

# SERVICE NOTIFICATION



Dear Operators,

We feel the need to write and express our general concern at the number of **un-approved** door parts that are presently being promoted & supplied by 3<sup>rd</sup> parties for use on Ventura Inward Glider & Plug/Rapid Slider products. Our systems have been designed to give long term reliable performance but this cannot be assured when un-approved parts are introduced.

Use of these type parts will also invalidate our original product warranty period.

Recent examples include pneumatic valves/cylinders, bearings/bushes and more concerning wiring looms.

These un-approved parts originate from a source that is **not** an approved agent or partner of Ventura Systems.



We understand a desire to reduce costs by operators in the short term but please do not risk the long term performance of your Ventura door systems. To confirm, all our **OE** parts are readily available from our UK Partners **Transport Door Solutions Ltd (TDS)** and all UK Bodybuilders who install our product.

In regard to training & service activities Ventura has assigned TDS as official Service Agent. Their Service Engineers are trained properly on our systems. No other 3<sup>rd</sup> party UK/Ireland agents are approved or recognised by Ventura. Of course some garages have had direct training at some point in the past, so have competency and experience as well.

We assure you a quick VOR part supply can be expected as an ample & increasing stock of parts is held in both the UK & Holland, with a next day delivery service as standard.

We hope you will investigate this situation asap and should you wish to discuss further or would like a local meeting, please do not hesitate to get in touch with us.

Kind regards / Met vriendelijke groet,

**Remco Versteeg**

**Hans Elgersma**

**Sales & Service Manager**

**Global Parts Manager**



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