



 **CONQUIP**®

 COVERED

Nationwide inspections, maintenance & customer support.
We're with you for every after-sales need.

Nationwide

INSPECTIONS, MAINTENANCE & CUSTOMER SUPPORT

We're with you for every after-sales need.



INTRODUCING **CONQUIP COVERED**

Our flexible, end-to-end after-sales service is aimed at delivering next-level support for our customers.

At a time when productivity, safety and sustainability are major driving forces for built environment, housebuilders, civils and infrastructure customers, our dedicated service specialises in increasing the lifecycle of products and keeping them compliant, reducing downtime on-site and eliminating the need for costly replacements.

With Conquip Covered, you have all the equipment support you could need, direct from the manufacturer, with no dependence on third parties.

WE MANUFACTURE. YOU USE. WE SERVICE

We've got you covered with:

✓ COMPLIANCE

✓ SAFETY

✓ PERFORMANCE

✓ EFFICIENCY

✓ ASSURANCE

✓ SUSTAINABILITY

INSPECTIONS & REPORTS

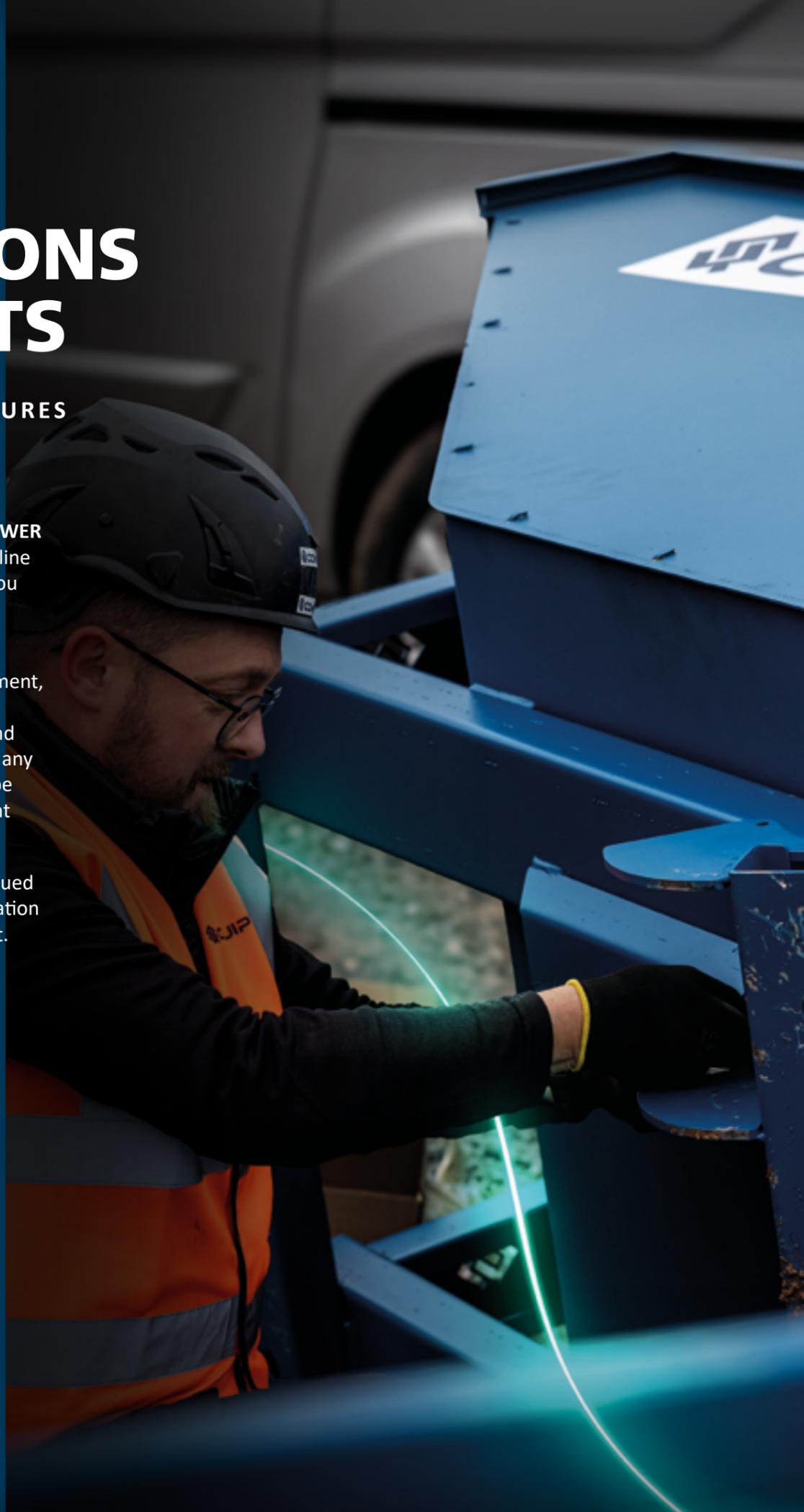
COMPLIANCE THAT MEASURES UP TO YOUR BUSINESS

