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Winter 2020

Review



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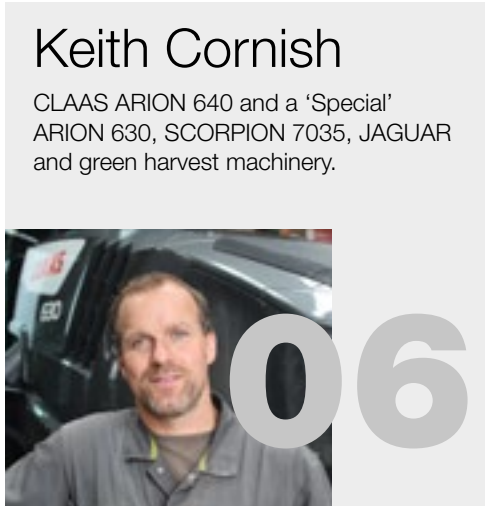
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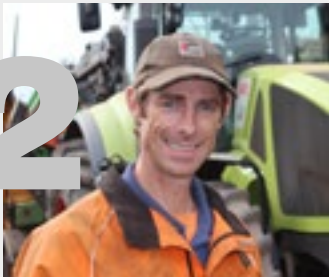
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Josh Collins

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AXION 920, 2x AXION 830, ARION 640, 3x ARION 630, JAGUAR 950, LEXION 450, 2x QUADRANT 3200, ROLLANT 540 and green harvest machinery.

One look around Josh Collin's yard and its clear where his loyalty lies when it comes to dealers. But loyalty is a two way thing and as a contractor it is the service and support that HAMBLYS provide him that is important.

“With HAMBLYS it's the whole package that you buy into – sales, service, parts, extended warranties and finance. HAMBLYS care. Nothing is a problem and they have been really supportive of me since I set-up on my own.”

“As a family we have dealt with HAMBLYS and bought combines off them since the late '90s and there has always been a CLAAS baler or tractor around. I set up on my own only two and a half years ago and we have grown very quickly. But HAMBLYS have been extremely supportive towards us and been very involved in helping us look at ways of working within cashflow, which is greatly appreciated. We could not have done it without their help and assistance.

“HAMBLYS and all of their staff really care. Contracting is not a 9-5 business and HAMBLYS recognise that. We can always get hold of someone and if necessary they know how to get hold of someone that can help us. Nothing phases them, whatever the time of day, and bank holidays or weekends don't seem to matter – we always get the same friendly, helpful answer and level of response.

“Loyalty is important and that is certainly being tested with some other dealerships in the area at the moment, which has upset a lot of people.

“What really impresses me about CLAAS is how the family ethos extends down right from the top of CLAAS, through CLAAS UK and on down through to HAMBLYS, and how as a customer I also feel part of that. It's very special and I never feel we are alone. CLAAS and HAMBLYS are there for us. That obviously also extends to their staff as you look at the number of senior staff in HAMBLYS and CLAAS UK who have been able to work their way up.”

“What really impresses me about CLAAS is how the family ethos extends down right from the top of CLAAS, through CLAAS UK and on down through to HAMBLYS, and how as a customer I also feel part of that. It's very special and I never feel we are alone. CLAAS and HAMBLYS are there for us.” - Josh Collins



CLAAS JAGUAR 950

Keith Cornish

D Cornish & Sons, Welcome, Bideford

CLAAS ARION 640 and a 'Special' ARION 630, SCORPION 7035, JAGUAR and green harvest machinery.



There's no hiding for contractor Keith Cornish and his 'Special' metallic gun metal grey ARION 630 CIS+, which has attracted a lot of attention both locally and also on Facebook.

"I have been really happy with how well it has come out. The ARION really does look the part. The whole idea was to create attention for the business and to do something a bit different, but I have been amazed by just what a reaction there has been to the tractor, how many good reviews there have been and just how many people have been wanting to photograph it and comment on it. The only problem is there's no hiding now!

