

Through Life Support Services

JANKEL

PROTECTION IS EVERYTHING

Jankel is a world class specialist in protection systems. Undertaking design, development prototyping and production of armoured vehicles, light tactical vehicles, counter terrorism vehicles and equipment, and customised occupant survivability solutions for security, government, aid agencies and NGOs throughout the world. The vision of marrying protection, performance and quality has been at the heart of the business since 1955.

Jankel understands that every vehicle, user and location drives a different support solution and is therefore experienced in establishing maintenance & support agreements that precisely meet the deployed or home needs of the customer.

Regardless of the location or vehicle Jankel is committed to providing a lifetime of support.



Worldwide support is available through the Jankel Approved Repairer network
This network is continually evolving to establish schemes in close proximity to customer vehicles



Handover & Commissioning



Training



Service & Maintenance



Spare Parts



Refurbishment



Disposal

The Jankel Through Life Support team manages fleets through bespoke support solutions that can be used independently or brought together as a complete solution

+44 (0)1932 857766 | tls@jankel.com | www.jankel.com

Handover & Commissioning



A handover and commission visit is provided by a Jankel Field Service Representative.

The visit is designed to personally introduce users and maintainers to the vehicle. This service ensures that the vehicle is ready for use and can be immediately operated in a safe and efficient manner and maintained in accordance with Jankel approved procedures.

The handover exercise provides a detailed introduction to vehicle platform specifics and provides the opportunity for users and maintainers to gain a full understanding of safe operation and maintenance of the asset.

Jankel provide full driver/operator and maintainer training for customers that require their personnel to have a thorough understanding of their vehicle.

Training is available pre-deployment and throughout the life of the vehicle and includes:

- Introduction to the vehicle including changes in vehicle performance/handling and load capacity for equipment
- Introduction to underlying modifications to the vehicle that deliver the protection and special to role features
- Safety precautions when operating the vehicle
- Explanation of before/after use checks and introduction to scheduled maintenance.

Cost effective training solutions can be delivered at a Jankel facility or customer site and are designed to meet precise needs of the target audience. Training on similar non-Jankel vehicles can also be delivered.

Training



Service & Maintenance



Jankel provides efficient service, repair and warranty support worldwide.

All vehicle service, maintenance or repair tasks can be addressed either directly from the UK, the Jankel manufacturing hub in Jordan or worldwide through the Jankel Approved Repairer network.

In addition a UK based Jankel Field Service Representative (FSR) is always ready to react to a customer need arising from an accident or extraordinary breakdown.

With a comprehensive knowledge of the base vehicle and the Jankel additions to the platform Jankel FSRs are well equipped to support vehicles worldwide.

Spare Parts



Supported by logistic hubs in the UK, US, Middle East and supply chain partnerships with OEMs (Original Equipment Manufacturers), Jankel is an efficient and cost effective one-stop-shop for all spare parts.

In addition to supplying spare parts for vehicles produced by Jankel, we also regularly supply parts for similar non-Jankel vehicles.

Spare parts supplied include:

- Ballistic glass
- Upgraded suspension systems and components
- Upgrade brake system parts and assemblies
- Individual wheel, tyre and run-flat devices
- Complete wheel & tyre assemblies
- Routine service parts (drive belts, filters, etc.)
- Unscheduled repair parts

Jankel is ideally placed to support all armoured vehicle life extension programmes.

With vast experience of protected vehicle platforms and enduring supply chain partnerships with vehicle manufacturer and equipment providers, Jankel has a proven track record in vehicle upgrade, refurbishment & repair. A quality assured Jankel refurbishment can include replacement of: Brakes; Suspension; Glass; Batteries; Alternator; Fire suppression system; Tyres; On board tools.

Cost effective life extension of an armoured vehicle fleet is essential in order to: Maintain equipment that protects personnel; Maximise budgets; Simplify fleet management by the introduction of common components across a dissimilar fleet and resetting service regimes.

Refurbishment



Disposal



Jankel can provide secure end of life vehicle destruction and disposal.

Normally performed in conjunction with a Jankel Approved Repairer, the destruction process will prevent recognition, reassembly and future use of the vehicle.

The destruction is witnessed by a Jankel Field Service Representative (FSR) who recovers all vehicle identification plates. The whole process is documented with photographs throughout and a customer representative is welcome to observe the destruction and disposal while the task is being performed. All Jankel disposal work is conducted in an ethical and environmentally compliant manner.

A certified vehicle destruction report is issued on completion complete with all vehicle identification plates.

