

Universal News

Stop/Start Technology

What is it?

A stop-start system will automatically switch off the engine when a car is stationary. This is usually after a short period of time (e.g. 1.5 seconds), meaning the engine automatically switches off in traffic jams and at red lights. As the name suggests, the system then automatically switches the engine back on when the driver is ready to move off.

What we can offer you?

At Universal we have noticed the number of enquiries for Stop/Start units increasing over the last number of months. The constant "on/off" of the units certainly seems to limit their life and has resulted in good sales. We have already offered three special offers; 345 BMW, 358 Fiat, Alfa & Ford and 359 Mercedes 2.2 CDi. These have been very popular and we shall revisit Start/Stop technology regularly throughout 2013 and beyond. These are also a great opportunity for the Factor or Distributor to make some well earned profit, as often the only other option for the end user is the Main Dealer with the associated increased cost. Don't miss out!





Challenging times.....

Although we are all experiencing difficult trading conditions at the moment, Universal continues to invest for the future. In the past few months we have taken on extra staff in several areas of the business. Our workshop has seen a number of new recruits join, all young and eager to learn. In addition we have increased our warehouse staff and taken on additional drivers to cope with the extra demand for our units.

To compliment the additional staff we have also invested in several new vans both as replacements and extras to the fleet. We have continued with the Transit Connect as our Van of choice. They have proved reliable and capable of coping with a full pallet of units without any fuss.



To help further, our vans are now fitted with the latest tracking equipment and all drivers are equipped with a mobile phone.

Despatch times.

Whilst on the subject of vans and deliveries the cut off for our morning van is <u>9.00am</u> and the cut of for our afternoon delivery is <u>1.00pm</u>. Please be aware this is when the vans leave, so allow enough time for your orders to be invoiced, picked and packed. Don't forget we have the option of a next day courier service with Fedex with our cut off time right up until <u>4.15pm</u>. Please make sure all members of staff are aware.

House keeping (......our moans section 🙂)

Obviously this is not applicable to our vast majority of customers whose house keeping is perfect! But...... If this does apply, please can you help us out.

- 1) We are getting a number of account payments without a remittance advice. This causes a problem for our accounts dept allocating payments and can result in the wrong invoices being allocated. Could all account payments be accompanied with a remittance please.
- 2) Could ALL returned units be accompanied with the appropriate paperwork please. A returns note containing part number, invoice number and any other useful information e.g. old unit, new unit, would greatly speed up returns and the relevant credit note being produced.
- 3) We are seeing an increasing number of new units returned as "not required". Now whilst we understand that occasionally a customer may cancel for various reasons the number of units has increased greatly of late. This involves a retest of the unit, clean and a re-box. As this is an electrical unit many Main Dealers would refuse a return for credit on this type of product, so can we ask that when orders are placed with us they are confirmed orders as we would hate to start charging for testing and re-boxing.

<u>Christmas closing times.</u>

It's nearly here again! • This year we will again be closing between Christmas and New Year. We will be closing at 4.00pm (subject to business) on Monday 24th December and will re-open on Wednesday 2nd January 2013. If you would like to put in a stock package to cover over this Christmas period please don't hesitate to give us a call. All it leaves us to do is wish you a very,

Merry Christmas

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Competition time!

This edition we've decided to go all GCSE and give you some multiple choice questions. Simply choose the correct answer (all available on www.universal.uk.com) and submit them to competition@universal.uk.com numbered 1), 2), 3) 4), and 5) together with your name, company name and a contact number. 1st prize is a digital camera and second prize is a Sat Nav. Closing date for entries is 31st December 2012.

- 1) What pulley is fitted to the alternator part number UNA540? A) UNCP43 B) UNCP6 C) UNCP72 D) UNCP5
- 2) The alternator UNA2360 is rated at 100 amps what is the 120 amp option?
- A) UNA2403 B) UNA541 C) UNA2359 D) UNA2405
- 3) How many teeth are on the drive of a UNS200? B) 20 C) 19 D) 18
- 4) The starter UNS1635 suffers from an inherent vehicle problem. What is it?
- A) DMF dust B) Switch fault C) Ring gear D) Low compression
- 5) The O.E. part 23100-EB310 relates to which Universal part number? A) UNA2308 B) UNA2349 C) UNA2560 D) UNA2348

GOOD LUCK!







Technical bulletins.

If you have a few minutes spare during the course of your busy day, please take time to look at our technical bulletins on our website. They are full of useful information including unit identification, known vehicle faults, warranty issues, wiring problems and installation tips.



New packaging. 🌢

With modern units having more and more plugs, mouldings and bits of plastic fitted to them we have been looking very closely at our packaging options. We will, in the very near future, be using a special support in our packaging that helps keeps the unit safe and secure by moulding itself around the starter or alternator, keeping it safe and protected in the box. We will also be using additional packaging on all courier shipments to further aid their secure delivery.







IINA999 UNS1724 UNS1628 UNA2364 **UNA2430** UNA1342 UNA2544 UNA2545 UNA1608 UNS1608 UNA2361

<u>REWARD AVAILABLE!</u>

New to range.

Make sure you catch our regular new to range leaflets. These feature all the latest part numbers that have been added to our range. It's good to know that Universal Rotating are constantly expanding and updating our range to keep you up to date with the latest vehicle releases. So what

was on the latest edition? How about 🔽 Universal UNA2581 for the New to range starters October 2012. TDCi Fiesta 08- or UNS1812 that fits the latest MAN truck TGA/TGS/TGX range. We work really hard to keep the latest units



ready to go, on the shelf. So even if your current supplier can't help you, perhaps we can!

The MD's Christmas Message

Firstly I would like to welcome our new members of staff to Universal. The recent recruitment drive will help us to keep up with the growing demand for OE remanufactured products. It will also enable us to sustain our growth plans for 2013, and help with the development of our new to range products being released every

We have experienced a dramatic increase in Stop/Start technology product sales in 2012. With CO2 legislation being enforced across Europe, more manufacturers are being forced to use Stop/Start technology. We have invested in testing equipment to comply with Stop/Start technology, as I feel this will be the future of Rotating Electrics! I would like to thank you for your continued support throughout 2012, wishing you a Merry Christmas and a prosperous New Year!





🛔 Merry Christmas! 🜡 Company Registered in England