Conquip Covered offers **LOLER** and **PUWER** equipment inspections and reports in line with HSE and legal requirements, so you remain compliant with all the reports you need.

Our engineers will inspect your equipment, including many items of non-Conquip equipment, outlining wear and tear and suggesting recommendations, such as any repairs and refurbishments that may be required to keep compliance consistent across your product fleet.

After a visit to your site, you will be issued with your Report of Thorough Examination in an easy-to-use, digestible document.

We'll also notify you when your next required inspection is coming up.



LOLER & PUWER INSPECTIONS



Six-monthly LOLER inspections are an essential requirement for any piece of equipment that is used for lifting or is being lifted, and it is a legally required inspection as defined by the Health & Safety Executive.

LOLER inspections should be completed on lifting equipment every six months or more frequently, if required.

12-monthly PUWER inspections are used to assess if equipment is fit for use and can be safely operated and maintained. They can take place more frequently, if required.

ONLINE ACCOUNT SERVICE



We now offer an online account functionality for Conquip Covered, which gives our customers the chance to:

- Search, read and download recent ROTEs. This means that buyers, site teams and HSE professionals can always find the LOLER and PUWER reports quickly and easily - and see when equipment is due for the next inspection.
- Contact the Conquip Covered team for more information, for quotes, to book an inspection or repair, or just chat through what your site or project might need.



REPAIR & REFURBISHMENT

KEEPING YOUR KIT WORKING, SAFE AND COMPLIANT FOR LONGER

Conquip Covered offers a comprehensive range of repair and refurbishment services, saving you time and money.

With all repairs and refurbishments carried out by the manufacturer, Conquip, you don't have to worry about third-party maintenance being completed on your equipment.

Whether it's simple repairs by our experienced engineers on your site, or more extensive refurbishment required at our workshop facilities, we'll get your kit back up and running.

We can even provide temporary replacements on hire if your equipment is in our workshop, minimising downtime on your site.



What can you expect with our REPAIR & REFURBISHMENT SERVICE?

- Repairs carried out on your site by Conquip's expert engineers.
- State-of-the-art workmanship on-site or at our workshop, with equipment cleaned during the work.
- No third-party maintenance: all work carried out by the manufacturer.
- Easy booking process, either on the phone or via our website.
- Hire a replacement whilst your equipment is being repaired.



If your equipment is in our workshop, our friendly helpdesk team will keep you up to date when work on your equipment is expected to be completed.

We will also arrange hassle-free collection and delivery of your kit to and from your site.



TRAINING...

...THAT TAKES YOU FURTHER

Conquip Covered provides a variety of training information, materials and on-site guidance, to help you get the most out of your equipment, and to keep your site running safely and compliantly.

SUPPORTING MATERIALS

Our wide range of supporting documents, included as standard, will help your workforce set up and use our products and solutions safely and with confidence.

Detailed technical user guides

- ✓ Provided for all equipment

Product videos and explainer animations

- ✓ Available for a large part of our range

Step-by-step 'how to' set up, usage and care instructional videos

- ✓ Created by product experts for our most complex equipment

ON-SITE TRAINING

Practical, on-site training programmes that provide your site team with personal, face-to-face product training from the experts.

