



On the right track

MITSUBISHI PEGASUS REFRIGERATION SYSTEMS HAVE MADE AN IDEAL FIRST IMPRESSION ON THE DIRECTOR OF EADES TRANSPORT BY MEETING HIS HIGH STANDARDS FOR REEFER TECHNOLOGY.

In March this year, four brand new Maxi-CUBE trailers equipped with Mitsubishi Pegasus refrigeration systems were delivered to the Adelaide base of Eades Transport. While the transport company had not been using either of those brands of refrigeration equipment before, Darrell Eades says he was instantly impressed with the technology. Director of the self-titled refrigerated transport company, Darrell says he has high standards for trailing technology and is therefore not easily impressed.

"The Pegasus fridges pull down to -18°C in no time at all, and hold the set temperature with no fluctuations, which is something we have noted other systems struggling with," Darrell says, adding that the fridges have clocked up over 1,500 operating hours since delivery. Those hours have seen the trailers travel Australia-wide in both chiller and freezer

modes, with Darrell adding that the Pegasus has delivered exceptional fuel economy.

"We're getting four days out of a fuel tank chilling to -2°C while we have experienced other brands of refrigeration units do less than three. It's a substantial difference in fuel efficiency, so we're very happy."

Adding to his satisfaction with fuel economy and temperature compliance, Darrell says he was blown away by the customer service provided to him by Mitsubishi distributor, Quality Transport Refrigeration Systems (QTRS) Director, Daniel Oxley-Boyd.

"QTRS and my local Adelaide dealer, C&C Refrigeration, impressed me from start to finish. There was no mucking around. The units were delivered and fitted on time. Daniel even flew over to Adelaide from Melbourne to give us some driver training on the systems to ensure we wouldn't have

any problems," Darrell says.

Daniel adds that for QTRS, maintaining that initial level of customer service throughout the entire relationship is one of the most important things a supplier can do for its clients.

"In my time in the transport industry I have seen suppliers provide the best service possible until the customer purchased the units. Then, the service stopped. I don't want to ever be like that," Daniel says. "As part of the ongoing commitment to the customers, we are giving Eades Transport and all Mitsubishi customers 24 months of our Mitsi-TRACK telematics system for free."

Developed in-house at the QTRS facility in Melbourne, Daniel says Mitsi-TRACK can provide real-time information on outputs such as return air temperature, supply air temperature, evaporator coil temperature, engine RPM, engine operational hours and

operation mode.

"With several monitor screens only used for Mitsi-TRACK that are located throughout our facility, we monitor each unit even if the customer doesn't. It is part of the service we provide when we sell a unit," Daniel says – recalling one occasion where he noticed a Pegasus unit on an Eades trailer had performed several defrosts in a short amount of time, which was a result of a trailer door being left open.

"If a fault alarm comes up on any unit, anywhere in Australia, an email is automatically sent out to several key people within QTRS and we respond accordingly. Due to the reliability of the Mitsubishi units, we have yet to have to use this feature," Daniel says. "If we see something on any of these monitor screens that is not right, we contact the customer to investigate the cause, just like we did for the Eades trailer with the doors open."

The offer is no empty promise either, as Darrell says Daniel called him straight away to enquire about the trailer's status.

"He sounded genuinely concerned, because he was monitoring our equipment and saw the temperature rise in the trailer," Darrell adds.

"We were able to send someone out to fix the

problem straight away and save the cargo. It's not often you see a supplier demonstrate that level of concern."

According to the forward-looking Director of QTRS, the Mitsi-TRACK system will further be developed to add more features in line with customer requirements.

"We have also started developing an in-cab controller that will communicate with the Mitsi-TRACK system to provide the driver with all the fridge information from his seat, rather than having to stop and get out to view the display on the unit," Daniel says.

Darrell confirms that Eades Transport will continue to benefit from the newly developed Mitsi-TRACK system after the 24-month trial period ends, saying the investment is in line with the company's dedication to using state-of-the-art technology.

"The entire Mitsubishi offering meets my high standards by providing improved fuel economy, efficient cooling and peace of mind that we're being taken care of."

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Fast Fact

According to Eades Transport Director, Darrell Eades, the Mitsubishi Pegasus refrigeration systems come with a roof-mounted solar panel to charge the unit's battery. "The battery also has a four-year warranty. It's rare that companies provide a warranty on their batteries, so it means QTRS truly believes in the product, and will back it all the way," Darrell says.