"My mother has even had campers from her campsite coming up and saying how smart the tractor looks. There are quite a few friends' children who are now wanting a model ARION like this!

"The whole project started over a year ago when HAMBLYS showed me a photograph of a special AXION that CLAAS had done and I said to him that 'I want my next tractor to be like that in metallic gun metal grey'.

"I completely forgot about it until we started talking about replacing one of our tractors and he reminded me of what I said, and it all went from there. It has definitely been a joint

"The whole project started over a year ago when HAMBLYS showed me a photograph of a special AXION that CLAAS had done and I said to him that 'I want my next tractor to be like that in metallic gun metal grey" - Keith Cornish





'Special' CLAAS ARION 630 + Richard Western Trailer

project as the panels had to be taken off and resprayed. I originally left the wheel centres red, but that didn't look right so we resprayed those with 2-pack black.

"I have been careful to not get too carried away and go over the top. I did consider a chrome exhaust, but that would have been too much, and then saw it was possible to get chrome inserts for the exhaust which work just right."

The Cornish's have dealt with HAMBLYS for over 40 years reckons David Cornish and key to that relationship is the trust and support there is between the two companies.

"HAMBLYS are very open, fair and there are no issues. We have a very close relationship and that is worth a lot," he says. "When they say they will look into something and come back to you they will and it happens, which is more than with a lot of companies.

"Andrew (Rundle) the service manager at Torrington is fantastic. He is always there for you and if there is an issue I know that he will look after and do his best for us, which is what you want.

"As contractors we expect machinery to work hard. Out of season we go through everything so that its ready to go when we want it and to avoid any risk of breakdown, as these days with the weather windows we have to work in, we can't afford to have machinery stopped. If we do have a problem, I know they will do their utmost to get us going again or provide another machine to tide us over. Other dealers just don't provide that level of back-up."

As for Keith and his gun metal grey ARION, he could not resist buying a new gun metal grey Richard Western trailer that HAMBLYS had in stock, and is now eyeing another tractor, and even their forager, as future projects.



“Andrew (Rundle) the service manager at Torrington is fantastic. He is always there for you and if there is an issue I know that he will look after and do his best for us, which is what you want.”



Ed Doidge

WA & EW Doidge, Trewidland, Liskeard

ARION 530 CIS and FL120 loader.



Even though Ed Doidge says they have dealt with James Poad for many years, one of the only things they haven't bought from HAMBLYS until now is a tractor. However, that changed in June 2019 when having looked at a number of different makes, they opted for a 145hp ARION 530.

"Having had problems with our previous make we wanted to change make so took the opportunity to have a good look at what was available," says Ed Doidge. "Having dealt with HAMBLYS for a long time we knew the service and support was good, but of the tractors we tried what really stood out on

the ARION was the comfort. In that respect it won hands down. Also there are definitely more CLAAS tractors around and speaking to other users they all were happy with their tractors.

"Having got it we now certainly wouldn't be scared of having another. The ARION does everything we ask of it, is very comfortable and the CIS specification give us all the sophistication we want from a tractor that is mainly used for loader work around the yard. It's a good all-round tractor which has already done 2,000 hours so it's not been idle."

In addition to running 300 ewes and 80 suckler cattle on the 136ha they own and rent, the Doidge's also provide a general contracting service locally, which includes conventional baling using a MARKANT 55 baler.

"We do everything from potato work, through to helping out with raking, haulage or buckraking for customers who have their own trailed or self-propelled foragers. Although it was mainly bought for loader work at home, the ARION is just as good for field work and by having the loader controls linked to the front linkage, we can even use it for buckraking if necessary.

"James has been on at us to change makes of tractor for about 10 years! He's very easy to get on with but as a whole HAMBLYS are extremely approachable. We may not be their biggest customer, but they still treat us like any other customer. Launceston may only be about 15 miles away, but it takes about an hour to get there, but that's not an issue as we very rarely need to go!

