

Cummins Onan Asia Pacific Commercial Mobile Newsletter

Cummins Onan



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Welcome to the second edition of the Cummins Onan Asia Pacific Commercial Mobile newsletter. In this quarter we feature Cafe2U, who's vehicles have been predominantly fit with Cummins Onan generators since 2004 through Viking Diesel in New South Wales. Mobile coffee vans have played a big part in our Commercial Mobile business and has been one of the key drivers for us to ensure we have a capable service network. We understand the importance of a quick response with down time meaning lost business to the vehicle operators.

Cummins Onan continues to look at ways to constantly improve service capability throughout this region and our ongoing service dealer training programs is enabling us to have a solid network of capable people.

In this edition we have listed the network of people who have met the criteria of Authorised Service Agents. This network

will continue to expand until we have all key regions covered to meet the growing population of Cummins Onan genset operators in the region.

I should say at this point that to achieve the status of an Authorised Service Agent for the Cummins Onan product, you must participate in both theory and workshop training at our Adelaide based training centre. All listed have done just that.

We also provide information on frequently asked questions and would be happy to get any feedback from our readers if there are further questions that need answering.

We hope you enjoy this second edition.

Regards

Michael Jones
Business Development Director – Asia/Pacific

Cafe2U

Australian owned Cafe2U is the world's leading mobile coffee franchise providing opportunity for entrepreneurs who deliver fresh espresso coffee and great food to non-traditional locations. Started on Sydney's Northern Beaches as a one man operation in 2000, it has grown to over 150 vans worldwide including Australia, UK and Ireland.

The current ownership commenced franchising the concept in 2004 and has driven the growth of the mobile cafe category in Australia and overseas.

Cafe2U franchise partners have large benefits from being part of a recognised





and established brand as well as receiving intensive training and ongoing support to build and maintain their business. Cafe2U have a unique programme called the Acceleration Package which results in new franchise partners being able to fast-track their business revenue and growth. This is facilitated by a full-time franchise coach and mentor

who is allocated to each new franchise partner.

This allows previous experience in the industry to be minimal – all new franchise partners need to bring with them is their smile!

Delivery of fresh espresso coffee to offices, work sites and events is a concept familiar to most Australians living in cities. This is made

possible by the Cummins Onan power system that is in the majority of vans – enabling operators to serve quality espresso coffee in a variety of locations for extended periods sometimes around 8 hour stretches. However it is a luxury that most other countries have not yet experienced, and plans for more overseas expansion are in place.

Frequently asked questions

Q: Why is it important to take note of a fault code if my generator stops on a given fault?

A: It is extremely important for the service guys. If you have a genset shutdown on a fault the first thing a service guy is going to ask is “What is the fault code”? so they can begin to understand what may have caused the shutdown. Fault code reading is a simple process and has been explained in a previous issue of this newsletter.

Q: Will my genset be OK on blended fuel?

A: For Diesel B95 is OK for now and for petrol gensets currently unleaded fuel with an octane rating of 87 is the only recommendation.

Q: My genset runs fine but there is no power to my electrical equipment.

A: If the genset is running then the problem would most likely be an opened circuit breaker either at the genset or somewhere else in the vehicle. The control will only allow the genset to operate if all is well, if there is a problem with the genset then the control will shut it down.

Q: How can I locate my nearest Cummins Onan service outlet?

A: At cumminsonan.com.au click on contact us and then go to the dealer locator and put in the required details and your nearest service provider will be located for you.

Q: How often should I perform maintenance on my generator? Will doing it myself affect my warranty?

A: The Operator's Manual that accompanies each generator outlines proper maintenance procedures and intervals. If you follow the procedures correctly, warranty coverage remains intact.

Q: Will the starter motor continue to be engaged if the start button is held too long?

A: All Cummins Onan generators are equipped with a start disconnect feature which will not allow the starter to crank once the generator is producing electrical output.

