the brand's famed Ferroplast Thermo panel, which was developed in Germany in 1989 and has since been permanently improved. Unlike a common fibreglass panel, Ferroplast can boast a polyurethane core that is held in place by a crack-resistant and vapour diffusion-tight metal skin.

ANOTHER KRUEGER BUCKLE-LESS HITS THE ROAD



NEW DOUBLE DROP DECK B-DOUBLE FOR FREIGHT ASSIST

Freight Assist National Transport & Logistics have taken delivery of another double drop deck Kurtainer fitted with mezz decks and our heavy-duty, load restraint-rated, buckle-less curtain system. According to the Managing Director of Freight Assist, the reduction in turn-around is very impressive, with only around 1/2 minute to open and close each curtain – leaving the driver more legal driving time.

ATR IS EXPANDING ITS MEZZ DECK B-DOUBLE KURTAINER FLEET!



ADVANTAGE TRAILER RENTALS' new trailers are designed to easily integrate into existing customer fleets Australia wide to assist them during peak freight periods. Available on both long and short term basis.

SPECIFICATIONS AVAILABLE:

Dangerous good rated – rear door – hanging gate – Ringfeder – three-deck B-trailer – two-deck A-trailer – load binder – load restraint rated curtain.

WE CAN TAILOR A HIRE TRAILER TO SUIT YOUR COMPANY NEEDS

CONTACT ATR ON 0437 122 425 TO DISCUSS HOW WE CAN HELP YOUR BUSINESS

Your trusted PBS expert

Australia's Performance-Based Standards (PBS) scheme has allowed Krueger to introduce a new generation of innovative transport equipment that can take a fleet's productivity to the next level. The company's new quad-quad Super B-double combination made for Linfox is only one shining example.

Built specifically for transporting high-cube containers, Krueger's new quad-quad Super B-double is a reminder that the trailer building powerhouse is constantly forging new pathways to help transport businesses get to that next level.

"Krueger is all about developing effective, efficient and reliable transport equipment, and that's exactly what the new quad-quad Super B-double stands for," says National Sales Manager, Grant Krueger. Over the last few months, Krueger has built and supplied two quad-quad Super B-double combinations for transport and logistics giant Linfox, he adds: "Both Super B-doubles are currently in operation in Melbourne's CBD and waterfront district, carting two 40-foot containers at a time. They have been permitted for use under the Victorian Government's Higher Productivity Freight and Logistics Plan."

To speed up the PBS process, Krueger ensured the Super B-double design was approved prior to production. "The fact that our design was PBS pre-approved meant we could build both combinations right away and deliver them to the customer

without having to leave it sit idle in the workshop for individual assessment," Grant says. "Timing is key with blue-chip clients like Linfox, so getting all the paperwork sorted ahead of time was important to us." Each Krueger Super B-double skel combination is fitted with quad-axes and built on a lightweight chassis. However, both combinations were customised for each respective client. "The Linfox combination is able to run at a gross mass limit of 68.5 tonnes in Melbourne's port, while the Porthaul Super B-double can operate at a gross mass limit of 77.5 tonnes with an overall payload of 52 tonnes in both the city and country Victoria."

The low tare weight and modular design of the Super B-double range means the operator can carry two 40-foot containers, bulk bins or high-cube containers at once. "It's not just the payload gain, though, it's the flexibility to be able to separate the trailers if needed and use them as singles that makes them so special," Grant says. "The customer will essentially accomplish more with considerably less equipment – leading to less maintenance expenses and better fuel consumption."

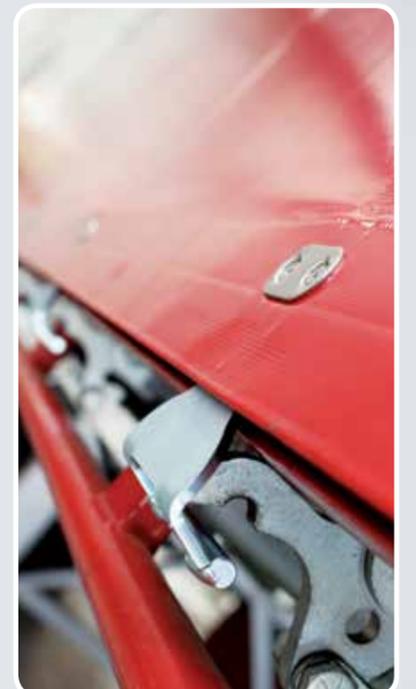
PAYLOAD ADVANTAGE

Krueger's PBS-approved Super B-double can carry two 40-foot containers or two high cube bins as opposed to one.

