



# AFTER SALES

Our dedicated team of After Sales experts are geared towards helping Scarab customers achieve optimum performance from our full range of products.



INDUSTRY-LEADING  
AFTER SALES SUPPORT



# AFTER SALES INFORMATION



Dear Customer,

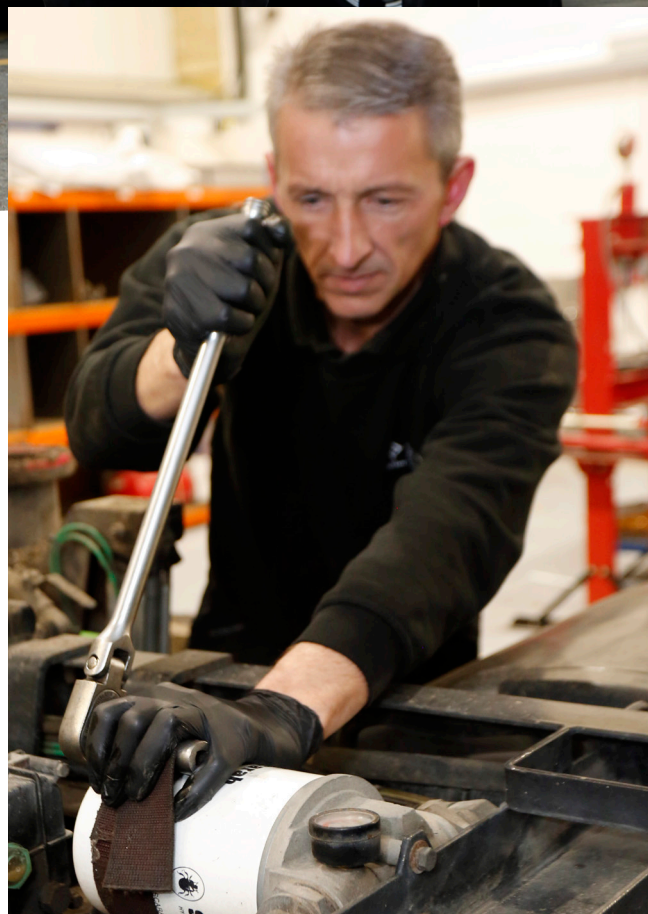
We would like to thank you for purchasing a Scarab product. Our After Sales team are Scarab's front-line ambassadors and we will provide you with a high level of customer support for the lifetime of your vehicle.

We are proud to have a long-serving, dedicated team with a wealth of Scarab product experience who understand how important the role of a sweeper is in your operation.

As your sweeper is a complex, specialist product, we offer a full range of servicing, repair and maintenance and refurbishment solutions to keep your machine working in peak condition.

This After Sales information booklet will provide you with all the contact information you will require for warranty registration, parts and field service support, training packages and extended warranty cover.

Please do not hesitate to contact one of our team members who will be happy to answer your questions. We look forward to working with you!



*A Farley*

**Andy Farley**  
Business Development Manager







## PARTS DEPARTMENT

To keep your sweeper working at peak performance, contact us to discuss our genuine Scarab parts.

**Tel:** +44 (0) 1622 834500

**Email:** [partsdesk@scarab.fayat.com](mailto:partsdesk@scarab.fayat.com)

## ESTIMATES & REFURBISHMENTS

Request an estimate or refurbishment for your machine.

**Tel:** +44 (0) 1622 831006, ext:326

**Email:** [estimates@scarab.fayat.com](mailto:estimates@scarab.fayat.com)

## TECHNICAL TRAINING

Organise a technical training session in our IRTE Accredited Workshop.

**Tel:** +44 (0) 1622 831006

**Email:** [TechUK@scarab.fayat.com](mailto:TechUK@scarab.fayat.com)

## OPERATOR TRAINING

Book an operator training course to learn about all aspects of machine operation.

**Tel:** +44 (0) 1622 831006

**Email:** [scarab@scarab.fayat.com](mailto:scarab@scarab.fayat.com)

For customers outside the UK, please contact your local Scarab distributor - all listed on the Scarab website.

## SERVICE DESK

Get in touch with our Service Desk to book a visit from one of our experienced engineers.

**Tel:** +44 (0) 1622 831006 and press option 2

**Email:** [servicedesk@scarab.fayat.com](mailto:servicedesk@scarab.fayat.com)

## TECHNICAL DEPARTMENT

Technical support is available from our team of experts.

**Tel:** +44 (0) 1622 831006

**Email:** [TechUK@scarab.fayat.com](mailto:TechUK@scarab.fayat.com)

## INSPECTION

Request an inspection for one of our engineers to produce a report on the status of your machine.

**Tel:** +44 (0) 1622 831006

**Email:** [servicedesk@scarab.fayat.com](mailto:servicedesk@scarab.fayat.com)

## ACCOUNTS

Contact our accounts department to manage your machine's needs.

