

EXTERNAL / CUSTOMER NEWSLETTER: OCTOBER 2020



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A WORD FROM DUNCAN

In our previous customer newsletter this year, when we were all in lockdown level 4, adapting to remote work and the harsh realities of a global pandemic, I promised that we would rise again – phoenix-like from the ashes – ready to offer you, our valued customers, not only service and product excellence – but ease of doing business in the post-lockdown landscape.

Dragon fire

Much like the dragons in the global hit series *Game Of Thrones*, Covid-19 has been an unprecedented scourge, not only from a health and personal perspective, but economically too. South Africa, with an elevated exchange rate, a struggling national power supply, rife unemployment and myriad other market challenges and volatilities, has been no exception from the dragon's fire, as we have made our way through the 'dark hedges' of life in lockdown and Covid-19's many unpleasant knock-on effects.

In the industrial and rental landscape, we have not escaped unscathed either, and neither have our customers. The very high rate of exchange has pushed local pricing higher, creating a 'price war' situation, with rabid competition and factors such as service, safety, quality, loyalty and ethics – which we at Renttech SA value above all else – becoming casualties of this war, at every turn. In short, in a market where price is the sole determinant, everyone loses.

Facing down the dragons

At Renttech, however, we have a 'face down the dragons' approach! Determined not to let the above negative factors influence our overall success in the never-to-be-forgotten year of 2020, we have battened down the hatches, looked very closely at our internal efficiencies and implemented the innovations and improvements which you will read more about in this newsletter. Before we get into the detail, however, I would like to emphasise that all our activities since lockdown level 4 in May, have been aimed at ensuring that you, our valued customers, receive the high standards of service and product quality to which you are entitled. No matter what shortcuts our competitors take, we will not be diverted off the highway of excellence!

What price investment and loyalty?

From the Renttech perspective, we have been pleased to see that the pre-Covid and lockdown investments which we have made into aspects of our operations such as our distribution centre, logistics, sales staff development and management development are already paying dividends. As you will also read, our revamped DC and Dekema branches, for example, have both come through the past few months with flying colours and very happy internal and external customers! And, on an innovative note, the investment we have made to ensure our rental fleet is top-notch and brought closer to our customers – in line with their requirements – is paying off too; as is our exciting recent launch of SA Weld & Tool, a brilliant vehicle to grow our reseller and distribution network of the robust SA Weld 4.0 welding machines and quality, affordable Total Tools product range – affordable quality for the workforce of Africa.

