

### **Fulton strengthens aftercare department with two new appointments**

Fulton has strengthened its aftercare/service department with the appointment of two senior service engineers, a service controller and a service engineering apprentice.

Fulton's Jeff Byrne says: "These appointments are key to a department and team that is growing not just from an increase in sales of our VSRT and electric boilers, but also attracting new customers, many of which are operating steam boilers from other manufacturers."

Phil Rich and Phil Copeland are appointed as senior service engineers, with Phil Rich taking responsibility for the northern-area service team and Phil Copeland the southern-area team. Each senior engineer oversees a team of four Fulton engineers and, as required, additional subcontractors.

Marta Alvarez Gonzalez joins as service controller with responsibility for overseeing area service engineers, office-based aftercare/service coordinators and sub-contractors.

Commenting, Marta says: "My role is a dynamic one as I'm involved in multiple stages and processes, from initial quotations through to completed installations, invoicing, aftersales and aftercare. I also have responsibility for scheduling boiler servicing and ensuring that our service engineers are responding to service contracts and call-outs in a fully coordinated manner."

To further strengthen its aftercare department, Fulton has appointed Hayden Openshaw, a service engineering apprentice that joins the northern-area service team and is studying a Level 3 apprenticeship as a Maintenance & Operations Engineering Technician at Manchester's Trafford College.

### **Notes**

With manufacturing facilities in the United States, Great Britain and China, Fulton is a global manufacturer of steam, hydronic and thermal fluid heat transfer systems. Backed by over 60 years of research, innovation and experience, Fulton is building on a tradition of success and is focused on improving life through heat transfer solutions. For additional information about Fulton, please visit [www.fulton.co.uk](http://www.fulton.co.uk).

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