

PACE CRANES EXPANDS SERVICE AND SUPPORT CAPABILITIES

Pace Cranes recently appointed Jackson Ansell as their Brisbane based Field Service Technician. The role has been created for Jackson to support the growing population of cranes including the Maeda and Sennebogen brands, in Brisbane and the surrounding areas. Pace Cranes Managing Director Anthony Heeks and Jackson explain more.

“IN THE PAST, WHEN IT CAME TO

servicing and supporting their brands, Pace Cranes worked closely with their Service Agent, LinCon,” explains Anthony.

“We have been fortunate to have been supported by LinCon for the last 15 years. They have provided an excellent service as our agent, and we are very grateful to the Coleen, Craig

and Tony Fish for the support they have provided us.

“We recently opened a new facility in Brisbane, we have David ‘Chalky’ White making significant inroads in terms of sales and we knew the timing was right for us to bring Jackson on board as our Service Technician,” said Anthony.

Jackson is no stranger to mechanical

repairs with his father running a car repair shop business.

“From a young age I would hang out with Dad in the repair shop, and I’ve always wanted to understand how things mechanical work. Straight out of high school I moved up to Queensland, started an apprenticeship and worked on cars for about 10 years in various dealerships and independent workshops



Jackson spent his first month in the Sydney working with the service team and Product Support Manager Greg Muller.



Jackson had a lot to learn about the various brands Pace Cranes represent, especially the technology included in the Maeda and Sennebogen cranes.

“Greg has a wealth of knowledge on the products, and he is a good communicator. My first month of training helped me understand how the cranes have developed over the years, how they operate and service and maintenance procedures. I have since travelled to Sydney multiple times and had additional training on a new Sennebogen model,” he said.

Anthony is really happy with the response to Jackson’s appointment.

“The feedback we’ve received has been very positive. We’ve had calls and emails from customers saying how thorough Jackson is with his work and how responsive he is to their requirements. He has a fully equipped service vehicle, so he is able to visit customers and work around their schedules as well,” he said.

Jackson feels very comfortable at Pace Cranes.

“It’s great working with Chalky. He frequently has customers visiting the showroom for product demonstrations and I have the opportunity to meet them, and I think it helps with the sales process knowing they will be working with me and that I’ll be their contact when it comes to the servicing of their crane.

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“Anthony and the whole team have made me feel really welcome. As I’ve said there is a world of knowledge and experience that I am able to tap into and if there is an issue I can’t handle one of the team will be on a flight to give me a hand,” he said.

Queensland is going to be an important state for Pace Cranes says Anthony. ●

and also running my own mobile servicing business for a while. Then I moved into field service work on big industrial equipment,” he said.

Training has been a major focus for Jackson.

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cranes. I spent my first month with the company in the Sydney working with the service team and Product Support Manager Greg Muller, learning about the products. It has been a significant investment by the business, and it has already paid dividends with customers very happy with the quality of service and support we have been providing,” said Jackson.