DUNCAN WHITEHEAD
Managing Director

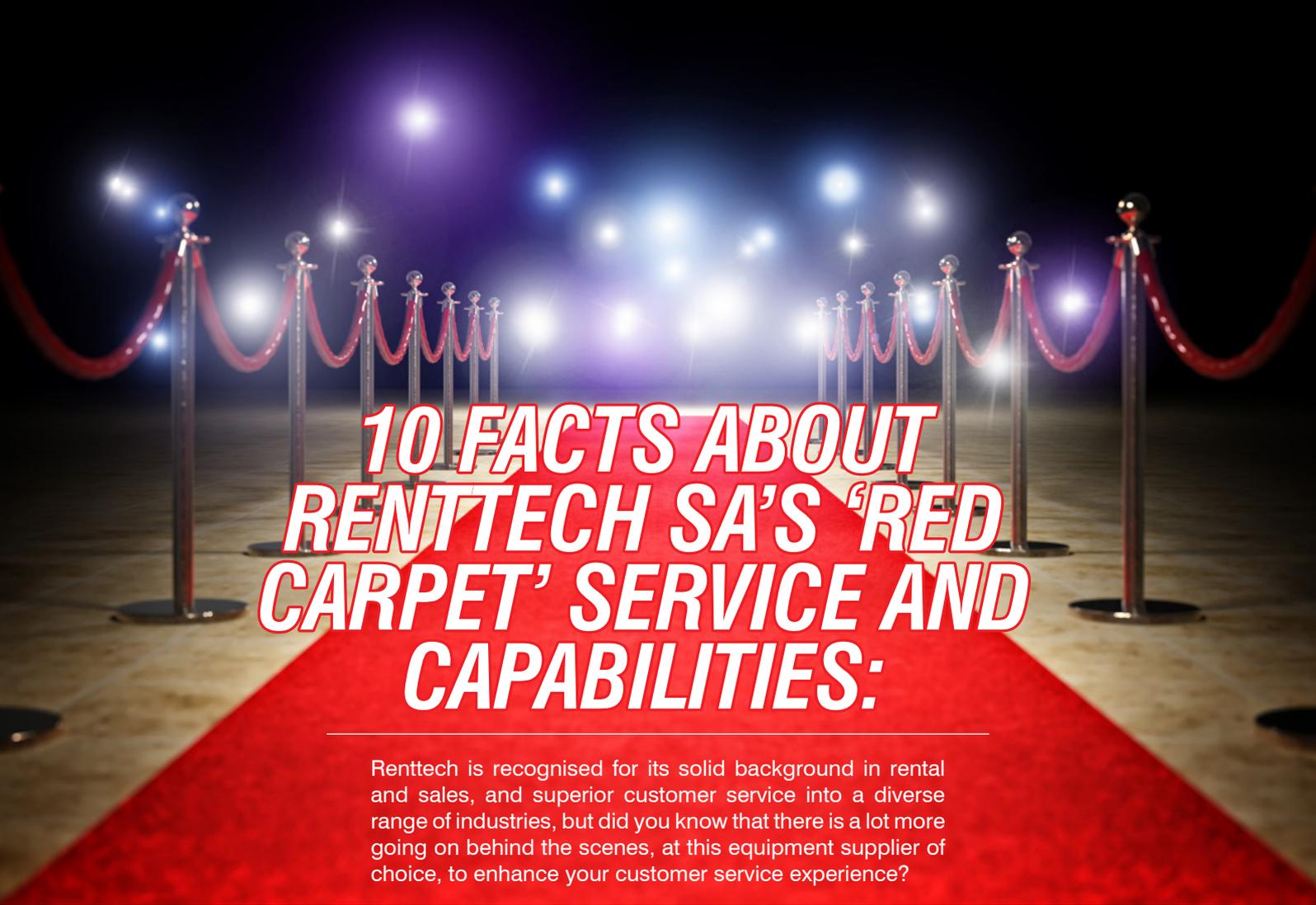
Trust – the ultimate new currency

While our investments in all the above operational and service-related aspects of Renttech have indeed been our expression of loyalty to you – our valued customers – I would like to end this article by presenting you with this compelling thought: move over crypto-currency – the ultimate new currency is trust!

In the post-Covid world we are swiftly moving into, we know that companies which occupy a sought-after place of trust in their customer's hearts and minds, will be ones who will not only survive, but thrive. Those who show themselves to be above the rumour-mongering and exigencies of the price war, who can see beyond the 'fox hole', and are not afraid to put their heads above the parapet, and be counted! Who will do what it takes to ensure that their customers and partners prosper – regardless of the circumstances life throws at us. Renttech is such a company, and we look forward to doing business with you, and thank you for your valued support.

Yours sincerely

Duncan



10 FACTS ABOUT RENTTECH SA'S 'RED CARPET' SERVICE AND CAPABILITIES:

Renttech is recognised for its solid background in rental and sales, and superior customer service into a diverse range of industries, but did you know that there is a lot more going on behind the scenes, at this equipment supplier of choice, to enhance your customer service experience?

1. Renttech is a UniArc OEM-approved repair centre:

This includes the entire UniArc range of welding machines, plasma cutters, invertors, and engine driven welding packs, available over a variety of configurations for every application.

2. Renttech is a Lincoln-approved repair centre:

As the largest distributor of Lincoln Electric products, we are the improved repair centre for their extensive line products.

3. SA Weld has a trio of new welding machines:

The SA Weld 4.0 range is a cost-effective, quality range of welding machines, specifically for the light fabrication market, such as maintenance and repair, sheet metal fabrication, the agriculture sector and automotive body shops. Rugged and modern, they come in three models: the MIG 180i, Cut 40i and the ARC 180i, each with a bank of features that off-set their stylish and rugged design. Coming soon to complete the range are the Arc 160i and MIG 250...Watch this space!

4. All of Renttech's UniArc welding machines come with a three-year warranty:

The design, manufacturing and quality systems of UniArc are in accordance with the internationally recognised ISO 9001-2008 standards.

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products conform to EN60974-7, specifying safety and construction requirements for torches for arc welding and allied processes. Renttech offers a three-year warranty on all welding machines.

5. Renttech offers a standby generator range:

Renttech has an industrial range of standby generators — from 10Kva to 500Kva — built to withstand the harshest South African climatic conditions. Manufactured to the highest OEM standards, Renttech offers full back-up, support and parts availability, all at an affordable price.

6. Renttech also offers fabrication facilities:

Renttech not only offers sales and rentals, but offers full fabrication facilities, having recently completed 54 truck and trailer-mounted bowsers for Bidvest's FMS division, enhancing their productivity and operations.

7. The foremost local manufacturer and supplier of lifting and rigging equipment:

Kelmeg Lifting Services (KLS) is South Africa's foremost local manufacturer and supplier of lifting equipment, providing customers in all industry sectors with exceptional equipment and superb after sales-support. Included in its service offering is a mobile Lifting Machinery Inspection (LMI) unit, which is equipped with a mobile load test rig, as well as repairs and maintenance facilities.

8. Welding machine validation centre and certification reseller:

In close collaboration with the South African Institute of Welding (SAIW), Renttech has incorporated international testing standards into its processes, for validation of welding equipment, as required by companies accredited according to ISO 3834. In addition, an external authorised inspection authority (AIA) certifies the process for the delivery of performance certificates according to ISO 17662. All new equipment sold - as well as its rental fleet - now gets validated according to this standard before dispatch to the customer.

9. A national, dedicated workshop:

Renttech's national workshop handles customised assemblies and the entire maintenance of its vast rentals fleet. By ensuring that all equipment is fully up to specification, and that there is no shortage of equipment available for hire, customer downtime is averted, and industry's wheels remain in motion.