"Nothing's an issue. If you have a problem they will provide an answer and you don't need to chase them unlike some other dealers. Reliability has been very good and about the only time we hear from HAMBLYS about the ARION is when they want to come and do an update."



“Although it was mainly bought for loader work at home, the ARION is just as good for field work and by having the loader controls linked to the front linkage, we can even use it for buckraking if necessary.” - Ed Doidge



CLAAS ARION 530 CIS

Henry Fox

Brendon Hill Tree Services, Wiveliscombe, Taunton

AXION 950 CEBIS.



“The amazing thing about the 950 is how the designers have created such a powerful tractor in such a small frame. The 950 is only 30cm longer than the 850, but it has about 150hp more power.”

- Henry Fox

Powering a high capacity woodchipper is probably one of the hardest jobs that you can ask a tractor to do, but its one that Henry Fox’s 410hp AXION 950 handles with ease.

The last few years has seen a considerable increase in the number of biomass boilers running on woodchip. To meet this demand, during the winter the AXION and Heizohack HM 10 500K chipper, which is capable of taking timber up to 30in diameter, will process up to 100 tonnes of wood a week producing 400m³ of woodchip, and in the process clocks up 1000 hours a year on the chipper alone.

“It’s hard on the tractor,” says Henry. “I originally ran the chipper on an ATLES 936 and then had an AXION 850, but they were both really on the limit and having to run at full bore the whole time, which was not good for the engine or the exhaust manifolds.

“I spoke to Matt (Macdonald) about changing to a AXION 870 with the latest more clever engine management system which would cut the engine revs when not under load. But as they had only just come out he said he was struggling to find one, but had found the AXION 950 which he felt would be ideal for the job. And he was right, as now it is the tractor which is in charge and the chipper which is being pushed to its limits.

At the height of the season the AXION 950 and Heizohat chipper process over 100 tonnes of timber a week.



“The amazing thing about the 950 is how the designers have created such a powerful tractor in such a small frame. The 950 is only 30cm longer than the 850, but it has about 150hp more power. As it’s so compact it’s easy to get into tight yards where we often chip and blow straight into hoppers. Also its so comfortable. We can be chipping for 9 to 10 hours solid but at the end of the day you walk away still feeling fresh.”

One of the first jobs that had to be done having bought the AXION, was to convert it to reverse operation using a revolving seat that Chris at HAMBLYS had made for the smaller AXION. This provides Henry with a grandstand view over the chipper and loading arm. Although he has to remove the steering wheel, so can’t steer the tractor, because the

armrest and CMOTION transmission control also swing round with the seat, he can at least shuttle backwards and forwards in a straight line.

“I have used HAMBLYS for about 10 years and their service has always been absolutely fantastic. It’s impeccable. Nothing is a problem and if you need them urgently they will drop tools and get you sorted. Leonard (Summers, Service Manager) is the absolute backbone of the business and Chris is a fantastic guy. It’s the service team that really make the business.

“Why do I run a CLAAS tractor? It due to the friendly, down to earth service that I receive. It’s all down to the people.”



“I have used HAMBLYS for about 10 years and their service has always been absolutely fantastic. It’s impeccable. Nothing is a problem and if you need them urgently they will drop tools and get you sorted.”

- Henry Fox





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Kevin Manley and Ben North

K J Manley, Roseash, South Molton

ARION 630 CIS.

For contractor and dairy farmer Kevin Manley and tractor driver Ben North, the main thing that stands out about HAMBLYS is the fact that they always get a response.

“We have all had it where you want a price from a dealer for a machine, let alone a tractor, and you never hear anything. That’s not the case with HAMBLYS,” says Kevin. “They will always come back to you. You ask Matt a question and he will be straight back to you and it’s the same with Leonard the service manager. The service and support is always there, which as a customer is what you want.

“We have a very good relationship with HAMBLYS. They are always our first port of call and Matt is a salesman that wants to sell and work with you. He will look after you. It’s noticeable how much machinery he has sold in the area and there is a very good reason why.”

