



THE SWAGE-PRESS

ALL HYDRAULIC NEWS AND OTHER STUFF FROM TAIPAN

The Important Stuff

Warranties

In the highly unlikely event of a failure of one of our products here's how you can help!

Please take the time to:

- Keep the product in question.
- Contact your territory manager or one of our team asap.
- Grab the warranty form from the last section of the Taipan catalogue.
- Fill out as much situational detail as possible while it's fresh in your head.
- Get it and the product back to us.

We **will** support you with this. Even if it ends up not being a warranty we'll pay for the freight and sort the rest later. We are genuine in our quest for zero warranties but to do that we need your help.

Old slogan: No questions asked warranty policy.

New Slogan: No worries warranty

To get effective results we need to ask a ship load of questions to ensure our manufacturers are working on a legitimate issue.

Thanks heaps!



 **NO WORRIES
WARRANTY***



Taipan Support

Signage and how we can help.

Are you looking to upgrade your signage or need some Taipan signage to stick on your building or truck?

There is some cool stuff out and about the country now so let us know your requirements.

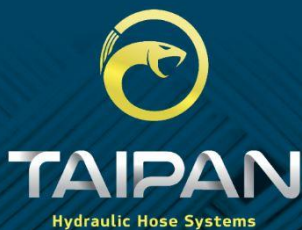
Contact amy@taipan.com.au to discuss how we can help.



Field Day Support

Do you attend or want to attend field days and need a bit of support from Taipan? Let us know what you have in mind and we'll help as best we can.

For more information contact amy@taipan.com.au



ARCHERFIELD
2/124 Beatty Rd
Archerfield QLD
4108
Ph: 07 3274 3433

CABOOLTURE
11 -13 Lear Jet Dr
Caboolture QLD
4510
Ph: 07 5428 1211

MELBOURNE
23 Endeavour Way
Sunshine West VIC
3020
Ph: 03 9109 2109

PERTH
3 Mordaunt Cct
Canning Vale WA
6155
Ph: 08 9456 5448

CONTACT US 1300 654 782

taipan.com.au



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Last Month's Competition



Last month Georgia fell into an empty product box and couldn't get out. What you had to do to head into the hat for this awesome Vax cordless vacuum cleaner was decide what happened next. And guess what happened next!

D) She couldn't get out, fell asleep in the box and the boys packed the box and shipped it off.

Well done everyone, as usual we have such a massive budget that there can only be one winner and that winner is Steve From WA. Great work!! Your Vax is on it's way.

Probably means you'll have to vacuum your own back though!



This Month's Competition



Win yourself a brand new
Google Home Devise

Let's start with what you win shall we! This months ridiculously easy to win prize is the latest **Apple watch** hahahaha just kidding but it'd be cool if it was.

No this month is this Google Home and all you have to do is answer the question below:

True or False - Taipan employs 10 Kiwis who all know each other from before they worked at Taipan.

NEW Product Release

All the new product updates you need.

PR-017 MARCH 2019

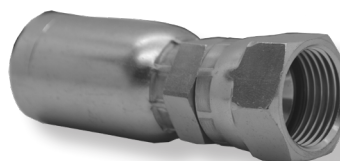


E-DS8-DIECLIPS
\$206.12
+GST



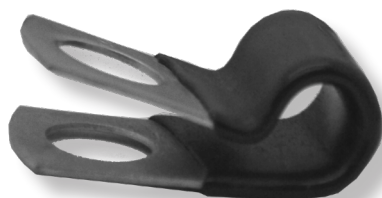
ITEM CODE	E-DS8-DIECLIPS
DESCRIPTION	DS8 DIE RETAINING CLIP SET
PRICE	\$206.12 + GST

F07JF14
\$20.07
+GST



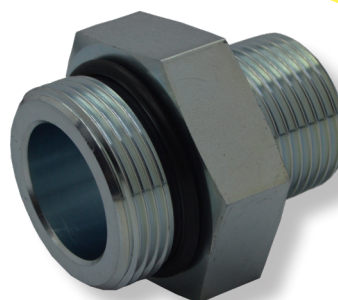
ITEM CODE	F07JF14
DESCRIPTION	R5 JIC FEM SWIV HOSETAIL 7/8
PRICE	\$20.07 + GST

PC8-1910
\$4.35
+GST



ITEM CODE	PC8-1910
DESCRIPTION	CUSHION CLAMP 8MM ID
PRICE	\$4.35 + GST

QNIEP1626
\$40.80
+GST



ITEM CODE	QNIEP1626
DESCRIPTION	BSPTM X UNOM NIPPLE 1 X 1 5/8
PRICE	\$40.80 + GST

AVAILABLE FROM:

CONTACT US 1300 654 782

www.taipan.com.au

ARCHERFIELD

2/124 Beatty Road
Archerfield QLD 4108

P: 07 3274 3433
F: 07 3474 3477
E: archerfield@taipan.com.au

CABOOLTURE

11-13 Lear Jet Drive
Caboolture QLD 4510

P: 07 5428 1211
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E: sales@taipan.com.au

MELBOURNE

23 Endeavour Way
Sunshine West VIC 3020

P: 03 9109 2109
F: 03 8317 9049
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PERTH

3 Mordaunt Cct
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P: 08 9456 5448
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Footy Tips

It's almost footy season and each year Taiwan join together in a season of banter, as we go head to head to see who is the *Sport Tipping Guru of Australia*.

This year, we are putting it out there to see if anyone of our customers want to join in the fun. It costs nothing to join and takes about one minute of your time per week. The best thing is you can win a bucket load of money!

Our bucket holds exactly \$200.00, so be in it to win it. Oh, and we are talking Rugby League here not *Aerial Ping Pong* (Sorry, Westies and Southerners, maybe next year if you voice your opinion early enough). Anyway, help us out by logging on to *Superbru* through the link. Don't worry if you are not a footy guru, we have plenty of people in Taiwan who have never watched a single game and totally killed it last year!

To join, visit the following sight and follow the prompts:

<https://www.superbru.com/nrltipping/pool.php?p=12008925>

or by downloading the *Superbru* app and searching for the pool with code: **lawnfirm**



Suppliers

and keeping up with the play

It's always good to know what's going on within the walls of suppliers' businesses otherwise you are flying blind and they may be plotting something you aren't expecting, so you have to keep on top of the game.

I had a meeting with a competition company many years ago and at the time they were turning over \$20 million dollars a year and employed 62 people. I thought '*Jeepers, that's a lot of people!*' But as it turns out, I reckon they were well under staffed if they ever thought they were going to provide exceptional customer service.

We are not sure if you are aware of the resources available to you at **Taipan** so here is a bit of a run down.

- **56 - Total number of employees**
- **14 - People who came from within the industry**
- **19 – People with exceptional product knowledge**
- **12 – People who have been with Taipan five years or longer.**



And we are a light years from \$20 million turn over!

Team Taipan



Now you know that, let's meet one of the team.

Eddie Starcic was born and raised in Melbourne and enjoys Croatian heritage. Eddie's pastime activities are online gaming, *Lego* building and anything to do with *Star Wars*.

Actually, it's not really Eddie we like. It's Eddie's Mum and Wife, who spend their days cooking the world's yummiest food and feeding it to our team. Trouble is everyone we send to Melbourne comes back 7 kgs heavier than when they went down.

Sorry Eddie, it's sad to think the only reason you are still employed is cause of your family's cooking!