

Parts

Duncan Ag announces the appointment of Kelvin Leach to the position of Parts Support at the Washdyke Head Office of Clough Agriculture, manufacturer of Duncan machinery and parts.

Kelvin joins the team after 22 years involvement with a multiplicity of parts experience in the agricultural parts industry, and a strong association with the Duncan brand since 1986.

"My experience in the agricultural industry means I hold strong feelings about the support dealerships need, and am committed to providing dealerships with 'next courier' support when parts are required. I'm also looking forward to learning everything I can from Duncan Ag parts manager Ken Robinson, who retires later this year."

Both contractors and farmers know that with almost every purchase of significant value, it's the reliability and long life of the machinery that makes the difference between profit and loss, or pleasure and pain.

Two years ago, Duncan Ag recognised this 'field-good' factor and instituted a process whereby dealerships are encouraged to maintain a wide range of Duncan parts.

Duncan Ag general manager Craig McIsaac says the reliability of Duncan products is legendary, but inevitably there comes a time for maintenance or replacement of high-wear parts. "That's the nature of farming and it's our job to ensure the livelihood of farmers and contractors is protected as much as we can when they need us most. It has meant a substantial commitment to end users' by the Washdyke Parts Department, and our dealers nationwide.



"We see Kelvin furthering the communication we have with dealerships nationwide to ensure their holding of parts is commensurate with the growing range of Duncan machinery in each region.

"Our analysis of the industry showed that nothing annoys farmers and contractors more than waiting for parts," he says. "We recognise that dealerships can't hold the complete range of parts for all Duncan makes and models, but they do hold the 'high-wear' parts for prompt delivery. But in itself, that's not enough to meet our company policy that demands we provide security to the end users' livelihood at all times, and hence our prompt backup service from Washdyke."

Kelvin says it's the comprehensive parts department and daily dealership backup system at Washdyke that has already impressed him. "Our best customer is always going to be the one who doesn't have an opportunity to be dissatisfied, and the Duncan policy of dealerships being the front-line supplier, backed up with our next courier 24/7 delivery of anything too major for dealership supply, indicates to me the total commitment of Duncan Ag to its customers."

New Zealand sales manager Bryan Jarvie says the importance of parts supply through local dealerships can't be over-stated. "One of the first questions I hear from potential new customers usually relates to availability of parts, and despite the common knowledge that Duncan products are extremely reliable, I have to agree it's an important question best resolved by the local dealership being appropriately stocked and on hand to service his client promptly."

"Washdyke manufactures and holds Duncan parts for despatch directly to dealerships throughout New Zealand, Australia, South Africa, and elsewhere," says Kelvin. "I've always understood that being a parts man can be a stressful job, but in all honesty, I look at the reliability of Duncan and their parts philosophy, and feel this is a move I should have made earlier."

Australian News

Australian Team increased

At Laverton, near Melbourne, Duncan Ag has engaged the services of Yvonne Peterson to liaise between the dealer net work and internal staff. "Yvonne's already settled nicely into her admin role and is being most helpful in despatch of whole goods and parts," says Australian Sales Manager Anthony White.

Anthony says that Matt Moodie has come over from New Zealand as warehouse manager and has been most helpful in the warehouse at Laverton. "His four year's experience at Duncan Ag in New Zealand has proven to be most beneficial.

He has been instrumental in ensuring machines are built and moved through the warehouse as quickly as possible. Continual review of parts movements and levels are also under Matt's focus."

Duncan Gregoire Besson

"Customers are also showing support for the range of Duncan Gregoire Besson ploughs we are now offering," says Duncan Ag's New South Wales representative, Mike McMahon. "The Duncan GB eight-furrow plough delivered last month at Mareeba – Northern QLD attracted a lot of good comment. The dealer in Mareeba, Casal's, and the customers appreciate our ability to bring specialist technical staff from New Zealand to assist with the introduction and setup of new product in Australia," he adds.

Duncan Trash Boss

"Specialist product doesn't get much bigger or robust than the new Duncan Trash Boss," says Anthony.

"Termed the 'big bruiser' by some who have seen it, the Duncan Trash Boss was the focal point for many who visited TR and KR Shipton's site at AGFEST



in Tasmania, and was of particular interest to farmers sowing cereal crops and some pasture. Poppy growers have also shown significant interest in the Duncan Trash Boss, and Anthony says visitors to the Field Days at Gunnedah-NSW in August, Henty-NSW in Spring and Elmore-VIC October, are likely to be equally impressed.

Sales significant

"This is first of many Duncan Trash Boss sales we anticipate, and with significant sales of other Duncan products despite drought conditions in some parts of Australia, and with good rainfall in parts of Queensland, we are focusing our efforts on providing strong customer support," says Anthony.

THE DUNCAN REPORT

WINTER 2008

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GB SPLW Y9 Plough

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FEATURE MACHINES:
GB Discordon
GB SPLW Y9 Compact Plough



WELCOME to the Winter 08 edition of The Duncan Report

Globally, the agricultural sector is extremely buoyant, but this impacts on demand, delivery, and lead times for both manufacturers and distributors of agricultural machinery.