The past couple of years have been ones of considerable change as Kevin has scaled back his contracting operation, which at one stage ran three baling teams, and has moved back into dairy farming, setting up an organic 100 cow herd which are milked using two robots with the milk going for cheese production, a lot of which is exported.

Although CLAAS machinery has been the mainstay of the business for quite a few years, but it is only since last October that the business has run a CLAAS tractor, with the arrival of an ARION 630 CIS. This was bought mainly at the request of driver Ben North, who had considerable experience of CLAAS tractors and HAMBLYS when previously working for a another local contractor.

Having front linkage and PTO, Kevin also invested in a new DISCO 3150 front mower to make full use of the tractor for the 400ha of mowing done each year, plus its used for 2000ha of raking with a LINER 2700, round baling and hedge cutting.

“The ARION is very comfortable. Its good on fuel and the grip is extremely good which is important when using our 2600 gallon tanker on hills, plus having the front linkage has made a considerable difference,” says Ben who mainly drives the ARION and, complains Kevin, never lets him near it! “CLAAS do every range of machinery that we need, including clothing, and my kids absolutely love being part of CLAAS Kids and getting their magazines and advent calendar every year.

“Wherever I am working I know that if I have a problem that they will be there. I regularly see their service vans around which is reassuring. No one else offers that quality of service. Also their staff do seem to stay with HAMBLYS, which speaks a lot for the company,” concludes Ben.

“The ARION is very comfortable. It’s good on fuel and the grip is extremely good which is important when using our 2600 gallon tanker on hills, plus having the front linkage has made a considerable difference.” - Ben North

Ben North (left) with Kevin Manley and his daughter Kathryn.



Steve Loud

Loud Partners, Farway, Colyton

ARION 610, ARION 430 and AXOS 340.

Steve Loud with his son Josh



A tractor is the most important machine on a farm, reckons Steve Loud, as without it there is no other way of using implements, feed cows or do any of the other myriad of jobs a tractor is used for.

This makes support and back-up critical in his view and is the main reason why he and his son Josh have bought tractors from HAMBLYS for many years.

"We first started using when they sold Valmet tractors, and then following the introduction of the CLAAS tractors we moved over to them in 2007," explains Steve, who runs a 130 cow dairy herd and aims to do as much as possible himself on their 120ha farm.

"The tractors are a very important part of the package. As dairy farmers we do need a good, reliable workhorse and the CLAAS have done us very well over the years, and they hold their value well, which is important. You could question whether we need three tractors. But the AXOS is an ideal stockman's tractor because it's simple and spends most of the winter on a straw chopper; the ARION 430 (2012) is a very good loader tractor while the main job for the new ARION 610 is powering our trailed forager."

With not a single flat field on the farm, stability and safety are important and in this respect the Louds have been very pleased with the tractors. "They are well balanced, especially the ARION 430 which is used for hauling silage trailers, and the brakes are good. I especially like the exhaust braking system on the new ARION 610, and you can feel how effective it is on a hill," says Josh.

"HAMBLYS have been very good to us," adds Steve. "You want to feel looked after and they are great for that. We took out service contracts on both the ARIONs just so that we know we are covered and exactly what our costs will be, and I am sure this is also reflected in the resale value.

"If you ring up or have a query, they will be straight back to you. Older tractors do need more maintenance, but I know that if we have a problem they will be more than willing to help, and they have some really good mechanics who know what they are doing. Also if it's really serious, they will not quibble about providing another tractor to keep us going, which is worth a lot."



“You could question whether we need three tractors. But the AXOS is an ideal stockman’s tractor because it’s simple and spends most of the winter on a straw chopper; the ARION 430 (2012) is a very good loader tractor while the main job for the new ARION 610 is powering our trailed forager.” - Steve Loud



Rodney and Luke Wallis

KR & LR Wallis, Gunwalloe, Helston

ARION 650, ARION 640, JAGUAR 860, LEXION 460 and green harvest machinery.

