



“Customer service is an important consideration when sourcing major units”

WHY SERVICE MATTERS



Good customer service is vital to the success of any business in terms of

the goods and services they provide and their interactions with new, existing and potential customers alike.

Alongside quality, customer service sits at the heart of Ivor Searle’s mission to provide automotive products engineered to the highest standards, accompanied by exceptional service with a commitment to our customers and the environment.

When it comes to sourcing a major unit, such as a remanufactured gearbox, engine or turbo, a supplier’s swift response can make all the difference in helping get a workshop’s customer back on the road. Be they a private motorist, fleet driver or a LCV user, fast turnaround reflects good service and helps workshops to secure repeat business and referrals. With



this in mind, Ivor Searle holds comprehensive stocks to ensure first class customer service and minimum vehicle downtime and provides free next day UK mainland delivery on stock items ordered before 3.30pm. Ivor Searle employs a team of 11 sales staff who handle around 400 telephone enquiries per day. To put this into context, we handled almost 4500 customer enquiries in January. Our expert sales team supports motor factors and workshops throughout Scotland and the rest of the UK, plus a

growing number of customers in mainland Europe and Scandinavia. Despite consumer uncertainty about buying new diesel cars, demand for remanufactured diesel engines remains strong with diesels representing the bulk of the enquiries we receive and 74% of the engines we sell. We have also seen a modest growth in demand for smaller-capacity petrol engines, reflecting the increased use of these compact, high-revving units that are designed to be ultra efficient.

Service also matters when it comes to warranty protection. To guarantee peace of mind, all Ivor Searle engines, cylinder heads and gearboxes are covered by a transferable 12-month unlimited mileage parts and labour warranty, while a two-year warranty covers all turbochargers. All products are also supplied with pre-installation guidelines for the workshop and model-specific instructions where required. In addition, all Ivor Searle professionally cleaned DPFs are provided with an inspection report and carry a no quibble 12-month unlimited mileage warranty. Ivor Searle has an extensive distributor network across Scotland, so no matter where you are, you’re never far away from a quality Ivor Searle product.

For more information:
01353 720531 or
www.ivorsearle.co.uk