10. Total Tools:

Total Tools offers a wide range of high quality and affordable hand tools aimed specifically at providing customers with quality and affordability. Included in this offering is a range of 20 volt cordless power tools that use a universally-sized battery; as well as a range of corded power tools, sold directly to the end-users, at end-user pricing.



AFFORDABLE QUALITY FOR AFRICA: SA WELD & TOOL

Diversification is key to compete, and by combining our new range of affordable, quality tools with some great welding equipment, Renttech’s SA Weld and Tool product line was born, making it a perfect fit for our expanding reseller business,” says Louis Bothma Renttech SA’s Product Manager Tools.

Part of Bothma’s role is identifying reseller partners for Renttech SA, and growing this network and footprint nationally.

The flagship product range that the SA Weld & Tool product line offers features two key product offerings: the new SA Weld 4.0 welding machines; and Total Tools premium quality tooling. Bothma says that all the SA Weld 4.0 machines’ engineering has origins in the requirements of heavy industry, making them durable and robust. This includes the robust yet also still aesthetically-pleasing Weld 4.0 range of high-quality, affordable welding machines, suited for the light fabrication and industrial market. “As well as our plasma cutters and MIG-

welders, we also have Arc 180 and 200 amp inverter welders,” he explains.

“The Total Tool side includes a wide range of high quality and affordable hand tools, a full range of 20-Volt cordless power tools — that use a universally-sized battery — plus a range of corded power tools. We have the light fabrication and industrial market comprehensively catered for on these fronts,” he states.

Bothma explains that the SA Weld & Tool product ranges offer customers exceptional quality and affordability, adding: “We select our resellers and distributors carefully, choosing them above-average quality, fair

pricing, personal service and back-up throughout our national footprint. In this way, we grow the product offering to suit the different market sectors,” Bothma points out.

This marketing approach has worked incredibly well, he says and adds: “Ultimately, we want to be in every town nationwide, varying our SA Weld & Tool product offering from business to business with our customers deciding what suits them best,” he states.

“We are tremendously proud of the SA Weld & Tool product ranges, which in a nutshell offer our customers affordable quality for Africa!” he concludes.



TRAILER AND TRUCK-MOUNTED SOLUTIONS FOR EVERY TERRAIN!

In a bid to enhance its Facilities Management Services (FMS) division, Bidvest turned to recently acquired Renttech, for solutions beyond that of supplying rentals.

Kobus de Nysschen, General Manager National Productivity, Renttech, says: “We have tendered our services to Bidvest for some time, developing a strong relationship based on Renttech consistently fulfilling Bidvest’s requirements and finding solutions. For example, Renttech is able to quote competitively, through our continued operational investment into the company and by partnering with reliable suppliers — including supply chain partners.”

This business model reaped rewards at the start of May 2020, when Bidvest awarded a tender to Renttech for the fabrication of 54 fuel bowzers needed to expand the FMS division’s operations.

The 54 bowzers comprised: 24 x 1,000-litre, trailer-mounted bowzers; 22 x 500-litre, vehicle-mounted bowzers and 8 x 250-litre, vehicle-mounted bowzers.

De Nysschen notes that the Bidvest bowser tender had been floated for a while, and highlights that the challenge of the tender was the fabrication delivery window - namely, the end of June, which fell

during the national lockdown period.

While fuel bowzers are readily available ‘off-the-shelf’, they did not automatically comply with the intended operation, and so Renttech tailored the solution to fit the customer’s requirements.

“The business and operational nature of the FMS division entails using fuel bowzers to top up fuel for clients nationwide. Some are in the remotest areas, at times with little or no road infrastructure to access the fuelling point - for example, when mobile towers require fuel for their generators. Also, some generators are in difficult to access areas, like in the basement of a building, where there is no space to turn a trailer,” he explains.

Therefore, the 54 bowzers were manufactured with varying configurations, some trailer-mounted and some truck-mounted.

While the trailers were manufactured by a licensed supplier, according to South African legislation criteria and data-dotted, with the information stored on a database, de Nysschen explains: “The customised

3mm cold-rolled steel tanks and sloshing baffles were designed and fabricated in-house at Renttech. Once fabricated, each one was pressure-tested and certified by Renttech.”

He emphasises that there were many lengthy checks and balances conducted on every bowser, always with the strictest quality controls in place. “All were intensive, and conducted with the impending deadline in mind. Every fuel bowser is subject to compliance with South African National Standards, so all fabrication had to comply with legislation,” he says.

Notwithstanding the logistical challenges and constraints imposed by the national lockdown, Renttech completed the project by the deadline. De Nysschen emphasises that without the cooperation and teamwork from the Renttech team, this would not have been possible.

“As bowzers form an integral part of the FMS division’s operations, when Renttech completed the challenge in the specified timeline, we ultimately enhanced the customer’s operational efficiency, to Bidvest’s significant satisfaction,” de Nysschen concludes.

ENHANCING THE CUSTOMER EXPERIENCE THROUGH SKYNAMO

Renttech is constantly exploring ways to streamline processes and offer the best practice to our valuable customer base, looking for innovative ways to enhance the customers' experience.