Equipment demonstrations and toolbox talks available on request

- ✓ For more complex equipment

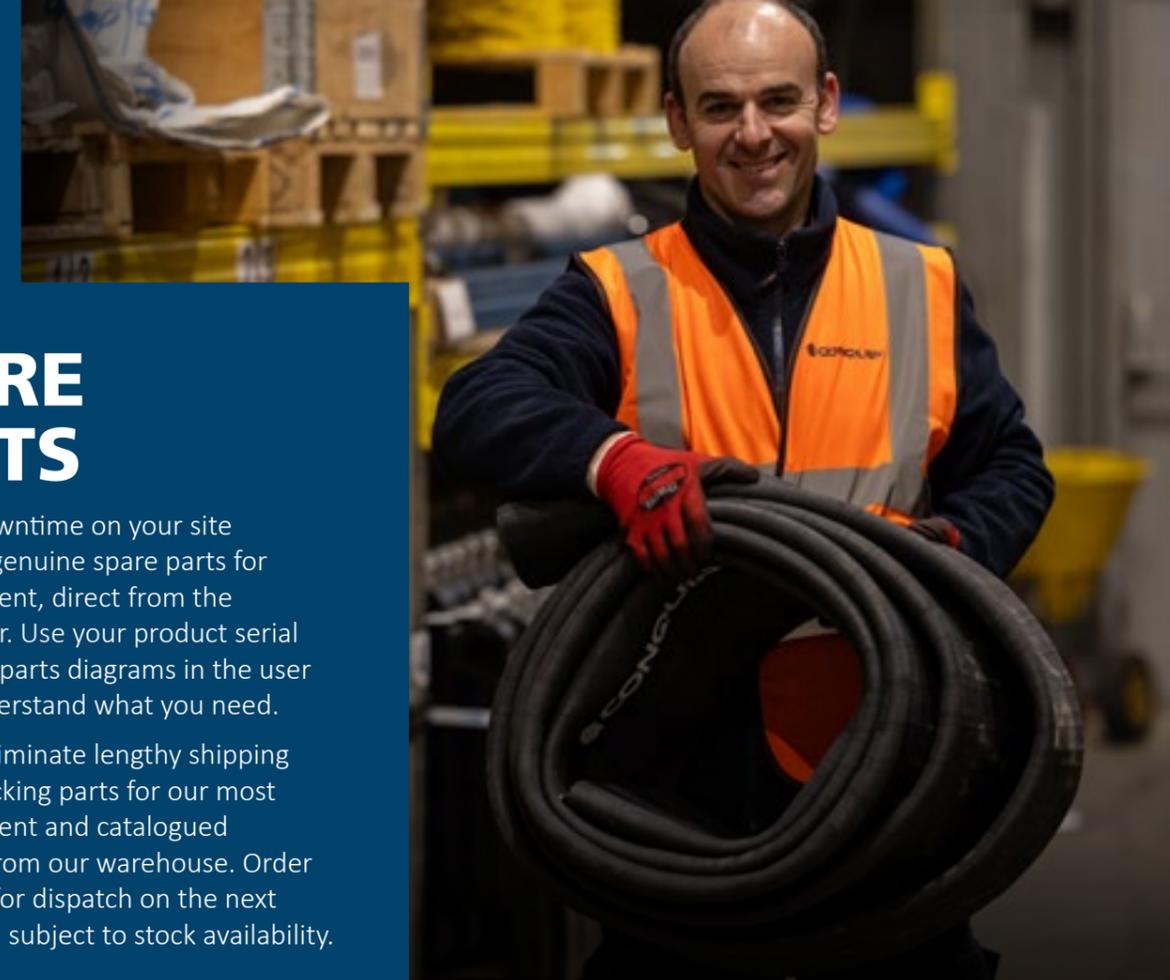
Training packages available on request for our most complex solutions, designed to help your workforce operate equipment confidently and safely

- ✓ For CantiDeck, BulkX, Concrete Washout, Concrete Column Skip, Powerbrush Forklift Sweeper, and Trench Shoring and Temporary Propping, carried out by Conquip's expert engineers.

SPARE PARTS

Minimise downtime on your site by ordering genuine spare parts for your equipment, direct from the manufacturer. Use your product serial number and parts diagrams in the user guide to understand what you need.

We aim to eliminate lengthy shipping times by stocking parts for our most popular, current and catalogued equipment from our warehouse. Order before 3pm for dispatch on the next business day, subject to stock availability.

