



John Crane Invests in Service

John Crane announces that it is investing significantly by extending its UK Service offering and opening a NEW Super service centre in Manchester.

The NEW 1000 Sq foot state of the art development will be equipped to provide refurbishment to "as new" standard for our mechanical seal range. The centre will provide a complete service for our customers within the North of England, In addition the NEW facility will also provide centre of excellence capability for more specialised products from our range such as

Metal Bellows repair
Power transmission coupling repair
Vessel seal repair/service exchange
Dedicated Pharmaceutical/ hygienic seal repair
API seal repair and test

To ensure rapid response to customer service requirements the NEW centre will have machining capability including turning, milling and drilling enabling fast turnaround of adaptive hardware The centre will In addition house a comprehensive stock holding in support of UK customers.

The NEW facility is located next to John Cranes recently built UK Sales and Service Headquarter offices in Manchester which, in addition to our first fit and end user internal sales teams, also houses a team of 12 experienced engineers dedicated to the UK capable of providing:-

- Full design and upgrade service.
- In depth analysis and reporting support
- Full test laboratory with "full duty" dynamic test capability

In support of the customer the John Crane International training team provides extensive training from their state of the art training suite within the same building

In recognition of the changing needs of our customer and the markets they serve John Crane is launching a NEW mobilised service engineering team with personnel located around the UK .These engineers will provide on site support to our customers in all areas of the UK not only for our market leading range of Mechanical seals but across our full product range that includes.

- Couplings
- Specialised Bearings
- Filtration
- Condition based Monitoring

Nationally our customers, sales and service staff will be supported from our NEW or redeveloped Super Service centres in

- Scotland (Aberdeen)
- North England (Manchester)
- South England (Totton)

The centres, along with mobilised service engineers, will be fully operational by the 1st August 2009 once again demonstrating John Crane's commitment to its UK customers.

This is a key element in the investment and growth plans of the wider John Crane Group within which significant investment has been made in the creation and development of its hub and spoke operations structure which will support its customers and sales and service teams globally.

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