HIGH TECH ON BOARD

On top of its increased cubic capacity, each super B-double is fitted with the latest EBS braking system, side under run protection and a quad-quad suspension system.

NEW ADDITION TO THE BUCKLE-LESS FAMILY



WE ARE EXPANDING OUR BUCKLE-LESS CURTAIN RANGE TO GIVE OUR CUSTOMERS MORE OPTIONS:

OPTION 1

Heavy-duty buckle-less curtain incorporating two carbon fibre pultrusion bars per pallet space. Designed to prevent load shift. Best suited for country and highway operations. Built to last.

OPTION 2

New low-cost welded strap buckle-less curtain system designed for customers who wish to use cable-hung side gates for dangerous goods and general freight. Now available.

OPTION 3

Load restraint-rated curtain fitted with buckles which can be used with cable-hung side gates for both dangerous goods and general freight.



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KRUEGER
No. 1 in Innovation and Technology



LARGEST RANGE OF SKELS IN THE INDUSTRY. ALL AUSTRALIAN-MADE, NOT JUST IMPORTED AND RE-BADGED. "BOMBPROOF" DESIGN WITH 25 YEARS OF EXPERIENCE!

The nation's strongest skel

Standing still is not an option at Krueger Transport Equipment. Despite being known for having one of the **strongest and most reliable container chassis** on the Australian market, the family company continues to improve its best-selling product range.

In its quest for continuous improvement, the Krueger management team prides itself on keeping a close watch on the latest industry trends and never ceases to analyse the changing needs of its clientele. As a result of that commitment, Krueger has now developed a new version of its retractable skel model, featuring a new sliding suspension and remodelled gooseneck profile. Six units of the new model are already underway to transport rentals specialist, Rentco.

NEW RETRACTABLE SKEL

"Constant improvement has to be at the core of a manufacturing business in modern-day Australia, as it can help companies adapt to a changing business environment and remain competitive," says Grant Krueger, National Sales Manager. "The customer is the main focus point in that respect. Quite often they require a trailer for a specific project or contract that differs from a

conventional model, and you can't just refer back to what you've been doing in the past. That's how our new retractable skel for the wharf transport industry came into being." The retractable skel features a new sliding suspension designed to help stabilise the containers on the skel frame, which

“While the operator is on the road, the sliding suspension mechanism is now fully extended to optimise axle load distribution and maximise payload.”

is applicable to both 20-foot and 40-foot configurations. The suspension also features steel casting roller assembly, which is a new development for Krueger. "While the operator is on the road, the

sliding suspension mechanism is now fully extended to optimise axle load distribution and maximise payload. The way the steel casting roller assembly has been built is to reduce the tareweight," explains Stephen Hunt, Senior Technical Design Engineer for Krueger. "When unloading, the driver simply

applies the truck brakes, releases the slider lock pins and reverses the truck to bring the container to the rear, which makes it easier for accessing the container. The skel also comes with a remodelled

gooseneck profile. "We reshaped and strengthened the gooseneck to provide more clearance space, while addressing height issues for containers," Stephen says – noting that same level of craftsmanship went into making the chassis as reliable as possible. After all, that's what Krueger equipment has traditionally been known for. "One of the main issues with skel trailers is that bowing can occur in the middle of the trailer. If there's a slight dip, it can compromise the entire load and the structural integrity of the trailer – resulting in further maintenance costs and downtime. To prevent bowing, we used high grade steel on the chassis that won't cause any issues if the operator chooses to transport a 20 or 40-foot container." Krueger's retractable skel was first developed back in 1984, in an effort to allow operators to carry heavy containers without exceeding the maximum allowable capacity over the suspension and giving them more flexibility in a dock-loading scenario. It

has since become a regular fixture across Australia's port sector. Today, the retractable skel is a favourite with transport businesses all around Australia, according to Stephen. "All the recent enhancements to our skel will boost productivity and add additional value to the businesses we work with. That ability to always push the limit and get a little bit more productivity out of every trailer is what they keep coming back for."

