



John Fleet beside one of the new Nanxing edgebanders - quality but not expensive.

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expanding service

As one of only a few dedicated machinery servicing company's in New Zealand, business has always been brisk for Machines 'R' Us and the current economic climate hasn't changed that, as many clients look to extend the life of their machinery where once they might have upgraded. Added to that the company has recently taken on the Australasian rights to the Nanxing range of woodworking machinery providing a one stop shop for those requiring maintenance, upgrades or new machinery.

Along with his partner Louise, managing director John Fleet has built his company on the basis of expertise and service. Expertise in all brands of woodworking machinery used in New Zealand and service where you want it, when you need it. They have a wide range of clients through out the country for whom they tailor maintenance schedules to suit machine type and usage.

John trained as a fitter and turner and then did an electrical apprenticeship before spending the early part of his career in the lift industry which gave him a good background in the complexities of service in industries where time and speed of service is vital. He then spent a couple of years at W & R Jacks as a technician before setting up on his own as a machinery servicing specialist 10 years ago.

Today the company employ six staff who like John are specialists in one or more areas of machinery. “Our staff are time served tradesman in the areas of pneumatics, electrical engineering and industrial mechanics which means they are able to provide a comprehensive breakdown and maintenance service that extends beyond simple machine setting and ensures a preventative maintenance program for clients which lessens the possibility of breakdowns by recognising issues with machinery before they become critical.”

Avoiding breakdowns is what maintenance is all about says John. “If we can inform a

client for instance that bearings on a motor are nearing the end of their life we can then repair or replace them before they go, saving a breakdown, loss of production time and money for our client.”

The company has a tendency to repair rather than replace and this can offer big savings to clients. “It is often easiest to simply replace an entire unit but this is not always the cheapest option,” says John. “Where possible we will look to repair a part. Our staff have the expertise to do this and we also have a nationwide network of supporting companies who we can call on to do work for us as required.” The company also carry a stock of parts from older popular machines which they are able to use as replacements when suitable

In a move in a new direction the company have recently taken on the New Zealand agency for Nanxing an affordable range of Chinese edgebanders and saws aimed at entry or start up level customer - although John notes an early sale to a more established player who bought an edgebander as it gave him the through put and flexibility he wanted with substantial cost savings.

The appeal of Nanxing for John is that it is good quality Chinese manufacturing with European parts. Having spent most of his life maintaining and repairing machines John knows what is likely to go wrong in any particular machine and that is where you want quality parts.

“The Chinese may not yet have the innovation of the Europeans but they are good copiers. So if you can isolate the critical areas and ensure they have quality componentary you end up with a good machine. This is particularly so with edgebanders which require high maintenance and probably represent our highest call out rate. The Nanxing range of edgebanders have Italian trimmers and German electrics, good quality componentary in key positions. It means I can confidently promote these machines to my clients.”

It is as yet early days in the new sales programme for Machines 'R' Us. “We are still very much a service company but our long term connections with clients and access to second hand machinery mean we are often asked for advice on machinery purchases. It was only a short step from there to looking for a range that would satisfy some of these needs. Nanxing does that for us and we think it will suit a lot of our clients.”

For a first hand look at what Nanxing has to offer visit the company's website at www.machinesrus.co.nz or their Auckland showroom in Keeling Rd, Henderson.

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