**Tel:** +44 (0) 1622 831006

**Email:** [accounts@scarab.fayat.com](mailto:accounts@scarab.fayat.com)

## OUR TEAM

Our After Sales team are Scarab Sweepers' front-line ambassadors that will provide you with a high level of customer support for the lifetime of your vehicle.

We are proud of to have a long serving, committed team of employees that all have an arsenal of dedicated Scarab product knowledge. As a result of this, each of our departments are geared towards helping you get optimum performance out of your Scarab product.

All of our engineers are directly employed by Scarab, which ensures that every member of our team is equipped with the specific knowledge needed to keep your product running in peak condition.

What's more, with a minimum of 40 hours training undertaken by our engineers each year, we ensure that our employees stay up to date with the latest industry developments.

### REQUEST A FIELD ENGINEER IN THE UK



To request a Field Engineer, please visit [www.scarab-sweepers.com/aftersales](http://www.scarab-sweepers.com/aftersales) or contact our Service Desk (between 08.00 - 17.00, Monday - Friday):

**Tel:** +44 (0)1622 831006 and press option 2

**Email:** [servicedesk@scarab.fayat.com](mailto:servicedesk@scarab.fayat.com)

For customers outside the UK, please contact your local Scarab distributor - all listed on the Scarab website.



## Genuine Scarab Parts

In 2019, our After Sales department moved into a bespoke unit on the Scarab site to house more parts and offer even greater support to our clients.

We hold extensive stock of consumable and replacement parts with varying delivery options to suit your needs. To ensure that you receive and retain the best quality and performance of your Scarab machine, only replace your parts with genuine Scarab parts.

An electronic, Illustrated Parts Catalogue is provided to you when the machine leaves the factory - inside here, you will find reliable information about the spare parts and consumables available to your machine.

To download the latest Illustrated Parts Catalogue for your product for free, please visit the Scarab Sweepers website:

[www.scarab-sweepers.com/downloads](http://www.scarab-sweepers.com/downloads)

## Parts Promotions

Our Parts department regularly offers promotions to provide our customers the best possible deals across our range of genuine Scarab parts. Visit our website to find out more about our latest promotions.







EXPERT  
ENGINEERS WITH  
DEDICATED  
SCARAB PRODUCT  
KNOWLEDGE

VARIABLE  
SERVICE  
PLANS  
AVAILABLE



## Scarab Service Contracts

### Scarab Servicing Contract

- Fixed price per visit.
- Price includes labour, travel, service parts and lubricants.
- A fully managed service schedule by Scarab Sweepers.
- Regular communication of defects and Health & Safety issues.
- Ensures compliance during warranty period.
- Support from Scarab trained engineers with diagnostic equipment.
- Flexibility – customer can choose to rectify defect themselves.


### Scarab Repair & Maintenance Contract

- Fixed cost for total life of contract.
- Covers repair and breakdowns.
- A fully managed service schedule provided by Scarab.
- Regular communication of defects and Health & Safety issues.
- Operator training needs highlighted.
- Operator training free of charge initially, preferential rates thereafter.
- Improved vehicle utilisation over period of contract.
- Scarab trained engineers with diagnostic equipment.

Servicing your sweeper is important to keep it performing at its very best and is essential in keeping your warranty valid.

It is the customer's responsibility to ensure that machine services are carried out at the correct scheduled times, to comply with the warranty terms and conditions (except for customers who have a service contract with Scarab Sweepers Ltd. or their appointed representatives).

The maintenance schedule should be carried out in conjunction with the operator's daily and weekly checks. The amount of time to carry out the servicing will be greatly increased where operator checks are carried out.

A service reminder is programmed into the CANbus screen and a  symbol will be displayed at service intervals.

Should you require Servicing or Repair and Maintenance contracts for your vehicle, please visit our website or get in touch with our Service department by calling **+44 (0)1622 831006** or emailing [servicedesk@scarab.fayat.com](mailto:servicedesk@scarab.fayat.com).

In addition to this, customers can contact our Parts department to find out more about our Service and Wearing Kits available at discounted rates.

# WARRANTY

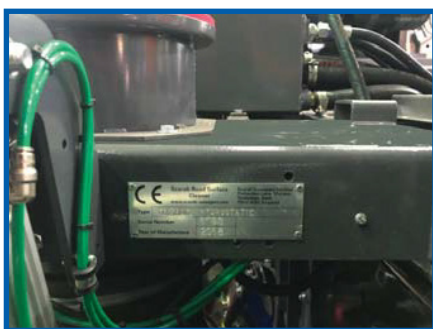
## HOW TO ACTIVATE YOUR SCARAB WARRANTY

To provide you with the best warranty cover for your Scarab sweeper, you are required to activate the warranty on delivery of your new machine.

Please visit the After Sales section of the Scarab Sweepers website or call the After Sales department on **+44 (0) 1622 831006** to complete the activation form.

