

# HELP

*most*  
when you need it!



**COMPLETE BREAKDOWN ASSISTANCE PACKAGES  
DEDICATED TO THE ...**

**...COMMERCIAL VEHICLE INDUSTRY**

**NATIONWIDE TRANSPORT BREAKDOWN SERVICES LTD**



**...BUS & COACH INDUSTRY**

**NATIONWIDE COACH ASSISTANCE LTD**

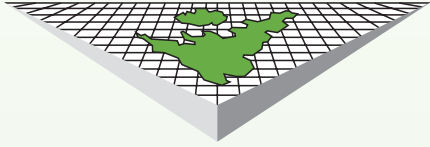
**nca**



# ARE YOU FULLY PREPARED FOR YOUR BREAKDOWNS ?

## ...WE ARE !

NATIONWIDE TRANSPORT BREAKDOWN SERVICES LTD



**PAY ON USE** at competitive rates

**EXACTLY WHAT YOU NEED** in an emergency

**ROADSIDE** assistance or recovery

**ALL** ancillary equipment

**COMPLETE** 'one stop shop'

**AVAILABLE** 24 hours 365 days of the year

**COVERING** the UK and 32 European countries

**TARGET** to reach you within 60-90 minutes

**ORGANISED** by helpful & knowledgeable staff

**ALL TYPES** of truck, trailers and auxiliary equipment

**COMPETENT** assistance from a network of approved agents

**REPORTS** provided with invoice

NATIONWIDE COACH ASSISTANCE LTD



**PAY ON USE**  
at competitive rates

**EXACTLY WHAT YOU NEED**  
in an emergency

**REPLACEMENT** coach/driver

**ROADSIDE** assistance or recovery

**COMPLETE** 'one stop shop'

**AVAILABLE** 24 hours 365 days of the year

**COVERING** the UK and 32 European countries

**TARGET** to reach you within 60-90 minutes

**ORGANISED** by helpful & knowledgeable staff

**ALL TYPES** of bus, coach and auxiliary equipment

**COMPETENT** assistance from a network of approved agents within the coach industry

**REPORTS** provided with invoice

**ONE PHONE CALL - PAY ON USE - NO ANNUAL FEE**

We are a family run business that has been operating for many years. All this experience and vast knowledge of your industry can be accessed by just one phone call. Our goal is to assist you to protect your reputation and commitments. We strongly believe in a "hands on" style of management which enables a consistent delivery of response with effective communications to operators in trouble.

[www.ntbs.co.uk](http://www.ntbs.co.uk)

---

## **OUR REQUEST OF POTENTIAL CUSTOMERS**

All we ask of potential customers is to open an account with us. A credit application form is included in this pack.

On acceptance this will give you access to our 'pay on use' service.

Payment terms are 30 days from invoice date.

For non account customers credit card facilities are available with a payment upfront (a handling fee will apply).

Telephone calls are recorded for training purposes.

---

### **DO YOU WANT TO BE PART OF THE SOLUTION?**

**There are reciprocal business  
opportunities...**

**Add your name to our replacement  
coach database...**

**Be a roadside or recovery agent in  
your area.**

### **OUR OTHER SERVICES INCLUDE...**

**Scheduled Servicing**



**Call Management**



**Management Reports**

## **NTBS Limited...**

...would like to take this opportunity to introduce our Company and the services we provide for all breakdown requirements, anywhere in the UK and Europe.

Nationwide Transport Breakdown Services Ltd (NTBS Ltd) was formed in 1987 by Spencer Brown to provide assistance for Transport Refrigeration equipment. NTBS Ltd has since expanded and now provides assistance for any type of commercial vehicle breakdown requirement. The company has experienced tremendous growth, over the past years and is now established as a leading breakdown service provider dedicated to the commercial vehicle industry.

NTBS Ltd is still run and managed by the Brown family from our Manchester based call centre.

## **Our aim...**

...is to provide a reliable quality service 24 hours a day 365 days a year to assist commercial vehicle operators to protect reputations and commitments to their customers in any breakdown situation, where we provide the quality response and effective communications - and YOU as the operator make the decisions as to the actions to be taken using one telephone number day or night.

## **Our service...**

...with no joining or annual subscription fees we offer is a TRUE PAY on USE "One Stop Shop" type approach that delivers a service level you would expect when in need of a prompt emergency roadside assistance, and at competitive rates. Throughout the UK and Europe, all services are accessed using one phone number where helpful and knowledgeable staff are available 24 hours each day of the year. The first and foremost consideration of the attending agent is to get the vehicle mobile again safely in the shortest possible time. If the roadside repair exceeds a previously agreed roadside cost limit, contact will be made for authorisation to continue. In recovery situations, quotations can be obtained if preferred. Contract maintenance and warranty work can also be arranged.