CLAAS JAGUAR forage harvesters bought through HAMBLYS have been central to Rodney and Luke Wallis' contracting business for many years, which has then extended to their buying tractors and then combines from them.

The most recent additions to their fleet are a JAGUAR 860 bought last year in which the straight-6 engine, says Rodney, is fantastic and holds on for dear life, plus an ARION 650 CEBIS added this year, which has been specified to a high standard including GPS steering.

"The main reason for staying with HAMBLYS is purely down to the excellent relationship I have always had with the company and its staff," he says. "Loyalty works both ways though and I will always do my best to work with them and give them enough notice if there is routine work to be done on a machine. But by the same measure I know that in an emergency they will be on the job and look at getting me back up and running as soon as possible, even if it means getting another machine in to keep me going."

This was certainly put to the test a few years ago when his JAGUAR suffered a 'blow-up' having picked up a stone on a Bank Holiday Friday. "HAMBLYS were straight on it and prepared another forager to keep us going. Most importantly they had all the parts that were needed on the shelf so they could set about working on it immediately and delivered it to us on the Sunday, so we only lost a day's foraging. Brilliant.

"You remember service like that and that's why we use CLAAS and HAMBLYS.

A few years ago we were in the market for a couple of new tractors and did price up others which came in cheaper. But we still bought the two ARION 640s from HAMBLYS because of what else comes with those tractors and the loyalty we have for them and what they do for us. That is certainly not the case with some other dealers round here at the moment.

"I like the fact that HAMBLYS and CLAAS are family companies, that there is someone at the top who cares about their company and that should we ever really have a problem, that there is someone at the top within HAMBLYS or CLAAS UK that we can speak to. The CLAAS regional After-Sales Manager Guy Maynard-Griffin is a fantastic chap who really stands by his customers. But all the service team at HAMBLYS are great.

"What really blew my mind was on a trip to Germany a few years ago. Harsewinkel was impressive, but the Worldwide Parts Centre at Hamm was something else. All these parts being automatically collected and flying around, which somehow can then be in Redruth for the following morning! Very impressive."

"HAMBLYS were straight on it and prepared another forager to keep us going. Most importantly they had all the parts that were needed on the shelf so they could set about working on it immediately and delivered it to us on the Sunday, so we only lost a day's foraging." - Rodney Wallis



Rodney (left) and Luke Wallis.



Peter and Philip Ashton

M S Ashton & Sons, Peters Marland, Torrington

ARION 650 CEBIS and ARION 510.



Peter (left) and Philip Ashton.

“As a compact 4-cylinder tractor the 510 is ideal for the job, extremely manoeuvrable and handles the diet feeder very well.” - Philip Ashton

CLAAS tractors are a relatively new addition to the machinery fleet on Peter and Philip Ashton's farm, which is home to the 170-cow Morebridge Jersey herd.

M & S Ashton has used Richard Mann as a mechanic for many years, and bought a few machines from him, but it is only since he sold his business to HAMBLYS that they have started buying tractors from him. The first to arrive was a ARION 650 CEBIS in 2017, which was then joined in June 2019 by the smaller 4-cylinder ARION 510.

"Geographically he's ideal. We were probably one of his first customers when Richard set up his own business, and also probably one of his first CLAAS tractor customers," says Peter. "We know that Richard and the rest of his team will do all they can to help, but to be fair we have hardly had to call upon their service – touch wood!

"Richard's a friend as well as a dealer and he's very good at looking out for a deal. You only have to mention something and he will remember, keep an eye out and will come back to you having found a solution, even if you may have forgotten what it is you wanted!"

While the larger ARION 650 is mainly used for field work and jobs like hauling their 2600 gallon Hi-Spec slurry tanker, it's the smaller ARION 510 which is the mainstay of the business during the winter as it powers their 16m³ diet feeder.

