



Our quality of service policy

Proud of our Past - committed to the Future

We believe it is important that we all abide by our five golden rules in order that our Company provides our customers with a professional and quality service, second to none, enabling us to continue to grow and prosper in the future.

Rule One

If we don't look after the customer... Someone else will.

Rule Two

Nothing is gained by winning an argument, but losing a customer.

Rule Three

Always deliver what we promised, if in doubt - under promise and over deliver.

Rule Four

Always treat customers as we ourselves would like to be treated.

Rule Five

The reputation of the whole Company is in the hands of every individual.

Vehicle servicing

We are able to provide servicing to in-house schedules or to Manufacturer's specifications. The costs do vary between the two but this is usually reflected in the amount of work specified on the individual services.

For example -a 2000 Ford Focus 1.6 petrol

On a small service, our interim service would cost just under £120 + vat and a Ford 12,500 service costing about the same, there not being a great deal of difference in the price or the work carried out.

On a larger service, our full service would cost approximately £220 + vat as opposed to the Ford 37,500 service costing around £190 +vat. The Manufacturer's specification service costing slightly less but does not include having the wheels removed and a thorough check of the braking system which our full service does include.

This gives a rough comparison of prices although this varies between makes and models and is only a rough guide.

The difference between full and interim services and manufacturer's services can be quite vast.

Manufacturer's larger services are now usually much later on the newer vehicles which serve to move your costs into a later time.

Two good examples of why this is not necessarily a good idea is:

- On rear brake drum wear. If they are not removed on a regular basis and cleaned, a lip develops on the edge of the drum which when removing breaks either the shoes or the adjusters, creating higher service costs.
- On spark plugs. On manufacturer's service schedules spark plugs are not generally removed until the vehicle has reached approximately 60,000 miles. When left for this length of time we are finding spark plugs seized in cylinder heads and shearing off thus increasing costs once again.

Why service air conditioning systems?

- Air conditioning systems will lose 10% of their refrigerant every 12 months. This drastically affects the performance of the system and increases fuel consumption.
- Poor servicing of air conditioning systems causes hay fever, skin irritations, runny noses and itchy eyes.
- If not serviced regularly your air conditioning system will put a strain on the conditioning compressor, in turn this will place further requirement on the engine to run the system (approx 5 horse power is lost through this process!) This of course drastically increases fuel consumption.
- Fungi and bacteria grow in car air conditioning systems causing all kinds of irritations, allergic reactions and bad smells.
- Air conditioning manufacturers recommend the system should be serviced every 12 months or 12,000 miles.