NEW ULTRA LIGHT MODEL

Krueger's reputation in the skel market is also what caught the attention of Victorian wharf cartage company, Arrow. In late 2014, it took delivery of two lightweight tri-tri B-double skel combinations to help bolster its operation across Melbourne's wharf district. "This lightweight skel model has been an integral part of the Krueger portfolio for many years and is quite popular across

wharf carrier fleets in Australia," Stephen says. "Customers such as Arrow will use the lightweight variant as a means to maximise their payload when transporting 40-foot shipping containers. If needed, the skels can be separated and used as single trailers as well, which is another advantage." To get the tare right down, Krueger fitted the lightweight series with MBS air suspension systems supplied by Fuwa K-Hitch. "The MBS air suspension is one of the lightest spring steel trailing arm suspensions on the market today, which is why it makes sense to use it in this context," Stephen says. "Using the MBS suspension is just another example of how we try to constantly improve our skel offering and add value to our customers' businesses."



Superior drop deck design

Krueger Transport Equipment has bolstered its drop deck trailer offering with the addition of **two new high-cubic capacity models** – proving it has the industry know-how and resources to respond to Australia’s growing freight task.

Innovation has always been the growth engine behind Krueger Transport Equipment and still is the reason why so many transport businesses prefer to work the Melbourne-based family company. One area of modern commercial vehicle design Krueger has pioneered is the drop deck segment. Krueger’s latest offering in the field is a 36-pallet B-double model named ‘Combo’ and a mezzanine deck variant, both of which have been developed at the company’s new Truganina

site in Victoria. Both double drop deck designs represent landmark inclusions into Krueger’s growing portfolio,” says National Sales Manager, Grant Krueger.

DOUBLE DROP DECK

“The double drop deck concept has the “belly” of the trailer as close as possible to the road. A conventional drop deck semi or B-double set just drops once right after the landing legs, but our double drop deck version includes two steps to really max out

on cubic capacity,” he explains. According to Grant, the new model was designed in part to cope with customers’ changing expectations. “We were fascinated with the idea of the high-cube solution, as it can provide fleet operators the ability to give a higher payload and increase operational efficiency,” he says. Both new double drop designs feature an outer perimeter gooseneck main rail construction, which will maximise cubic space in the double drop section.

NOW
ALSO AVAILABLE
IN TRIPLE DROP DECK
CONFIGURATION –
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TODAY!**

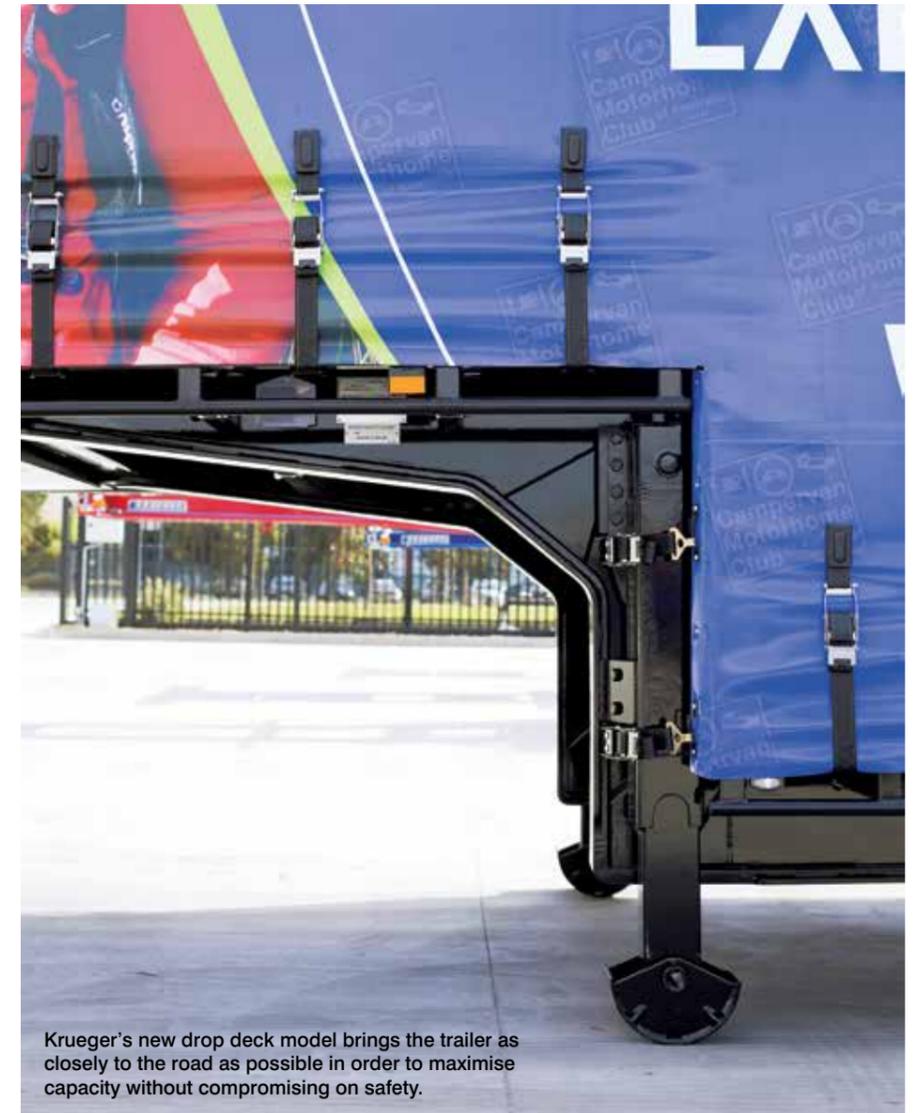
“This set-up will give the customer an increase in productivity,” Grant explains. “There is now more internal length and height available throughout the trailer for the operator to work with, as well as more clearance for a safe connection between prime mover and trailer.”