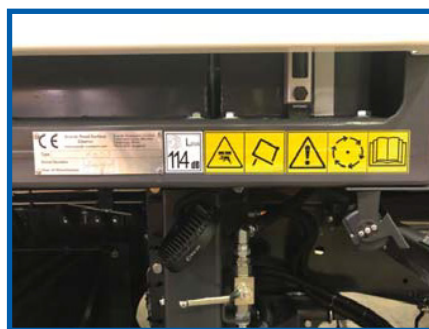
## SERIAL NUMBER PLATE LOCATIONS

In order to activate your warranty, you will need the serial number of your machine. The location of the serial number of each machine can be found listed below:



### MERLIN & MAGNUM RANGE

The serial number plate is located on the left-hand side of the subframe, on the rear face of the suction spigot mounting and inboard of the suction nozzle lift ram.



### M65T & MAVEN 65

The serial number plate is located on the left-hand side of the subframe, below the hydraulic valve block cabinet.



### MINOR 25 (M25H)

The serial number plate is located on the panel below the left-hand seat.



### MC210

The serial number plate is located to the left side of the left-hand seat.



### RAVO

The serial number plate is located below the right-hand seat.



# TRAINING

## OPERATOR TRAINING

The Operator Training Course offered by Scarab Sweepers takes place over one day and is designed to encompass all aspects of machine operation.



By the end of the course, the operator – dependent on aptitude – should have an understanding of the sweeping controls, theory of machine operation, operator maintenance, setting and brush selection for varying operations, and the health and safety requirements of the operator, their colleagues, the general public and third party property. Operator courses are provided free of charge with a newly purchased machine.

A Scarab operator certificate is issued on satisfactory completion of this course.

As well as offering training on new machines, courses on existing/older machinery can be provided. To find out more please contact our Sales office:

**Tel:** +44 (0) 1622 831006

**Email:** [scarab@scarab.fayat.com](mailto:scarab@scarab.fayat.com)

## TECHNICAL TRAINING

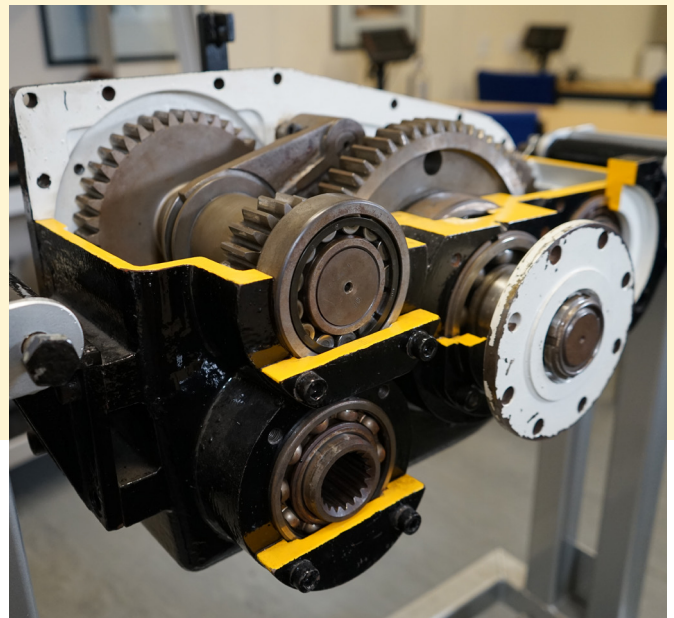
Our Technical Training Courses take place over 1 to 3 days – dependant on the machine/model – and are designed for competent service technicians who have a working knowledge of hydraulic and electrical services.

Delegates completing this course will gain a full understanding of the controls and correct operation of the machine, set-up and fault diagnosis of sweeping equipment, operation of the CANbus system, safety awareness and safe working practices. All our engineers undergo a minimum of 40 hours of training each year to ensure they are best qualified to instruct others.

Get in touch with a member of the team to organise a Technical Training session:

**Tel:** +44 (0) 1622 831006

**Email:** [TechUK@scarab.fayat.com](mailto:TechUK@scarab.fayat.com)



**WE ARE AN IRTE Accredited workshop**  
the industry standard

**Scarab Sweepers is an ISO 9001 recognised company**



The ISO 9001 standard provides a systematic framework for integrating environmental management practices by supporting environmental protection, pollution prevention, waste minimisation, as well as energy and materials consumption reduction.

# AFTER SALES

[www.scarab-sweepers.com/aftersales](http://www.scarab-sweepers.com/aftersales)

SCARAB SWEEPERS LTD

Pattenden Lane, Marden,  
Tonbridge, Kent,  
United Kingdom TN12 9QD

TEL +44 (0)1622 831006  
[www.scarab-sweepers.com](http://www.scarab-sweepers.com)



SCARAB ♦ **Leave nothing behind**