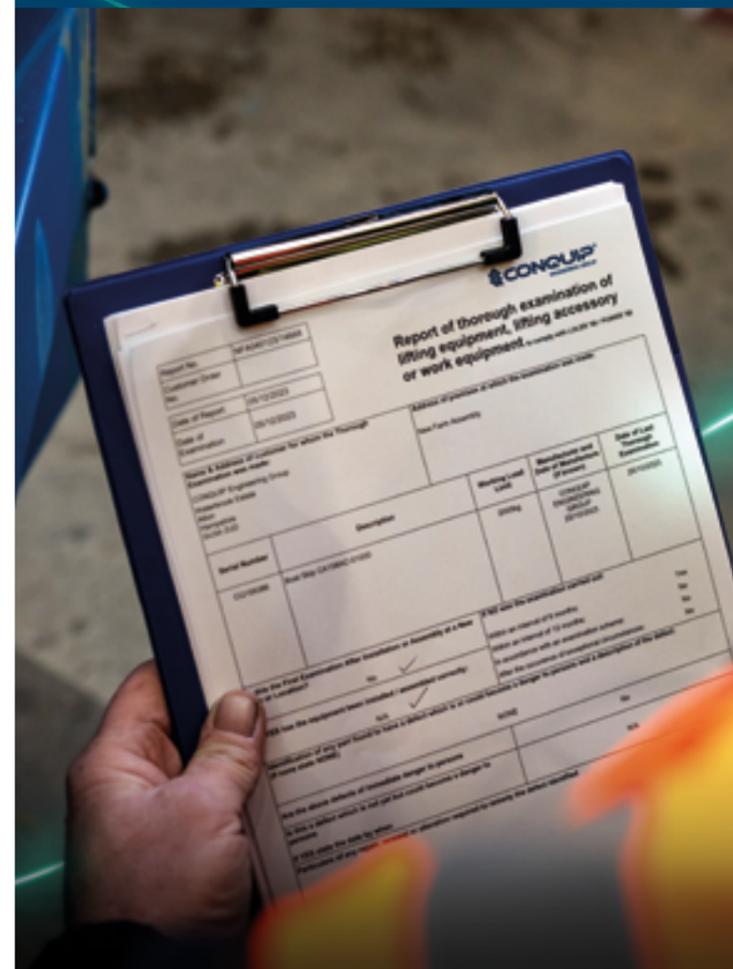


EASY-TO-USE DOCUMENTATION

We keep the documentation we send you simple and clear.

With every inspection, you'll receive documentation personalised to your business and project, including clear, itemised invoices and **LOLER/POWER** reports.

Our customer service team will keep you fully updated on when your next inspection is due, giving you peace-of-mind that you won't miss a service or inspection and clearly communicating any updates on spare parts, training and repair or refurbishment orders.



HELPDESK & SUPPORT

CUSTOMER SUPPORT
YOU CAN COUNT ON

Buy in confidence with our one-year original manufacturer warranty and with equipment supported for seven years from the date of manufacture. Conquip prides itself on providing premium advice and support to its customers. We don't want you to have to wait to speak to someone about your requirements, which is why we have a full team of customer service representatives ready to answer any after-sales questions or troubleshooting queries you may have.

Our friendly customer service team is available by phone, WhatsApp video, email, and via the live chat on our website between Monday to Friday, 7.30am to 5pm.

With Conquip Covered, our team are here to help with:

- Advice on legally required inspections for your equipment.
- Equipment breakdown support.
- Repair and maintenance management.
- Emergency engineer call-outs.
- Appointment scheduling and bookings.
- HSE compliance support.

Customer service support operating hours:

Monday to Friday 7.30am – 5pm

Call: 0333 300 3470

Email: support@cqegroup.com

Visit: cqegroup.com/uk/contact

WHAT DO OUR CUSTOMERS SAY?

HERE'S A FEW THOUGHTS FROM SOME OF OUR HAPPY CUSTOMERS:

"I found Conquip to be thoroughly professional, with an approachable and competent team at every stage, including with their on-site training. Everyone has had a very hands-on approach to working with us on this project, and I would not hesitate to recommend them or their equipment."

