

# Telescopic access platform – the 260 TJ

The Manitou 260 TJ launched at APEX 2014, has a working height of 26m, and an elevation structure on an articulated fulcrum which makes it possible to get really close to buildings for a better working area and productivity gains.

“The compact dimensions of the 260 TJ (width 2.42m x 10.80m) optimise manoeuvrability on cluttered construction sites and transport is synonymous with time-saving and safety.

“They can easily avoid obstacles because of their all-terrain characteristics (four steering wheels/crab mode), so they can more easily access the working area,” Samuel Viaud, Maniaccess Range Marketing Manager said.

This access platform is also fitted with a jib, which will provide greater usage flexibility to operators.

“Fitted with a 400kg capacity basket, the 260 TJ allows three people to work over the whole of the machine’s load chart,” Samuel said.

“The Euro III A (45hp) Kubota engine gives the 260 TJ the power necessary to



Fitted with a 400kg capacity basket, the 260 TJ allows three people to work

travel over all-terrain surfaces.

“Combined with electronic management of engine speeds by stages, it allows linear translation of the basket when telescoping the boom, ensuring comfort and safety for the operator while limiting the environmental impact (reduced consumption and noise).

“The engine is compliant with European polluting emission standards in force

since 2013.

“The electronic management contributes to making horizontal or vertical movements of the basket during application along the wall of a building. These simulated movements are produced by a unique system of hydraulic flow management.”

Contact: 02 9517 3174 or visit website: [www.manitou-group.com](http://www.manitou-group.com)

## Genie appointment of Customer Support Manager – Parts

Terex AWP Australia has appointed former Terex HR team member Greg Mutimer as its new Customer Support Manager for Genie Parts.

Greg will oversee the Terex AWP parts team and he will be responsible for inventory management across Australia. He will also oversee customer relations, sales, forecasting and reporting.

Greg joined Terex in 2012, where he worked closely with the AWP Asia Pacific leadership team to develop integrated HR strategies and business solutions.

“The Genie team is a customer-support-focused organisation and we wanted to

recruit someone who will comfortably maintain our position as number one for industry-leading aftermarket support,” Mitch Ely, National Operations Manager, Terex AWP, Australia said.

“Therefore, we weren’t looking for a parts inventory specialist but for a leader who can steer the Parts department to maintain its industry-best position for customer service,” Mitch said.

Greg’s strengths include implementing and overseeing talent management programs and delivering leadership development programs.

“Greg’s role within our HR team gives him a unique knowledge of our business, and he understands the level of customer support we expect to deliver,” Mitch said.

Greg will be the main point of contact with the new distribution centre Terex opened in Singapore, which is expected to slash the delivery time of parts to Australia. Genie parts were formerly accessed from the US and Europe.

“Now parts will be stored in Singapore,

which will reduce lead-times to Australia from six weeks to one week,” Mitch said.

The appointment of Greg Mutimer was an opportunity for Terex AWP to align the parts function with its customer support model which encompasses its parts, service, PDI and fleet replacement teams under one umbrella.

“By combining these departments, we believe we can standardise the customer support experience and improve responsiveness,” Mitch said.

One of the notable changes to the company’s customer support since Greg’s appointment is the centralisation of the Terex AWP customer call centre.

“Previously, our customers would put all parts calls through to their local state or territory branch. Now these calls will be directed to a national support centre, which enables our customers anywhere in Australia to access our parts department between 7am and 6.30pm Monday to Friday,” Greg said.

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