"As a compact 4-cylinder tractor the 510 is ideal for the job, extremely manoeuvrable and handles the diet feeder very well. But for field work it's also very comfortable and more than capable for jobs like mowing if necessary," states Philip. "We also opted for a 3-year service contract on it just for peace of mind and to fix our costs."

"We try to do most things ourselves," explains Peter. "Although we have a contractor in to pick-up the silage we do all the mowing and help with hauling to the clamp, plus the tractors are also quite often used for hauling livestock around, as we have land all over the place, but they are good on the road.

"Since the HAMBLYS Torrington branch opened it is certainly noticeable that there's a lot more CLAAS machinery around the area – there seem to be CLAAS mowers and rakes everywhere now, so they must be doing something right."





“Since the HAMBLYS Torrington branch opened it is certainly noticeable that there’s a lot more CLAAS machinery around the area – there seem to be CLAAS mowers and rakes everywhere now, so they must be doing something right.” - Peter Ashton



HAMBLYS Torrington

Kevin Heywood

K & S Heywood, Morwenstow, Bude

ARION 460 PANORAMIC with FL80 loader.



Kevin Heywood and his sheep dog.



“The ARION 460 is fantastic. It’s compact for getting around the yard and for loader work, but it’s easy to drop the loader off and it has plenty of power for field work. You certainly know the power is there as its really lively and responsive.”

- Kevin Heywood

An ARION 460 PANORAMIC is the latest in a long line of tractors and machinery that Kevin Heywood’s family has bought from HAMBLYS, going back to his grandfather and the days when he used to buy a new David Brown tractor off them most years.

While Kevin may not buy a tractor from them quite so regularly, the number of machines and implements bearing a HAMBLYS sticker bear witness to the good working relationship there still is between the two businesses.

“HAMBLYS have always been good and there when we have needed them,” says Kevin.

“It’s a long established relationship and its one that’s based on the good service they provide, which is invaluable.”

The 122ha farm is mainly down to grass to support a flock of sheep, but Kevin also grows 12ha of winter barley, with the aim that he does as much as possible in-house. So aside from general livestock work, the ARION is also used for arable work such as ploughing, power harrowing, drilling and spraying, supported by a second 1976 David Brown tractor and loader.

The 140hp ARION 460 with its FL80 loader arrived in June 2018 to replace a 115hp 6-cylinder ARION 610C which had been the first CLAAS tractor to be bought.” After my father retired, as I was going to be running the farm by myself I decided to get rid of the cattle we also used to run and just concentrate on sheep.

“The ARION 610 was the main tractor on the farm and we also had a second loader tractor, so again by buying the ARION 460 my aim was to trade in both and have just one smaller, but more powerful tractor that could do everything.



“The ARION 460 is fantastic. It’s compact for getting around the yard and for loader work, but it’s easy to drop the loader off and it has plenty of power for field work. You certainly know the power is there as its really lively and responsive.

“For loader work the PANORAMIC cab is fantastic, but it also makes the cab seem far more spacious. And I really like having all the loader and tractor operating controls on the multifunction joystick. That is definitely one of the tractor’s best features and it makes it very easy to set-up and use the transmission and hydraulics.

“Following the closure of Whitstone I am now on the border between Torrington and Launceston, but it doesn’t really matter as the service is just the same and often I will pick stuff up at Launceston as that’s where I take my lambs.

“It is very much a two-way relationship and I do try to be fair and give them plenty of notice if the tractor needs a service or something doing. It is certainly noticeable how much CLAAS machinery there is in the area.

For peace of mind the ARION is on a 4-year, 2000 hour warranty but I also know that if ever I have a problem, they will be right out and do their best to sort it.”