"As the salesforce is our interface between Renttech and the customer, it makes perfect sense that any improvement in the sales process benefits not only the entire company, but so too, our customers," says Managing Director Duncan Whitehead.

"We have therefore introduced Skynamo, a highly responsive field sales management software application ('app') which runs off the salesperson's mobile phone and keeps management in the loop regarding sales and customer engagement."

The app provides excellent functionality and features across all spheres, providing information to management from in-field sales reps on their mobiles, meaning better customer service is made possible. This helpful app tracks availability of stock, and the movement of ordered products from the distribution centre (DC).

Whitehead adds: "One of the upsides of this standalone app is that it integrates seamlessly into our existing K8 ERP system, ensuring that all field workers can place orders, collect data, load images, manage contacts, track queries and create tasks without having to be in the office. This makes the salesforce more accessible to the customer, while cutting down on all the administrative tasks that take away from the sales rep's core function — to excel in customer service."

He explains that the app helps with logistical planning and productivity, such as scheduling meetings and calculating distance of travel between customers, expediting turnaround time on finding solutions.

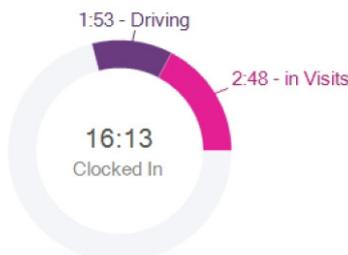
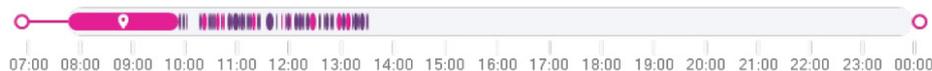
The Skynamo system dovetails beautifully with much that Renttech values, namely: efficiency, productivity, excellent customer

care and accuracy of information.

"When the salesforce uses the app to its full capabilities, we can gain valuable insights that enable smarter decisions when offering solutions, creating greater visibility to our

customers and accountability to management.

So, it's no longer a case of just working harder: this app allows us to work smarter, really smarter – for the ultimate benefit of our customers!" he concludes.



- 11 Visits logged
- 11 COVID-19 After-visit checklist
- 2 Customer Classification
- 2 Visit Form

106.46 km Distance travelled



WILFRED 'FISHY' NTHULI
Regional Stores Supervisor

RENTTECH'S DISTRIBUTION CENTRE IS MORE EFFICIENT THAN EVER - WITH A 'FISHY' NEW ADDITION!

Wilfred 'Fishy' Nthuli has brought new meaning to the word 'efficiency', scaling new heights in the process and ensuring that Renttech's distribution centre ('DC') is the epitome in efficiency, ensuring that stock gets to our valued customers as fast as possible!

Renttech's Regional Stores Supervisor, Wilfred 'Fishy' Nthuli started with Renttech more than a decade ago, commencing as a picker and working his way through the ranks. His ability to find and implement solutions served him well when, in August 2020, he was relocated from Durban to Johannesburg to assist in managing the beating 'heart' of Renttech, namely, its Distribution Centre (DC).

"The DC exists to service the branches," Projects Tenders and Turnaround Manager, Renttech, Shaun Henn comments, and adds that Fishy's action-orientated persona is exactly what the DC needs to improve efficiencies.

As well as ensuring the smooth operation of the DC, managing the stores, staff and overseeing the seamless customer service, with his team of supervisors, Fishy was tasked with undertaking a large stocktaking exercise at the end of August; and again at the beginning of October.

Nthuli explains: "To implement a more efficient and smoother operation to best service the customer, processes within the DC were reviewed and revamped, aligned with Renttech management's vision."

This revamp project entailed the reorganisation of the DC's layout and its logistics, including more efficient bin location, reducing mixed stock and fine-honing productivity. This also involved making the unit of measure (UoM) more accurate, in addition to allotting workers coloured overalls correlating to the

various related work areas.

Henn explains: "The Unit of Measure (UoM) relies on how the product is (re)packed from the suppliers, and then 'picked' and despatched. This impacts on the efficiency of logistics. For example, some small items cannot be packed singly and despatched. They are repacked, branded and then despatched, making for better efficiencies within the DC. Being the 'heart' of Renttech, inefficiencies

in this department affect the entire organisation, much like a heart attack would affect the functioning of a person," he comments.

"Changing the DC's layout included assigning bulk, bigger stock items to the basement, the ground floor being home to palletised, most popular items and the 'tower' — a reassigned upstairs training area — for storing smaller items, including welding and cutting machines and their consumables; and the 'pick notes' and invoices. This streamlines the flow of the main functions of the DC," Fishy notes.

He explains that by introducing a colour-coded overall system to the DC staff, the supervisor is immediately able to visually assess if personnel are in their designated area, and whether production is flowing as it should be. "This system makes the management of people and the movement of stock so much easier," he says.

The roll-out of the 'new improved' computerised Cquential scanning system — that Renttech developed and introduced last year during a major petrochemical customer

shutdown — has been well received by the branch managers and customers: "When Renttech does something, we do it well!" comments Fishy.