## **Our coverage...**

...as the name implies we cover NATIONWIDE plus Europe and it's our agents who determine our reputation. Therefore we only use those who respond quickly and produce quality workmanship. They are all experts in their own field and approved by NTBS Ltd. Recovery operators all meet approved engineering standards and use specialist equipment suitable for the lift and movement of vehicles.

With an extensive network of specialist agents, reciprocal business opportunities with our customers enhances our network of independent agents and main dealers, we are well placed to provide a fast response to any situation anywhere and anytime.

NTBS Ltd can arrange all your servicing requirements to your equipment including LOLER and PUWER test to ensure you stay legal.

Full Insurance cover is provided by all our agents. All Telephone calls are recorded for training and monitoring purposes.

**Nationwide Transport Breakdown Services Ltd**  
Spencer House, Unit 3, Taylor Lane, Denton, Manchester M34 3NQ  
T: +44 (0) 161 336 8752 F: +44 (0) 161 337 8480  
W: [www.ntbs.co.uk](http://www.ntbs.co.uk) E: [info@ntbs.co.uk](mailto:info@ntbs.co.uk)  NTBS\_ltd



## European coverage...

...with direct contact with European Service Providers (ESP) in mainland Europe 24 hours a day, who can provide full assistance for all your requirements throughout all European countries.

We are able to provide the following

- 24 hour roadside assistance including tyres
- Towing service
- Organisation of fines
- Replacement vehicle (subject to availability)
- Help with foreign languages
- Guarantees of payments

Contact is made direct with our 24 hour Call Centre in exactly the same way as if you had a breakdown in the UK. We will manage the breakdown from start to finish providing you with updates as we do with breakdowns in the UK.

In Europe regulations and pricing structures can vary from country to country and each country operates differently to how we do in the UK. In Europe help may take longer in arriving and local authorities may become involved before we can help you.

Motorways or major public road breakdowns are a major concern you will often need to obtain assistance via the SOS phones using the local government services sometimes they will insist on towing you to a place of safety and you may be required to pay the company direct for the service immediately to allow your vehicle to be released.

It is also well known throughout our industry that charges in Europe can be excessive and out of normal working hours often incur large surcharges. If you breakdown during a public holiday many services will be closed during the holiday period in these circumstances we must be allowed reasonable time to attend the vehicle location and assist.

NTBS Ltd cannot be held liable for any delays or expenses incurred in reaching your destination.

## Our charges...

...UK Service Van and technician labour rates.

Monday – Friday  
08:30 – 17:30 hrs

*£47.50 Per Hour  
No Call Out Fee*

Monday – Friday  
17:30 – 08:30 hrs

*£47.50 Per Hour  
£48.00 Call Out Fee*

Saturday & Sunday  
Bank Holidays

*£47.50 Per Hour  
£48.00 Call Out Fee*

...European Service Van and technician labour rates.

European Service Providers  
Invoice converted to Pound Sterling

*£100 Administration fee*

...European Assistance subsequently cancelled.

European Service Providers  
Invoice converted to Pound Sterling

*£30 Administration fee*

- Hourly charges are base to base and clean down time if required.
- Christmas Day, Boxing Day and New Years Day charged at Premium Rates.
- All the above include mileage and travel time.
- Recovery – A price will be obtained prior to arranging.
- RTA's will be assessed and charged according to circumstances.
- Parts are charged extra.
- Fixed cost repairs in the UK, prices and quotations on request.
- Payment terms are strictly 30 days from date of invoice.
- All prices are plus VAT at the current rate.

## Our servicing charges...

...fixed charges for servicing.

### Welfare Equipment

Ramp (annual)	£32.00
Side Step (annual)	£37.00
Ramp & Winch (annual)	£48.00
Powermatic Ramp (every 6 months)	£65.00

### Welfare Lift 300kg – 350kg

Tail Lift STE / Service	£95.00
Tail Lift STE / Service / Weight Test	£130.00

### Commercial Lift 500kg

Tail Lift STE / Service	£105.00
Tail Lift STE / Service / Weight Test	£150.00

### Commercial Lift 1000kg +

Tail Lift STE / Service	£115.00
Tail Lift STE / Service / Weight Test	£160.00

- Repairs and travel are charged at NTBS fixed rates.
- Parts are charged extra.
- Payment terms are strictly 30 days from date of invoice.
- All prices are plus VAT at the current rate.