36 PALLET SPACES

“A standard drop deck combination can only give you space for 34 pallets, but this latest 36-pallet combination provides an additional two pallet spaces. This will allow the operator to load 14 pallets in the A-trailer and 22 pallets in the B-trailer, while still maintaining the 20.6m rule for 26m overall. In the second combination, the operator can double pallet loads using the mezzanine deck system.

“By loading more in either combination, the operator can make the most of each run, which can potentially mean more profits at the end of the day.”

According to Grant, both models are also built under the Performance-Based Standards (PBS) scheme, allowing Krueger to utilise the full height of 4.6m. “The 4.6m design allows for maximum, full height loading with the option for both normal and mass loading, with no 10 per cent payload reduction applicable,” Grant says. Optional features available for the new double drop deck range are Krueger’s patented Slide-a-Gate hanging gate system and its popular Lock ‘n’ Load buckle-less, load restraint curtain system, which can improve freight containment by eliminating load shift without the need for conventional gates. “The curtains are constructed using lightweight, high strength materials with carbon fibre



Krueger’s new drop deck model brings the trailer as closely to the road as possible in order to maximise capacity without compromising on safety.

sections integrated into the curtain structure. “It will work seamlessly with the drop decks as the curtains are fully-tested with both single pallets and double stacked pallets. They also meet and exceed the Government requirements for side load restraint, which means strapping down the load with load binders is optional for uniform pallet cargo. It will help our clients remain competitive in an increasingly tough marketplace and achieve measurable growth that results in greater profit for their operations.” Grant says Krueger’s new double drop deck range represents just another milestone in what already is a long list of achievements in modern commercial

vehicle design. Not only could the drop deck solution become an important tool to help tackle Australia’s growing freight task, but it will also help fleets maximise profits per run.

MULTI-BENEFIT MINDSET

According to founder John Krueger, that ‘multi-benefit’ mindset is exactly why Krueger has maintained a reputation for engineering excellence over such a long time. “The commercial road transport market is changing all the time and we need to evolve our designs in line with that development. Whether it’s a new trailer design or modernising an existing one, Krueger is prepared to push the boundaries when it comes to innovation.”



Breakthrough developments

In the increasingly competitive road transport market, only smart technology can help transport businesses operate viably over the long term. Krueger Transport Equipment therefore developed a whole range of **smart extras to give fleets the edge** they need to survive and thrive.

What sets apart the good from the great in modern manufacturing is the ability to add value on every level, from material choice through to aftersales service. One reason why Krueger Transport Equipment is so successful at what it does is the company's ability to not lose sight of all the small issues transport businesses face every day that cost them time and money – enabling it to add value where other OEMs don't.