"The system improves Renttech's stock and distribution management, optimising stock levels and the speed with which the picking, packing, transport and delivery to the branches is implemented: including managing stock control, cycles, category and demand. Being automated, it removes human error, while helping customers achieve more accurate budget and project management control over asset rentals and consumables," Fishy explains.

Henn adds, "It intuitively compares the quantity of stock against the UoM, generating data that informs necessary adjustments within the DC. It also affords greater asset control and analysis of future needs, ultimately benefitting our customers, while streamlining the entire rental process nationwide."

Renttech is integrating the scanning system into its existing K8, ERP system, thereby creating an intelligent, integrated operating system across departments and applications.

"With these enhancements and Fishy's help, we managed to do the fastest, most efficient stock count ever," Henn says, adding that this is a really noteworthy achievement.

"The revamped, highly efficient also DC also ensures that - by getting stock to the branches timeously - it is contributing to Renttech's overall ability to service our valued customers with the products they require, in the fastest possible turnaround time," he concludes.

Renttech's Rentals: 'AMPED' FOR SERVICE AND AVAILABILITY!



KOBUS DE NYSSCHEN
GM National Productivity

By bringing its rentals fleet closer to customers through individually assessing what each branch needs to stock, Renttech is 'amping up' its service and delivery.

Renttech offers equipment rentals nationwide and ensures that branches stock the correct assets relevant to demand, playing a significant part in the provision of service excellence to customers.

Kobus de Nysschen, GM National Productivity explains that maintaining this data accurately requires ongoing analysis of each branch's rental fleet, and bringing it closer to the customer base over the past two years, was a huge undertaking.

"The absence of area-specific utilisation data resulted in this venture becoming a long-term project, from which we are only now realising results. As we do not have a standard rental fleet, this task entailed customising our utilisation reports," he points out.

Renttech supplies a vast range of industrial equipment, with close on 2,000 different product lines and over 30,000 assets for hire.

"It has been - and will continue to be - a data analysing exercise, ensuring we always have the correct asset alignment in each branch. The challenge lies in continuously changing and evolving demands," he notes and adds that, based on analysis, each branch goes through a 'season', where equipment asset demands vary.

"We therefore adapt our fleet in anticipation of what our analysis forecasts," he explains.

Ensuring that the correct assets are stocked in the branches holds numerous benefits to the

customer: "Foremost, stocking assets correctly means that equipment is available immediately, and the customer does not have to wait. This also ensures that the customer is not tempted to look elsewhere for solutions," he comments.

In addition, with assets on hand, transportation costs are minimised and coupled to this, is the decreased risk of incurring asset damage from transporting the equipment, he adds. Moreover, he says that Renttech has invested substantially in branch infrastructure.

"To enable the branches to maintain their allocated assets and operate as close to self-sustaining, autonomous entities as possible, we have equipped them with certification equipment, specialised tools, and armed them with rental / maintenance policies and procedures - as well as undertaking staff development in each branch."

He states that the outcomes of these enhancements are tangible: "We have experienced more than 30% reduction in logistics cost, and a measurable increase in utilisation on our assets, with more than 35% reduction in our operational expenditure."

De Nysschen attributes this success to Renttech being the largest rentals supplier of diesel-powered generators, diesel welders, diesel compressors, diesel lighting plants, electrical welding equipment, and more.

Complementing the rental fleet are US Lincoln Ranger diesel-driven welding units, ideal for working where there is no access to power. He observes that the introduction and growth of this brand is the direct result of two primary factors: "The Rangers are internationally-proven for their reliability, technical and parts support, resulting in no downtime on 'crunch projects', the backbone of our customers' work. In addition, the Lincoln Rangers offer greater versatility with regards to welding processes and ease of operation. We stock over 90 of these 300-amp units in our fleet, ensuring that these workhorses are always available for hire, offering customers a better return on their projects, with Renttech able to offer a reliable, sustainable rental fleet, with better return-on-investment (ROI)," he explains.

"We cater for every solution, from day-to-day hires, to full shut-down projects on petrochemical plants, mines and power stations, for which Renttech has become the supplier of choice," he notes.

He believes that any operational business is only as strong as its adaptability, versatility, policies, procedures, infrastructure, and human resources.

"We will continue to adapt and improve our business to ultimately serve the needs of our customers as best as possible, in the true Renttech manner," De Nysschen concludes.



NITA DU PLESSIS
Dekema Branch Manager

THE FEMININE TOUCH WORKS WONDERS FOR SALES!

Dekema's branch not only has the highest turnover, but it also a dynamic branch manager, who has not only given it a physical make-over, but improved her customers' experience into the bargain!

Nita du Plessis started her journey with Renttech 14 years ago, as a receptionist. Her go-getter, practical nature has seen her progress through the company, from sales and rentals to her present position, that of Renttech Dekema's Branch Manager.

In this role she keeps abreast of market trends, attends to customer requirements — both 'counter' sales and orders that come through the salesforce — rentals, accurate stock holding, staff training, and more.

"While leading a team of 17 takes solid leadership and good communication, having a loyal and collaborative team to lead, makes my role easier," du Plessis says and add: "That said, I have also employed new staff, injecting a new energy into the branch, complementing the more experienced, long-standing staff. All are trained to offer customer-centric solutions."