“It is very much a two-way relationship and I do try to be fair and give them plenty of notice if the tractor needs a service or something doing. It is certainly noticeable how much CLAAS machinery there is in the area.” - Kevin Heywood

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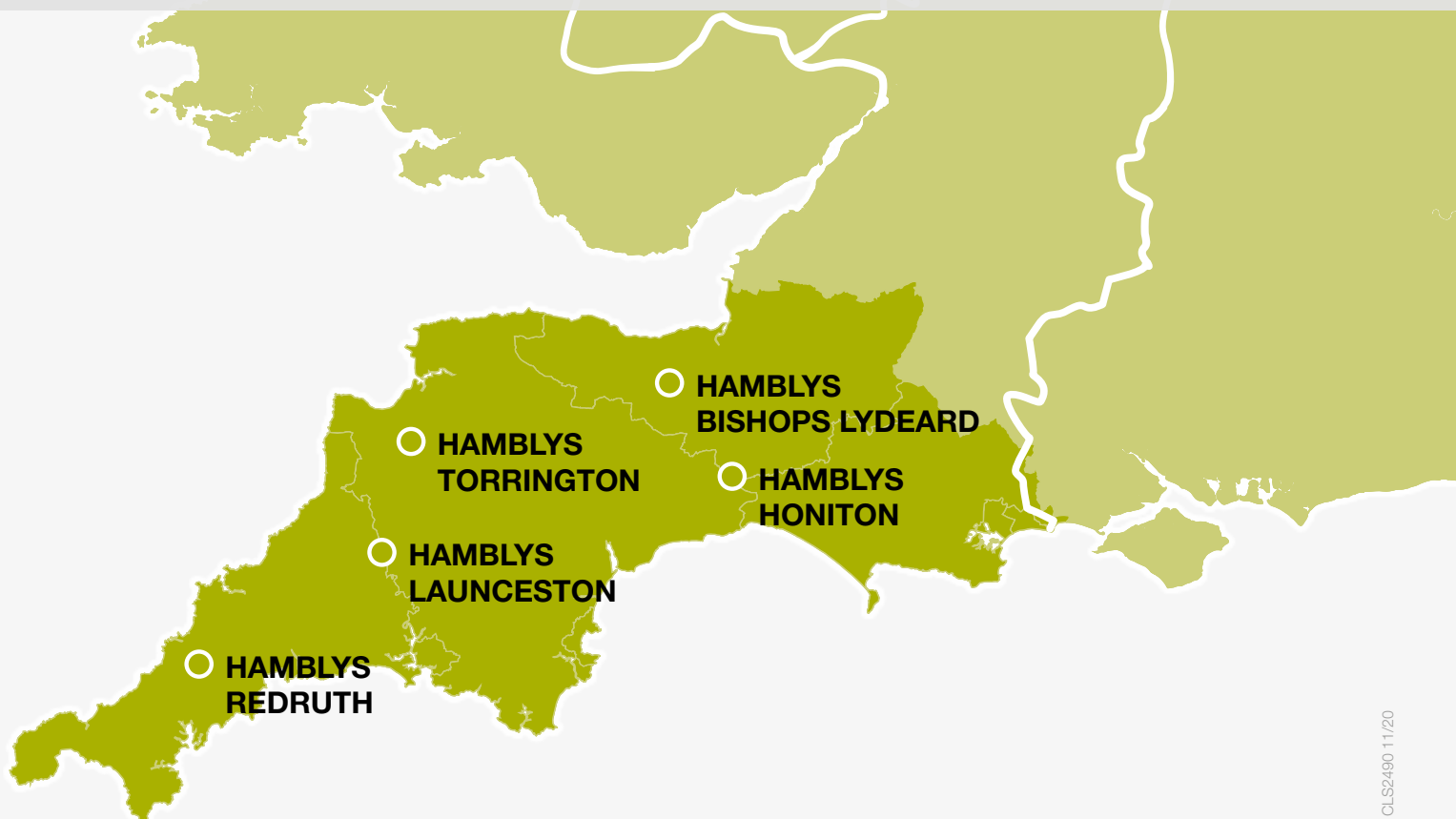
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