ADAM BARRATT
SENIOR GENERAL FOREMAN/SITE LEAD | HS2 GREEN PARK



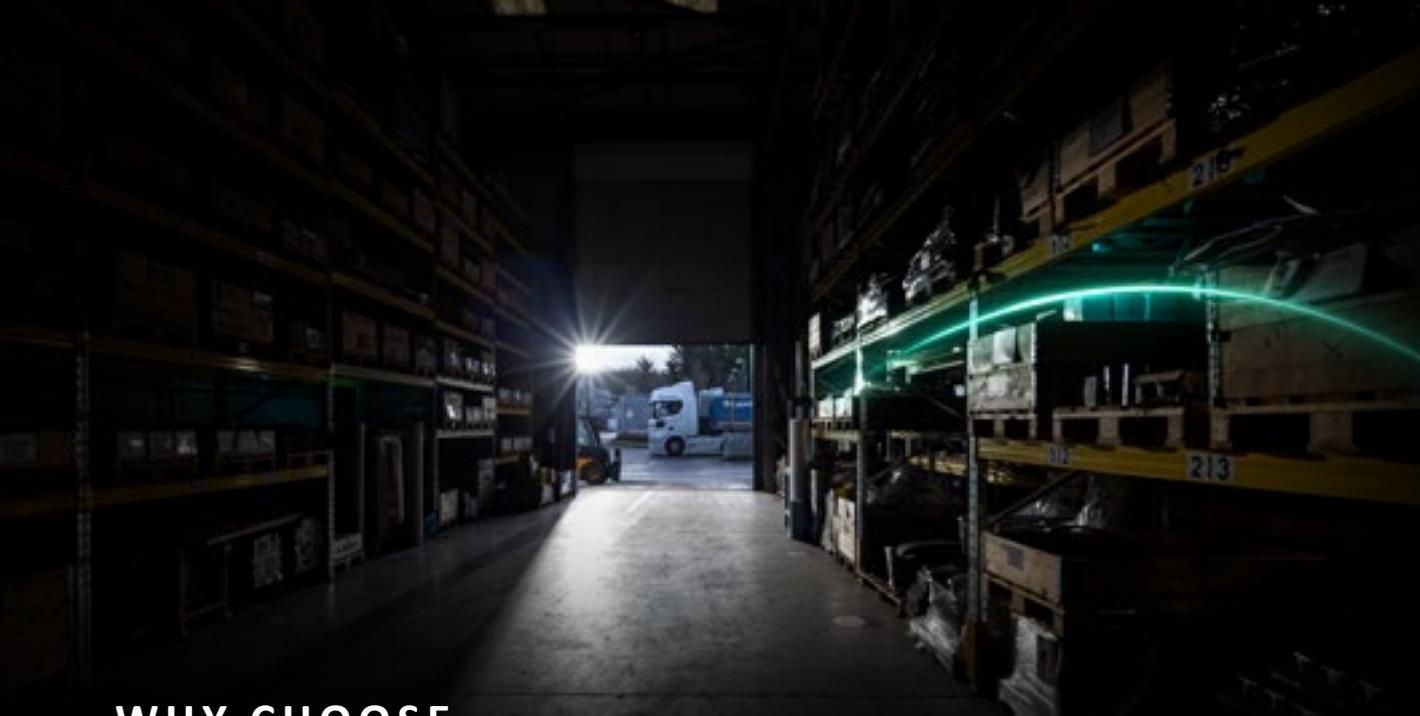
"Conquip has been a longstanding partner that we could rely on throughout the project, to deliver innovation. Their products are not only compliant, but always come with comprehensive usage instructions giving us peace of mind that our operators have the information they need to use the equipment safely. The project has used Conquip's after-sales refurbishment service to extend the life of our equipment – we know we are getting maintenance and repair work done by the actual OEM, so it's fully compliant after the work."

JOHN MCCOPPIN
GENERAL PLANT MANAGER | BYLOR JV, HINKLEY POINT C

"The aftersales team has consistently exceeded my expectations over the past two years. Their dedication, prompt response, and commitment to customer satisfaction showcase their exceptional service and professionalism. A truly reliable service."

JASON PLATFORD
BUYER | COUNTRYSIDE PARTNERSHIPS, WEST LONDON THAMES VALLEY





WHY CHOOSE **CONQUIP COVERED?**

- ✓ Superior engineering knowledge
- ✓ Original Equipment Manufacturer (OEM)
- ✓ Parts and spares direct from the manufacturer
- ✓ Inspections, full repairs and refurbishments with reports
- ✓ Customer support from a friendly, knowledgeable team



GET IN TOUCH

Call: 0333 300 3470

Email: support@cqgroup.com

Visit: www.cqgroup.com/uk/conquip-covered/