Always with an eye on an opportunity for improving her environment, du Plessis has brought a much appreciated feminine touch to the branch, transforming the décor into something

akin to a Renttech exhibition stand, complete with bold branding, the most current demonstration products on display, and a looped information video playing on a huge plasma TV.

She explains, "While customers are waiting to be served, they can educate themselves about the company, products and services, ask questions of the knowledgeable staff — and enjoy a cup of coffee too," she adds. "I also ensure that the display is refreshed frequently to maintain interest. Given that the branch specialises in welding equipment, this also affords me an opportunity to better acquaint myself fully with this side of the business, an area which was not familiar to me previously," she notes.

With an extra 10m2 of floorspace allocated to the branch, du Plessis turned this into an in-house stock storage area, eliminating time spent collecting machines from the distribution centre ('DC'). "It's about customer convenience and efficient service," she emphasises.

"During lockdown, right from Level 4, Renttech was an essential services provider,

requiring strategy and innovation to cope during this challenging time," she says. The visually engaging and welcoming décor worked wonders for the branch during this time as well, supported and complemented by online advertising, along with maintaining a close liaison with the DC to ensure that stock levels were stable and delivered on time. She also believes in promotions and offering 'specials' to attract customers and says that this strategy is paying off, as sales are improving steadily, with a bumper month reported in July.

Du Plessis points out that maintaining staff morale is also vital, and she has introduced a weekly meeting for external salespeople, internal salespeople and storemen, where everyone shares concerns, challenges and customer feedback. The customers' 'seasonal' needs are relayed to management and the branch is then stocked with relevant assets accordingly.

"The outstanding, palpable branch morale, the welcoming environment and the efficient operations keeps customers coming back, as we offer exceptional service, solutions and advice," she concludes.



What's up with welding:

THE MULTIARC 500 AND SUITCASE WIRE FEEDER: A POWERFUL AND CONVENIENT COMBINATION FOR MINING AND OTHER TOUGH ENVIRONMENTS

Renttech is constantly seeking ways to speed up production, ensure safety and offer flexibility in its welding solutions, across a variety of applications. To this end, the combination of the MultiArc 500 Multi Process Inverter and the UniFeed24 'suitcase' wire feeder is the perfect power combination, when it comes to suitability within a mining environment.

Johan Bester, Renttech Welding Product Manager is very enthusiastic about the versatility of the MultiArc500 and the UniFeed24 suitcase wire feeder combination. He explains: "Renttech offers a range of welding equipment for a number of industries, but this combination has a fantastic range of features which makes it perfect for undertaking welding projects, and specifically well-suited to the demands of the challenging mining sector."

Mining is often a harsh environment, with relentless daily production targets to meet, and therefore relies heavily on smooth operation with no downtime. In an open cast mining environment specifically, where dump trucks and earthmoving equipment are deployed, emergency or on-the-spot repairs – as well as wear replacement and scheduled maintenance – are the order of the day, requiring welding equipment that offers a safe, efficient, and flexible solution.

"This is where the MultiArc 500 and suitcase wire feeder combination really comes into its

own! The MultiArc500 is not only designed for the harsh mining environment, but is also compact (50kg dry weight), is capable of long-distance welding (up to 50m), and comes with user-friendly controls and digital display. It is also equipped with VRD (Voltage Reduction Device) technology - specifically applicable to stick welding - and pairs exceptionally well with the robust UniFeed24 suitcase wire feeder, which is constructed out of a hard-wearing plastic composite."

Bester points out that typically, mining repairs require MIG or flux cored welding, perfect for the MultiArc500. "It can do TIG, MIG and flux cored welding - a true multi-process workhorse - as well as gouging," he adds.

What makes this 'powerful pair' so perfect is that the wire feeder is agile and flexible, and can be used in hard-to-reach areas, confined spaces or for work-at-height, as it can be carried to the site of the weld, leaving the MultiArc500 on the ground, if so required.

"The suitcase is built to 'travel', and weighs a mere 14,6kg dry weight, with recessed digital displays to prevent damage," he adds.

"While this powerful welding combination is the perfect solution for underground and opencast mines, it is also ideal for construction, fabrication, shipbuilding and petrochemical applications. A truly perfect pairing for many industries," he concludes.





DORAH MOLEFE
Internal Sales Representative

ELLISRAS EXCELLENCE: DORAH MOLEFE'S IMPRESSIVE PROGRESS

Dorah really 'cleans up' when it comes to achieving her customer service goals!

Dorah Molefe has worked at Renttech in Ellisras since 2010, after applying for the role as a cleaner. Within weeks she was not only handling cleaning, but she also serving tea to the staff.

However, that was just the start, as initiative runs through Dorah's veins and she explains, "When I had finished my work for the day, I would look through the products and learn what they did, and their codes, developing a good product knowledge."

Dorah soon realised that what she wanted was to do was to sell, and she is now an internal salesperson. She says enthusiastically, "You

have to grow, you cannot just be happy without advancing yourself."

