

News @ Thomas

Tech Support

Thomas recently announced AW46 hydraulic oil as approved for the Thomas hydraulic system. The AW46 oil is compatible with all



Thomas hydraulic components and is readily available. As mentioned in bulletin 213, it is essential that all previously used oil be flushed from the hydraulic system according to the Thomas repair manuals.

In an effort to extend our time zone coverage, Thomas Technical Service has recently extended the hours of service from 8a.m. to 8p.m. Atlantic time.

We would also like to direct users to our web site and to browse our ever expanding Resources tab. We now have a broad range of down loadable manuals and a wealth of technical data in the trouble shooting and tech tips pages - including subject matter such as Safety, Hydraulics, Engine, Electrical and Controls. If you can not find what you need on our site, please use the request box - in each of these pages - to submit your questions and comments.

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

On April 2nd, Thomas Sales Representative John Andrews attended the "Construction Plant Show" in Punchestown, Ireland along with our dealer BFM, Ireland.



The show had a relatively large turnout of vendors including JCB and Caterpillar, along with many plant hire companies that operate in Ireland. The weather seemed as if it was the midst of summer, but unfortunately the visitor turnout was very low compared to other years. This was clearly another result of the economic downturn in the Irish market, as part of the world recession.

In this newsletter, we would like to remind our dealers that front lifting lugs are optional equipment. This option applies only to the front of the skid loader, whereas the rear lifting



lugs are designed into the frame/tank. The Front Lifting lug option easily bolts to the ROPS/FOPS side as the holes are pre-punched into each ROPS/FOPS. Work instructions come with each kit to ensure proper mounting. Thomas recommends the dealer keep one set of front lifting lugs in their inventory. This option fits Current Model 85 to Model 255. Use catalogue unit 2613 in your sales guide or feel free to contact your Regional Sales Manager. For additional information or any questions on the front lifting lug, please contact Thomas Technical Service.

Spare Parts Department

We are pleased to update you on our spare parts "available to fill" order rate currently at 95%, up from 57% last October. This means we have more stock of what you want, delivered to you faster. We are making strides to try and get this even higher.



By now all dealers should be using the Spare Parts Web Store to enter their spare parts orders at www.thomasloaders.com/spareparts. If you are not yet set up, please contact Customer Service and they can assist you in getting a log in ID and password to begin taking advantage of this great tool for your business. You can even upload a stock order from a CSV file, which will save you time from typing in multiple part numbers.

New Dealers

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

Walker Equipment, Markham, (Canada)

Walker Equipment provides a wide range of world-class products and services, from dumpers to excavators to skid steer loaders. Walker also offers rental services, and a state-of-the-art service department available 24 hours/day with fully certified mechanics.

Trade Show

MPG Farm Day, Maine, US {date}, 2009

Congratulations to Lynwood Winslow & MPG on their successful Farm Day show. This show, dedicated to MPG customers, featured all MPG's partners. The Thomas T255 and High Lift T185 were on location with MPG and accompanied by Regional Sales Manager, Allan Downey. The show featured over 20 of MPG's Vendors, farm chemical credit meeting, catered meal, seed cutting workshops; hands free tractor operation, latest in farm equipment as well as a pancake breakfast. This show was a great place to speak with many customers that have Thomas skid loaders.