## Application for credit...

Full Company Name	
Registered Address	
Post Code	
Tel Number	
Fax Number	
Web Address	
Email Address	
VAT Number	
Company Registration Number	
Type of Company	

Accounts Contact	
Accounts Tel Number	
Accounts Email Address	
Fleet Engineer	
Fleet Engineer Tel Number	
Fleet Engineer Email Address	

Please advise how you heard about our company	
I/We agree the credit account facility will be strictly 30 days from date of invoice and that adherence to this obligation is the essence of the contract between us	
<b>DATA Protection ACT 1998</b>	
"We may make a search with a credit reference agency, which will keep a record of that search and will share information with other businesses we may also make enquiries about principle directors with a credit reference agency"	
Name.	
Signature.	
Position.	
Date.	

To open the direct account please complete and return to the address below.

Nationwide Transport Breakdown Services Ltd  
 Spencer House, Unit 3, Taylor Lane, Denton, Manchester M34 3NQ  
 T: +44 (0) 161 336 8752 F: +44 (0) 161 337 8480  
 W: [www.ntbs.co.uk](http://www.ntbs.co.uk) E: [info@ntbs.co.uk](mailto:info@ntbs.co.uk)  NTBS\_ltd







Registered Office: Spencer House, Taylor Lane, Denton, Manchester, M34 7NQ  
Tel: 0845 217 8121 / 0161 335 2073 Fax: 0161 337 8480

E-Mail: [info@nationwidetransporttraining.com](mailto:info@nationwidetransporttraining.com)  
Web: [www.nationwidetransporttraining.com](http://www.nationwidetransporttraining.com)

**NTT Ltd...** is a sister company of Nationwide Transport Breakdown Services Ltd ([www.ntbs.co.uk](http://www.ntbs.co.uk)) and Nationwide Coach Assistance Ltd ([www.ntbs.co.uk/nca](http://www.ntbs.co.uk/nca))

Our booking facility, based in Manchester was formed in 2007 to facilitate a hassle free service to assist the PCV and LGV industries satisfy their legal requirements and comply with Driver CPC Periodic Training. Since then it has grown to include most aspects of transport training.

NTT Operates on behalf of training providers, who are members of NTT, by advertising their courses to maximise the number of delegates on each course, leading to increased savings!

**Our aim...** is to assist you in making any type of transport training you require as simple, stress-free and as affordable as possible; anywhere in the UK.

**Our Services...** include a 24 hour, 7 days a week telephone service where operators, small or large, can call one number; **0845 217 8121** or email, to establish course availability local to them, and fulfil the complete booking process on their behalf. Our advisors are there to help.

**Our Courses...** the courses we can offer, through our accredited training providers range from initial Licence Acquisition (All categories), ADR Certification and Refreshers (Including Classes 1 & 7), FLT Certification and Refreshers, SAFED, Digital Tachograph, Operator CPC, Driver CPC and Train the Trainer. We also offer courses covering auxiliary equipment including Tail Lifts, Refrigeration units and Hiab Training.

Other courses we offer include First Aid Appointed person, Fire Safety, Fire Marshall, Banksman, Health & Safety, Dangerous Goods Awareness, and Dangerous Goods Safety Advisor (DGSA) Initial and Refresher.

We can also assist with nationally recognised qualifications such as NVQ's and BTEC's.

Prices for 7 hours of DCPC Periodic Training range from £40 - £140\* per person including VAT + DSA Upload. \*Depending on group size, course type and location.

If you require a course that isn't listed above; or on our website, please do not hesitate to contact us; we exist to help you find the solution to your transport training needs and remember our services to you are Free.

Spencer House  
Unit 3, Taylor Lane  
Denton  
Manchester  
M34 3NQ

[info@ntbs.co.uk](mailto:info@ntbs.co.uk)

[www.ntbs.co.uk](http://www.ntbs.co.uk)



Tel: +44 (0) 161 336 8752

Fax: +44 (0) 161 337 8480



Tel: +44 (0) 161 336 9389

Fax: +44 (0) 161 337 8480



Tel: +44 (0) 845 217 8121

Fax: +44 (0) 161 337 8480

[info@nationwidetransporttraining.com](mailto:info@nationwidetransporttraining.com)

[www.nationwidetransporttraining.com](http://www.nationwidetransporttraining.com)