During the past two and a half years, Jaco van Onselen, Renttech Ellisras branch manager, has worked closely with Dorah, observing her 'on the job' and has high praise for her work ethic: "I have been consistently impressed by both Dorah's attitude towards her work, and her performance," he says.

By admission, she is not a shy person and dealing with customers comes easily. Her work enthusiasm is evident when she says with passion: "Oh, I love my job! I love dealing with customers who are inquisitive. I know I

can satisfy them with my product knowledge, and I don't wait to be told. I find out for myself and suggest the correct solutions for them."

Jaco says that customers dealing with Dorah "are immensely satisfied with the kind of service and guidance they have received from her. Her knowledge of the industry and her experience with the company make her a huge asset to the company."

Dorah already has her sights on another goal, and that is to become an external salesperson, so that she can gain a more complete understanding of her customers' industry sectors.



LEGENDS OF SERVICE - WAY PAST THE LOCKDOWN!

In times of crisis, legends are born, people who shine in the face of adversity and challenges; staff members who fly the Renttech flag and make customer service their priority – be it internal or external customers - regardless of the circumstances. Meet our customer-centric legends!

End HR Manager Simiso Zulu

Renttech's HR Manager, Simiso Zulu's passion for the job ensures that while staff members are looked after and their concerns met, customers are King — no matter the circumstance.

Simiso loves people and, as his role entails managing the daily HR operational side of the entire company, he says, "You could say, I do 'end-to-end' HR." He adds, "I take cognisance of what senior management says and advises regarding learning new strategies to ensure the best customer experience and overcoming challenges, and I ensure that I am the communication bridge between all parties, management, staff and customers."

During the lockdown and all the associated logistical challenges, his role entailed ensuring that customer orders were filled, and their requirements and queries were prioritised.

 taining clear and transparent communication while feeling somewhat emotionally drained himself, took a lot to accomplish; and Simiso is the first to admit that he felt a little overwhelmed at times.

Nevertheless, he took a couple of valuable lessons from the experience including

learning patience. "I also learned that one has to be flexible when dealing with one's internal (staff) and of course also external customers — and even more so, during a crisis situation such as the recent lockdown. It is not a case of a 'one size fits all' scenario. I really had to listen and respond accordingly."

This commitment, consistency and customer focus rightly earned Simiso recognition as a Lockdown Legend as he ensured that nothing would stand in the way of service delivery!

Another lockdown legend is Cecille Strydom, Executive Assistant to Duncan Whitehead, Renttech's Managing Director:

In addition to her important role as the Managing Director's Executive Assistant, during lockdown and since then, Cecille took over manning reception, answering between 250 and 300 incoming calls daily. As such, she ensures that customers are directed correctly, with knowledgeable and accurate solutions offered — all with a 'smile' in her voice, as well as charm and patience in her interactions!

"I don't know how I would have managed if I didn't love my job so much, and if I wasn't a 'people's person'! I am so glad to engage

with the customer base as I feel that I really offer more than just a reception service — I listen to their queries and offer them solutions regarding who or what they may be looking for. In so doing, I learn a lot along the way," she says.

Completing the 'lockdown legends' trio is Bianca Pretorius, Payroll Administrator:

Bianca says that her fondness for her job makes her challenging role easier. "I love the company culture and the people; and I realise that they depend on me to fulfil my duties to them," she says.

Although Bianca is not 'customer-facing', on a more abstract level, she is an influence on the way in which Renttech staff approach their job, including those that are customer-facing.

During the lockdown, Bianca's work responsibilities increased drastically, often working long past 'normal' working hours to find solutions to the Covid-related challenges. Despite the workload, she came away from this trying period with a positive outlook: "I think I've become more patient; and I have learnt to remain calm under stress, but I'm really glad to be back at the office though!" she concludes.



SIMISO ZULU
HR Manager

CECILLE STRYDOM
Executive Assistant to Duncan Whitehead

BIANCA PRETORIUS
Payroll Administrator

FORTHCOMING ATTRACTIONS COMING TO A RENTTECH BRANCH NEAR YOU...

PROMOTECH®

smart tools
for heavy tasks

RAIL BULL | TRACK WELDING CARRIAGE WITH OSCILLATOR

The Rail Bull is a track welding carriage designed to produce butt and fillet welds with or without oscillation. The carriage can work in PA (flat), PB (horizontal vertical), PC (horizontal), PD (overhead horizontal-vertical), PE (overhead), PF (vertical-up) and PG (vertical-down) welding positions.



