

# Service Focus

OLIVERS Tingewick

## Richard Fountaine

J S Fountaine & Sons, Adstone, Towcester

LEXION 780TT (2019)



Richard Fountaine

**Service and support, along with price, were important considerations for Richard Fountaine when it came to deciding whether he would stay with his previous make of combine or change to a LEXION for last harvest.**

“When it came down to choosing between the two combines, obviously cost of ownership is very important, but when you have just one combine to harvest 1210ha of crops, knowing service and back-up is available when we need it is also essential,” explains Richard.

“Both the dealerships are the same distance away, but I have known Ian and Matt for years and have never heard anything bad about the service that the OLIVERS team at Tingewick offer. The fact that we also run a Horsch drill for which they are the dealers also helps,” says Richard.

The support from the team at Tingewick was put to the test last year when on the August bank holiday Friday the LEXION picked up a stone, that subsequently damaged the feed rake and front elevator roller on the combine.

**“Knowing service and back-up is available when we need it is also essential”**

Matt Kennedy and Richard Fountaine





“Will (Honey) did a temporary repair that kept us going again Friday night and most of Saturday, although it was obvious the combine was not right, but on Sunday Will was back out to do a final repair having needed to get a part delivered from Germany.”

**“I have confidence in them, their commitment to me, and that they have the resources to be able to provide the level of support I want.”**

**Richard Fontaine**

“Also that in a worst case scenario, should I have a major problem they will support me and find a machine from one of their other branches to keep me going. I like the fact that even though it is a major manufacturer, CLAAS is still a family company with one man still at the top.”

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