Complementary Services

JANKEL

PROTECTION IS EVERYTHING

Maintenance & Support Contracts

A Jankel Maintenance & Support Contract is designed to offer a total support solution to a customer fleet and encompass all service, maintenance and repair activities. This is achieved through a Jankel Single Point of Contact and utilises the Jankel Approved Repairer's Scheme.

Typical Jankel Single Point of Contact activities include:

- Scheduling servicing and ad hoc repairs
- Warranty qualification and approval
- Technical support for the customer and Jankel Approved Repairers
- Maintaining customer spare parts stock
- Training support for the customer and Jankel Approved Repairers
- Document control, invoicing and warranty forms

Jankel Approved Repairer Network

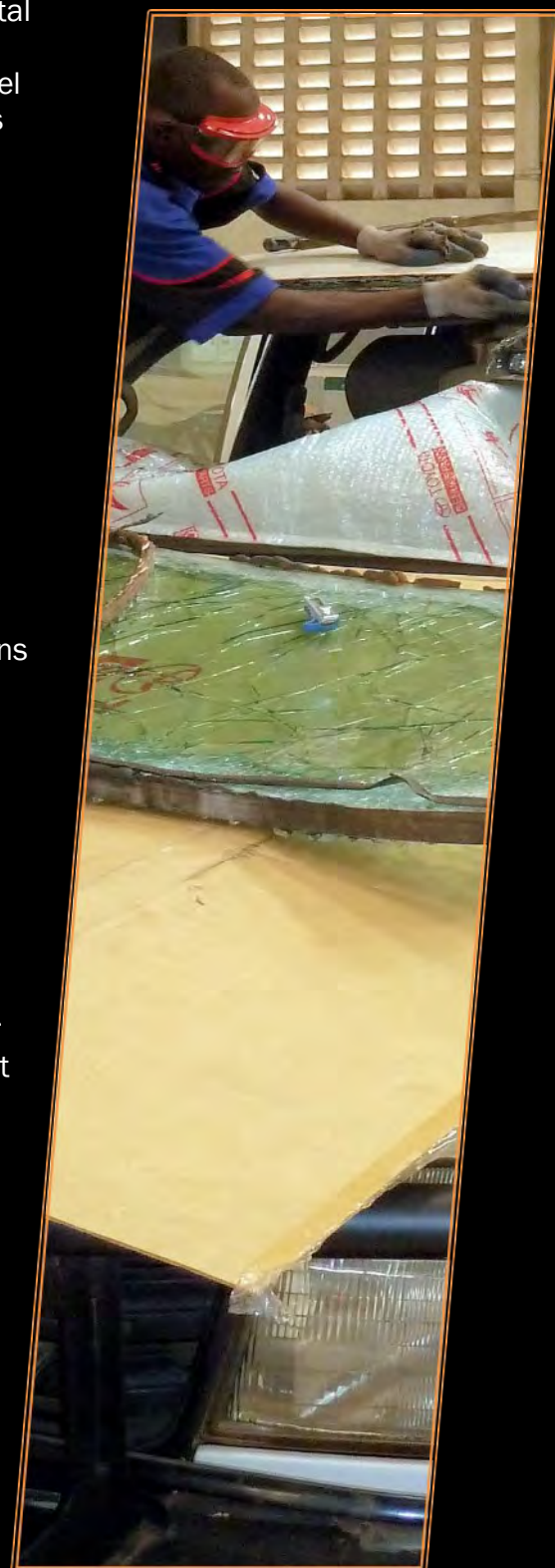
Jankel Approved Repairers are a worldwide network of organisations who are fully audited, accredited and security cleared by Jankel to ensure the expert care of a customer vehicle. Use of Approved Repairers ensures:

- Efficient warranty repairs and maintenance
- Jankel warranty validity
- Specialist knowledge on Jankel vehicles
- Priority service
- The vehicle is being repaired properly and to a high standard

Usually a vehicle manufacturer main agent, the Approved Repairer is able to carry out all repairs and maintenance required to support the Jankel platform and will carry enough spare parts stock to service the fleet on the scheduled basis.

Jankel provide fleet specific training to the Approved Repairer and thereby ensure that the vehicle is maintained in accordance with the original build configuration. In addition an Approved Repairer is required to hold a range of spares and tools to permit unplanned repair of Jankel vehicles.

Jankel endeavours to establish Approved Repairers close to the customer fleet, whether at home or deployed, in accordance with the requirements of the Maintenance & Support Contract.



***Don't forget new vehicles are also available.
Please contact us if you are looking to extend your fleet.***