APPLICATIONS:

- Trailer manufacturing
- Truck tanks
- Oil tanks
- Water storage tanks
- Pressure vessels
- Vessel overlay/Hard facing
- Bridge girders
- Structural steel
- Structural towers
- Panel welding
- Transformers
- Shipyards
- Any application demanding long, continuous welds

TECHNICAL SPECIFICATIONS RAIL BULL

| | |
|---|--|
| Voltage | 1 ~ 115–230 V, 50–60 Hz 42 V, 50–60 Hz |
| Power | 100 W |
| Welding position (according to EN ISO 6947 and AWS/ASME) | PA / 1F / 1G PB / 2F PC / 2G PD / 4F PE / 4G PF / 3G PG / 3G |
| Torch diameter | 16–22 mm (0.63–0.87"); up to 35mm (1.38") option |
| Minimum radius of curved workpiece surface | 5000 mm (16 ft) |
| Minimum workpiece thickness | 5 mm (0.2") |
| Horizontal pulling force | 350 N |
| Vertical pulling force | 150 N |
| Cross slide adjustment range | 0–35 mm (0–1.38") up-down, left-right |
| Horizontal speed | 0–120 cm/min (0–47.2 in/min) |
| Vertical speed | 0–110 cm/min (0–43.3 in/min) |
| Weight | 20 kg (44 lbs) |
| Welding settings storage | 1 (last used) |
| Oscillation type | linear (0 - 100 mm) |
| Oscillation (weaving) pattern | trapezoid, triangle, straight line |
| Oscillation width | 0–50 mm (0–1.9") |
| Oscillation speed | 0–1500 mm/min (0–59 in/min) |
| Oscillation delay time | 0–5 s (at external and central points) |
| Product Code (115–230 V, 50–60 Hz, plug EU) | WOZ-0482-10-20-01-0 |
| Product Code (115–230 V, 50–60 Hz, plug UK) | WOZ-0482-10-10-01-0 |
| Product Code (42 V, 50–60 Hz) | WOZ-0624-10-04-00-0 |



Renttech, in close partnership with an international manufacturer, has developed, customised, designed and engineered an industrial range of standby generators — from 10Kva to 500Kva — built to withstand the harshest South African climatic conditions. Manufactured to the highest OEM standards, Renttech ensures that your purchase stands by you through thick and thin! Renttech offers full backup, support and parts availability, all at an affordable price.



| STANDBY RANGE | |
|--|---------------|
| Description | Selling price |
| 11,2 kVA diesel single phase silent | 79 715,05 |
| 22 kVA diesel single phase silent | 92 611,57 |
| 21kVA diesel three phase silent | 81 662,26 |
| 33kVA diesel three phase silent | 103 469,84 |
| 55 kVA diesel three phase silent | 130 550,76 |
| 12 kVA petrol single phase generator | 23 624,44 |
| Uni 7000 7 kva petrol single phase generator | 8 801,54 |
| 6 kVA prime single phase diesel silent | 21 100,00 |

| INDUSTRIAL RANGE | |
|---------------------------------------|---------------|
| Description | Selling price |
| 10kVA silent three phase (Kubota) | 98 395,00 |
| 15kVA silent three phase (Kubota) | 104 756,25 |
| 60kVA silent three phase (Cummins) | 162 375,00 |
| 100kVA silent three phase (Cummins) | 195 728,00 |
| 150kVA silent three phase (Cummins) | 243 911,25 |
| 250kVA silent three phase (Cummins) | 384 136,25 |
| 30kVA semi silent three phase (Deutz) | 163 154,29 |
| 40kVA semi silent three phase (Deutz) | 173 710,00 |

* Please note these are not the full range, we have various other sizes available to quote on request including other industrial equipment like diesel compressors and lighting plants.

TOTAL 355 STEEL CUT OFF MACHINE WITH 10 FREE CUTTING DISCS AT ONLY R2425.00 EX VAT - SAVE R 200.00

355MM CUTTING DISK
355mm x 3.0mm steel cutting.
355 cut off Total
Voltage: 220V-240V~50-60Hz
Input power: 2400W
Blade size:355x25.4x3mm
No-load speed: 3900rpm
Max. cutting capacity:
100mm in round pipe
100X100mm in square steel
120X100mm in rectangle
Max. cutting steel bar: 50mm
With 1pcs 355mm cutting disc



TOTAL 230MM, 2400 WATT GRINDER WITH 10 OFF 230 X 1.9 CUTTING DISCS AT ONLY R1385.00 EX VAT - SAVE R100.00

TG1252306 Angle grinder 230mm
Voltage:220-240V~50/60Hz
Input power:2400W

No-load speed:6300rpm
Disc diameter:230mm
Spindle thread:M14
With 1pcs auxiliary handle
With 1set spare carbon brushes



TOTAL 20 VOLT CORDLESS DRILL WITH CHARGER AND BATTERY FOR ONLY R925.00 EX VAT - SAVE R120.00

TDLI20024 Cordless drill kit 10mm chuck
Voltage:20V
No-load speed:0-400/0-1500/min
Max.torque:45NM
Chuck capacity:0.8-10mm
Torque settings:15+1



WELD 4.0 180 ARC WELDER, INCLUDES A TOTAL 950 WATT 115MM ANGLE GRINDER WITH 10 OFF 1.2MM STEEL CUTTING DISCS FOR ONLY R2250,00 SAVE R250.00

Weld 4.0 180 Arc Welder
Input voltage: AC220V ± 15% 50/60Hz
OCV: 78V
OCV under VRO mode <= 14V
Output current: 20-180A
Input voltage: AC96-280V 50/60Hz
OCV: 28V
OCV under VRO mode: <= 14V
Output voltage: 28V
Output current: 10-200A
Hot start: Adjustable
Arc force: Adjustable

Angle grinder
Voltage:220-240V~50/60Hz
Input power:950W



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