



Press Release

Rygor Commercials

Mercedes-Benz

Vans. Born to run.



Northwick keeps on running with Mercedes-Benz vans from Rygor

Exercise machine specialist Northwick Associates is 'fighting fit' for the future after switching to reliable, fuel-efficient Mercedes-Benz vans.

Husband-and-wife team Jon and Alison Isaacs, who established their company in 2003, acquired three Short-bodied Sprinter 214 CDIs from Dealer Group Rygor Commercials last summer, and have now taken delivery of a further three Vito 114 CDI Longs.

Based in Pershore, Worcestershire, Northwick Associates also retails fitness equipment but its core business entails the maintenance and repair of treadmills, cross-trainers, and other machines. The vans are assigned to its highly-trained and experienced engineers, who visit commercial gyms and the homes of private clients throughout England and Wales, including the Channel Islands, to carry out their work.

Mr and Mrs Isaacs, bought their first Mercedes-Benz van from the Kidderminster branch of Rygor Commercials three years ago. The couple still use the Vito Traveliner minibus as personal transport for themselves and their three children; with the seats removed it also doubles occasionally as a working van.

However, the company was sending its engineers out in vans by another manufacturer – until it finally lost patience with their unreliability. Mr Isaacs recalled: “Each member of the team typically clocks-up between 40,000 and 50,000 miles per year, and we found that after a couple of years our previous vehicles were starting to let us down.

“Flat batteries were a regular occurrence and we had one vehicle off the road for three months! We’d acquired those vans through a car leasing company and you never saw a sales representative – everything was done over the phone and Internet, which was very frustrating.”

All of which is in marked contrast, said Mr Isaacs, with the service that Northwick Associates has received from Rygor Commercials. “The Dealer’s Sales Executive Craig Hackley came out to see us and rather than just trying to land a quick sale, took a real interest in the business and what we’re trying to achieve,” he recalled.

“Craig arranged the competitive finance, which could not have been simpler, and a comprehensive maintenance package, whereby Rygor services the vehicles through the night, so they’re always available for work when we need them.

“The Dealer collects the vehicles at the end of the day and returns them to us the following morning, which makes life easy for us. If one is ever off the road for a protracted period we’re assured of an equivalent replacement, and we also benefit from the manufacturer’s free, MobiloVan emergency roadside assistance, wherever we are in the country. This is very reassuring and means we’re free to concentrate on growing the business, instead of worrying about the vans.”

A UK service agent for several world-class fitness equipment manufacturers, Northwick Associates serves a client base which includes Premiership football and rugby clubs, national sports academies, schools, NHS trusts, and local authorities, as well as multi-national businesses, charities, professional athletes and celebrities.

Its new vehicles are the subject of contract hire agreements with Mercedes-Benz Financial Services. The high-roofed Sprinters can accommodate the tallest cross-training machines, while, given the increasing demand for its services from gyms based in town and city centres, the company chose the Vito for the lower roof height which allows it to access multi-storey car parks.

Its Mercedes-Benz vans are all powered by the same 140 hp, 2.1-litre engine which combines outstanding economy with well proven reliability. In both models the rear wheels are driven; other versions of the Vito are available with front-wheel drive. They also come with the reassuring armoury of standard-fit safety features for which the three-pointed star is renowned.

“We now have an ideal mix of vehicles which gives us the flexibility to handle any job that comes our way,” added Mr Isaacs. “Our engineers are delighted with the car-like comfort and driveability of their new vans, while the three-pointed star can only complement our own image and reputation as a quality service provider.

“What’s more, the service from Rygor, and from Craig in particular, has been first class – I can’t think of anything more that he could have done to improve the experience for us.”

Craig Hackley said: “Rygor’s commitment to Setting Standards means we strive always to develop long-term partnerships with our customers, by providing them with total vehicle solutions. This means that as well as supplying the right vans for the job, we also offer expertly tailored finance and maintenance packages designed to keep their businesses running.”

northwickassociates.co.uk





Fitness class: Northwick Associates' Jon and Alison Isaacs have not looked back since switching to Mercedes-Benz vans



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For more information, or to request bigger/higher-res image files, please contact:

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Notes to Editors: Rygor Commercials

Founded in 1992, the Rygor Commercials Group operates from a network of 11 sites located across, Berkshire, Gloucestershire, Oxfordshire, Somerset, Warwickshire, West London, Wiltshire and Worcestershire.

Among its staff of more than 600 people, the company employs 180 Mercedes-Benz trained technicians, 60 parts specialists and 30 sales executives.

Rygor sells and services Mercedes-Benz Vans and Trucks, FUSO Canter and Unimog vehicles, as well as servicing a wide range of manufacturers' commercial vehicles, buses and coaches.

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