NO MORE GATE-LIFTING

Take Krueger's **Slide-A-Gate** load restraint system, which has been one of the cornerstones of the company's success since it first came out. Developed in 1998, the system is specifically designed to increase flexibility and efficiency while lifting Occupational Health & Safety standards at the same time. The technology has become highly successful with general palletised and cubic freight where quick access is a prerequisite. Today, the Slide-A-Gate system is available on all new Krueger trailers and can also be retrofitted to most models in the line-up. In addition, the system is also available as a solid wall sheet feature built from either aluminium or steel, and will soon be revealed in a cable-hung version. "Slide-A-Gate allows a single person to open a trailer's gates in just 30 seconds," says Grant Krueger, National Sales Manager. "Traditional gates require heavy lifting each

time freight is accessed, loaded or unloaded, but we were determined to find a simpler and affordable solution to help improve our customers' operation.

"Our engineers knew that they couldn't do away with gates altogether because the barriers play a crucial role in securing freight during transit. Instead, they have fitted rollers to the roof of the trailer so that the gates can be pushed to the side for easy access to the freight inside. Once the gates are rolled back in place, they lock onto a catch to ensure that the barrier and the load remains stable throughout the trip."

Krueger's Slide-A-Gate system can significantly reduce the operator's risk of injury, all while speeding up the pick-up and delivery process. "Compare that to the

conventional system where the operator has to manually lift the gates and strap the load down, the Slide-A-Gate ends up saving the operator 20-30 minutes per day."

NO MORE FORKLIFT DEPENDENCY

On top of the Slide-A-Gate, Krueger has recently developed an innovative **Automatic Mezzanine Deck** system. This allows freight to be double stacked without having to manually change the positioning of mezzanine decks every time. Conventional mezzanine deck systems present a host of OH&S risks and are time consuming to operate. They also require a skilled forklift operator to manually remove and relocate the supporting saddles, and quite often such a person is not available when they're needed. "To address



NO LIP-SERVICE
AT KRUEGER! WE TEST
EVERY LOAD RESTRAINT
CURTAIN TO THE MAX.

WHY KRUEGER'S LOAD RESTRAINT CURTAIN IS AUSTRALIA'S FAVOURITE



BENEFITS

- No side gates or gate carriers required
- No load binders required for uniform pallet cargo
- Increased payload due to tare weight savings
- Quicker turnaround times –improved productivity
- Reduced OH&S issues
- Return on investment less than 12 months

FEATURES

- Contains and prevents load shift
- Load Restraint Rated 1 and 2 pallet high
- Compliant with NTC guidelines
- Lightweight, high strength, carbon fibre section integrated into curtain structure
- Improved freight containment
- Tested by Krueger engineers right here in Australia

both issues, we developed a technology that independently raises each deck using a hydraulic-driven chain system. The system is fully contained within the structure of the trailer and has its own power supply. The decks are held in place by self-engaging locking pins." According to Krueger, whenever a deck needs adjustment, drivers can use a hand-held remote control, allowing them to operate the system from a safe distance. "Each auto mezz deck operation can be completed within a minute and also integrates warning lights that remain on until the pins are fully engaged and the decks are stable," Grant adds. "It's just a really efficient, safe and userfriendly feature that enhances a fleet's operation and a great example of how we try to add value to a feature often overlooked in the speccing process."

NO MORE PAYING FOR WHAT YOU DON'T NEED

Krueger's most recent innovation is a **low cost version of its best-selling buckle-less curtain**. Based on the classic, air-operated Lock 'n' Load system, the 'basic' version has seen a couple of adjustments to make it more affordable, says Stephen Hunt, Krueger Senior Technical Designer. "The carbon fibre pultrusions – which form the load restraint feature inside the curtain – have been removed," he explains.

"This way we can keep costs down but still provide an automatic closing mechanism. However, removing the pultrusions means the operator now has to use side-gates and load binders again." While the standard buckle-less curtain system comes fitted with all locking mechanisms underneath the trailer, the low-cost version is different. "A trailer equipped with it won't have as many pneumatic actuators fitted. Normally, there's one actuator per pallet space, but in

the low cost curtain-sider, it's one to every two pallets," says Stephen. "The benefits of using the low cost design is keeping tare weight down – plus there's less need for regular maintenance, of course." Whatever the freight task, Grant says Krueger will always keep exploring new options to make it more efficient to handle. "The key is going the extra mile where others stop, thinking the job is done. We never become complacent, and that's our biggest asset."