Service Directory

NEW SOUTH WALES

Viking Diesel & Electrics Pty Ltd.
– Warriewood
Tel: (02) 9997 4433
Craig T's Mobile Mechanics – Berowra
Mob: 0412 666 627
Bond Auto Tech – Botany
Tel: (02) 9666 6364
All Small Engines – Port Macquarie
Tel: (02) 6581 1189
GHJ Diesel – Emu Plains
Tel: (02) 4735 4868
Pyramid Power Company
– South Pambula
Tel: (02) 6495 6922
Australian Motorhomes – Bennets Green
Tel: (02) 4948 0433
Country Winnebago – Bomaderry
Tel: (02) 4421 0122
Sydney RV – Mona Vale
Tel: (02) 9979 4449
Cummins – Grafton
Tel: (02) 6641 1000
P&J Quality Car & Truck Centre
– Unanderra
Tel: (02) 4272 2655
Thinkwater Irrigation – Peats Ridge
Tel: (02) 4373 1466
Macarthur Mowers & Marine – Camden
Tel: (02) 4655 8858
Lawnpower – Nowra
Tel: (02) 4421 4466
Generator Power Pty Ltd – Bankstown
Tel: (02) 9790 6800

QUEENSLAND

Cummins – Brisbane
Tel: (07) 3375 3277
KLM Marine Electrics Pty Ltd
– Woongoolba
Tel: (07) 5546 1466
Springers Tingalpa Marine World – Tingalpa
Tel: (07) 3890 8898
MacFarlane Generators Pty Ltd
– Brendale
Tel: (07) 3205 6333
Gold Coast Generators – Labrador
Tel: (07) 5529 0351
Sorrento Motor Rewinds – Bundall
Tel: (07) 5531 7575
Chaffey Power – Mackay
Mob: 0428 521 130
Millernium Electrical – Yeppoon
Mob: 0439 827 421
Generator & Welder Services – Garbutt
Tel: (07) 4755 2679
Welders Pro Shop – Mount Isa
Tel: (07) 4743 8200

Jim Williams – Buddina
Mob: 0407 138 249
Brisbane RV – Slacks Creek
Tel: (07) 3806 0202

SOUTH AUSTRALIA

Cummins Onan Head Office – Pooraka
Tel: (08) 8368 4300
Central Diesel – Wingfield
Tel: (08) 8349 7733
Cummins – Mt Gambier
Tel: (08) 8725 6422
Mannum Engine Centre – Mannum
Tel: (08) 8569 1979

NORTHERN TERRITORY

Cullys NT – Pinelands
Tel: (08) 8932 9565

VICTORIA

Bell & Orders Pty Ltd – Heidelberg
Tel: (03) 9450 9111
Macfarlane Generators Pty Ltd
– Clayton South
Tel: (03) 9544 4222
Malidot Pty Ltd – Mildura
Tel: (03) 5022 0010
Riviera Pumps & Generators
– Bairnsdale
Tel: (03) 5152 7273
Garren Generators – Bannockburn
Tel: (03) 5281 1262
Geelong Winnebago – Newcomb
Tel: (03) 5248 8117
Roberts Winnebago – Campbellfield
Tel: (03) 9357 4555
DJ's Mobile Mechanics – Moama
Mob: 0438 806 553
Cummins – Wodonga
Tel: (02) 6024 3655

WESTERN AUSTRALIA

Cullys – Henderson
Tel: (08) 9410 5000
Cummins – Bunbury
Tel: (08) 9725 6777
Parkland Winnebago – Maddington
Tel: (08) 9493 7933
Primepower Engineering
– West Kalgoorlie
Tel: (08) 9021 8899
Primepower Engineering – Webberton
Tel: (08) 9965 0589

TASMANIA

Cummins – Devonport
Tel: (03) 6424 8800
KL Rycroft & Son – Sandford
Mob/Fax: 0408 127 212
Cummins – Hobart
Tel: (03) 6263 5766

ACT

A.C.T. Small Engine Specialists
– Hume
Tel: (02) 6260 1828