

Parts Centre Service Centre Bus and Coach Glazing



PARTS AND SERVICE

We're with you all the way.
When you invest in a new Plaxton coach, you're also investing in top-quality aftersales service.

Plaxton Customer Support is dedicated to keeping your vehicles where they belong – on the road, earning money.

The Plaxton Customer Support operation is staffed by people who understand the coach business. They realise the importance of a prompt response, whether it's ensuring that a vital part is delivered to your workshop, replacing a damaged screen or attending to a vehicle breakdown.

Roadside support is provided 24/7 by our agents who operate a dedicated control centre. They have direct access to a network of UK and European service agents, able to provide assistance with just one call. When your call comes in, you can be confident that you will be talking to a specialist, someone who knows the coach industry, someone who can make a reasoned assessment of the situation and initiate action to get you moving again.

For most replacement parts, an order received by 3pm will be delivered the next working day. In an emergency there's an out-of-hours service for parts ordering. With over £2m of parts stock holding at our Anston base, close to Sheffield and the M1 motorway, this represents the largest stock of Plaxton parts anywhere in the world.

For major repair or refurbishment work, Plaxton has support facilities at Anston which can repair accident damage, anything from a minor scrape to more major repairs. Our paint facility can handle anything from small vehicles to full size coaches – including double deckers. They are capable of tackling even the most complex paint schemes to an "as new" standard. Indeed, just about any job you care to mention – and not just on Plaxton-bodied vehicles – can be completed using our team of skilled engineers, bodybuilders, electricians and coach painters.



BUS AND COACH GLAZING

Damage to glazing is unfortunate, but an accepted risk nonetheless. Recognising this, Bus and Coach Glazing provides an unrivalled replacement service on all makes of coach. Our teams of professional glass fitters give you nationwide coverage, the only manufacturer based service to do so, offering a fitting service on your premises or at remote locations for vehicles away from home. For those with the necessary expertise, we can supply glass for customers to fit themselves. Glass from Bus and Coach Glazing is competitively priced and, aware of the need to minimise downtime, we take pride in guaranteeing prompt delivery, where you want it, when you want it.

Everyone at Plaxton understands that their responsibility for a new coach continues long after it has left the factory. For parts and service Plaxton Customer Support provides the back-up you need, when you need it, and FAST.

Main contact numbers

Parts Centre	01909 550044
Service Centre	01909 551155
Customer Support	01723 588888
Bus & Coach Glazing	0800 220077



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Plaxton Limited policy is one of continuous development. The right is reserved to change specifications of the models and items described. For the latest details always consult your Plaxton dealer: 11/04