100 per cent committed

As one of Australia's leading trailer manufacturers, Krueger Transport Equipment understands that having a **strong aftermarket and spare parts service** is quintessential to long-term success.

For a brand like Krueger Transport Equipment, which is known for having a good rapport with transport businesses, a well oiled aftermarket and spare parts division is the perfect platform to stay connected with each client after the initial sale, which is why it has become an integral part of the family business. In 2014, Krueger saw strong growth on the aftersales side of the business, with key figures doubling despite a stagnant equipment market, so hopes are high for 2015 to build on that success.

The reason for the division's current growth spurt is foresightful management, according to National Spare Parts Manager Martin Cels, who has just completed his first year in the role. "The big news, of course, is that we increased our spare parts profits, but there's so much more that happened behind the scenes," he says.

"We added more support staff, expanded our Derrimut showroom to accommodate more stock and broadened our services – all within a 12-month time frame.

"As a result, we are now more committed than ever before to strengthening customer relationships through innovation, modernisation and customer service – with the goal of supporting the needs of our customers anywhere, anytime."

Boasting more than 25 years of experience in the truck and trailer spares industry,

Martin has both aftermarket and OEM experience – a background that helped him grow and expand Krueger's aftersales division in a relatively short amount of time. After coming on board in February 2014, one of Martin's first tasks was the expansion of Krueger's stock showroom at its Derrimut site in Victoria.

"Changing the dynamic of the showroom was definitely high on the priority list, which is why we remodelled it around a supermarket-style setup. The more

“We are now more committed than ever before to strengthening customer relationships through innovation, modernisation and customer service.”

PARTS FOR EVERYONE

Should any parts need replacing, Krueger can now bank on a freshly strengthened spare parts division, which offers new and used trailers parts for a range of brands currently available in Australia. Replacement parts can also be fitted at Krueger's workshop, picked up or dispatched to the client.



products at our disposal, the quicker we can respond to any spare parts order," Martin explains.

MORE SPACE, MORE PEOPLE

Building a new aftermarket and spare parts team has also been crucial. "In April, we appointed Ben Raudino as our Parts Manager to oversee the Derrimut site along with some more staff. In 2015, we will continue to build the team and add another sales representative to the team," Martin says. "Due to industry demands, we've also added truck maintenance to our service offering, which was somewhat of a natural progression for Krueger.

"Ben, the team and myself all have ample experience in servicing both trucks and trailers, so promoting that complete service package will be a key project this year and in the future."

Martin adds that the changes to the Derrimut site were "just the beginning" as Krueger also added more staff to the New South Wales branch recently. Just like the Melbourne outlet, Krueger's Wetherill Park-based branch in Sydney can now boast

an upgraded and expanded spare parts showroom – just in time, to celebrate the 25th anniversary of Krueger's expansion into NSW.

"Just like in Victoria, we've invested heavily into expanding our service and parts division in NSW," says Managing Director, John Krueger, who is still involved in almost every part of the business. "Over the years, we have doubled our staff numbers, upgraded our service and parts capacity, and implemented a new online system that connects all our sites throughout Australia. All in line with our company values that helped us get to where we are today." John says the bottom line of any aftermarket service and spare parts offering will always be prioritising the client. "Our customers have made huge investments into their respective businesses, and our equipment forms the core of those investments," he explains. "It's important that we continue to add value to a customer's operation before, during and after a sale. There's always room to expand and improve the Krueger business on every level."

FULL WARRANTY PACKAGE

As part of its current offering, Krueger's full after sales support includes a 12-month unconditional warranty encompassing a free first service after 10,000km. Once the warranty has passed, the client can notify Krueger to arrange for pick up and delivery of their units when service is required. Krueger's interstate customers can simply liaise with the Krueger branch in their respective state to organise a service. In addition, Krueger also offers a three-year 'structural' warranty on all trailers, which covers damage to the materials used on the chassis.

THE NEXT BIG THING

➤ OUR NEW BREAKTHROUGH
TECHNOLOGY, AVAILABLE
FROM JULY 2015

- ✓ Breakthrough in manual handling
- ✓ Reduce your injury risk
- ✓ OH&S friendly

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