

# New JCB Skid Steer and Bell backup impress Talisman Hire

**Business owners in the services industry will tell you that reliable products, good backup, and quick repairs when breakdowns occur are paramount to ensuring continued client support. This however also applies to the suppliers of equipment to such businesses as a leading equipment hire company in South Africa's Limpopo Province has found to its advantage.**

Lephalale is a bustling town in the hot Limpopo bushveld with the local economy fed by coal mines, power stations, the many game, stock and especially potato farmers of the area and related industries that service them. One such notable service provider is Talisman Hire in Lephalale where we spoke to the Branch Manager, Jaco Putter.

"We're part of a large group of similar stores spread across the Gauteng, Limpopo and Mpumalanga provinces and in this area we service a wide variety of clients ranging from engineering, mining, agriculture and do-it-yourself enthusiasts," Jaco says. "We carry about 800 stock items and apart from obvious hand tools, we've built a reputation of carrying reliable compact equipment such as backhoe and skid steer loaders, compaction equipment, concrete mixers and generators."

Talisman Hire Lephalale stands out within its group as an award-winning branch for showing the most consistent growth last year.

Jaco goes on to tell that they recently bought a 2016 model JCB 3CX Backhoe Loader, with 7 000 hours on its clock, from a sister branch which had been taken good care of. "This JCB 3CX Backhoe Loader has only given us good service and its sustained performance has proved to us how important diligent and preventative maintenance is, with technical backup from the original supplier."

The Lephalale Talisman Hire branch also runs four skid steer loaders and when one became too expensive to repair and maintain, Jaco received approval to replace it with a new similar sized machine. His research across the wider skid steer market brought



**Talisman Hire Lephalale Branch Manager, Jaco Putter (left) with Bell Sales Representative, Jan Barnard.**

him to Bell Equipment, now the South African distributor of JCB equipment, where he received a pleasant surprise. "Bell Equipment's Sales Representative, Jan Barnard, had dropped off catalogues related to all of JCB's equipment and upon further enquiry we noted that the JCB 155HD Skid Steer Loader was priced lower than its direct competitors," Jaco says. "With the positive experience we've enjoyed with the JCB 3CX Backhoe Loader, we knew that choosing this JCB Skid Steer Loader would be the correct decision."

Talisman Hire Lephalale then traded in an older skid steer loader on the new model. When the JCB 155HD Skid Steer Loader was delivered in early August 2022 they learnt that this particular model they had bought was originally destined to go to Russia where, with its larger bucket, it would be used to shovel snow and chicken manure. "As this JCB 155HD Skid Steer Loader's target market here would see it working in far more abrasive materials, we swapped out the larger bucket for a slightly smaller but more robust one," Jaco explains. "Upon delivery the machine was sent directly to a client's site where it would load dense material related to either chrome or platinum."

According to Jaco, their new JCB 155HD Skid Steer Loader is fast proving very popular with clients for several reasons. The enclosed and air-conditioned cab ticks the boxes that they expect will soon be mandatory for work on the mines as it reduces operator fatigue and the side entry into the cab makes for comfortable and safe access.

The machine's compact design means it can work in extremely tight spaces near or under conveyor belts where it may be used for housekeeping duties. It's three metre reach when lifting the bucket is seen as an advantage and fuel consumption of between three and seven litres an hour depending on the task, has been received favourably by Talisman's clients.

"We're keen to explore the JCB 155HD Skid Steer Loader's multi-tasking capabilities and we're aware that it can be fitted with a brush-sweeper, auger for drilling holes and even a hydraulic hammer," Jaco says.

Jaco is candid when he says that any machine, even a new one, is only as good as its technical backup and when a sensor in the JCB 155HD Skid Steer Loader's engine raised a continuous alarm one weekend, they were pleased to find that Bell Equipment's duty mechanic, Kobus de Beer, had no hesitation to drive from Rustenburg on a Sunday to attend to the problem and fix it.

"This is the type of service that breeds brand loyalty and I know I have my principals' backing when I say that we would be prepared to pay a premium for any piece of equipment when we know we can rely on such proven and sustained service," he adds. "Looking at the future and where our market leads us, we're keen to explore the advantages that bigger machines may offer, and we'll be engaging with Bell Equipment again quite soon."