Notwithstanding the drought conditions that have prevailed in parts of the eastern states of Australia, and the dry or drought conditions in parts of New Zealand, we have successfully completed a very busy year.

We are now taking strong steps to address our immediate challenge to boost capacity and output of Duncan product to meet the increased demand and growth in both our domestic and export markets.

We look forward to hosting our dealers and distributors attending the Duncan Ag 2008 Dealer Conference in August, in Timaru.

Craig McIsaac, General Manager

Seedliner & Multiseeder Sought

Duncan Ag is seeking to find the oldest working models of the Duncan Seedliner and Multiseeder seed drills. Do you happen to own them?



The Duncan name has been linked to the tillage and seeding business since 1865, and knows that some models attract a greater accolade than others – often it's just a matter of timing in the marketplace or the establishment of a revolutionary innovation.

That's what happened when both the Duncan Seedliner and Multiseeder drill models hit the fields throughout New Zealand. The Seedliner 700 was the last of the wooden box seeders, specially suited to the sowing of turnip and rape seed. The Seedliner 701 captured the market with its optional Eclipse model seed box while the Multiseeder 730 was at the forefront of the triple disc seeding concept.

That was more than 30 years ago, and there are many of these machines still going strong. "I suppose it's the justification that farmers have always had for the robust construction of Duncan products, and a clear reminder today that Duncan must ensure that reputation is never tarnished," says New Zealand sales manager Bryan Jarvie.

"We want to find the oldest operational Duncan Seedliner and Multiseeder drill models and capture some of the history of seeding in New Zealand.

If YOU are operating either of these Duncan drill models, please call us now. It might have originally belonged to your father, or a friend, but whatever its history, please let us share your views on its longevity."

Please call us now on 0800 177 171.

Duncan GB Discordon



Nothing compares with the GB Discordon for breaking in new ground or developing former plantations or fencelines into quick production.

"It's the four-in-one stubble cultivator of choice for so many farmers converting to dairying and easily proves its robust nature in this tough going," says Bryan Jarvie. "With its discs/tines/discs/roller configuration it's the contractors' or large-scale farmers' answer to one-pass productivity."

Trevor and Jeff Good operate their Discordon on their Hawkes Bay farm and Jeff says it's great for post-harvest cultivation. "The Discordon is totally hydraulic so we can lift or drop the rippers as necessary, and because they can be extended to between 10cm and 25cm beyond the working depth of the discs, they take out ground compaction and aerate the soil."

A particular benefit he says is the roller system that avoids packing the soil in wet conditions.

Australian contractor David Howard, sums up the Duncan GB Discordon's reliability in a single sentence. "In our countryside it takes a 10 tonne set of discs to penetrate the soil. After 5,500 acres of work with the Discordon I've found it has fulfilled my expectations. I'm very happy with the finish it achieves."



Duncan GB Discordon

Duncan GB Compact Plough

"It's 10 times better than the previous plough we had, which on our shingle and boulder ground regularly required repairs. We employed a contractor to finish some work and they used a couple of Duncan GB ploughs without any problems, so we followed their example and purchased the new Duncan GB SPLW plough."

Leighton Pye



Scraper Kit



In paddocks where a damp spot usually means that sowing is re-routed around that patch of ground, Duncan Ag provides the solution.

They offer an optional scraper kit for their popular Duncan roller seeder that effectively removes clogged soil from the rollers, and provides for improved seeding through a wider range of adverse soil conditions.

When autumn sowing, farmers well know that dirt that sticks to rollers has the potential to lift both the seed and soil on headland work and bury it deeper. In testing the prototype scraper, farmer Fraser Storey, noted the problems others have experienced with scrapers attached to the back of the roller assembly.

Fieldays 08

Duncan Ag's attendance at the 2008 National Fieldays provided a strong attraction for serious farmers, intent upon machine reliability and ease of setup. With most farmers looking to save on fuel costs while completing multiple tasks at one pass, the interest in Duncan's new GB Discordon was strong.

Being slightly down-spec'd from the large-scale farmer or contractor's models, the new Discordon fills the role of one-pass technology to suit all normal ground conditions.

Bryan says "The importance of fuel economy tipped a number of farmers in favour of the new Discordon, and overall we found the Fieldays very positive. Interest in seeders as diverse as the Duncan Eco Seeder and the Duncan 3000e convinced us our range of seeders is matching farmers and contractors requirements."

He says an integral part of the Fieldays is the contact made between Duncan Ag and farmers/contractors from throughout New Zealand. "We have a very good relationship with our dealerships and it's important that we are seen to

South Africa

Representing Duncan Ag at the South African NAMPO agricultural show days in Orange Free State, in the company of Duncan Ag's importer and distributor (Kouga F & M), Bryan Jarvie noted the positive level of inquiry received for drills from this predominantly maize growing region.



The Duncan name has become widely known and accepted in South Africa and its products are recognised for both operator friendliness and durability.

"It was not at all unusual for a new customer to be talking of a purchase and a fellow farmer would interject by explaining what his Duncan machine had done for his farm."

South African farmers are concerned about fuel price and labour costs, and are looking for machinery that offers one-pass economics along with longevity. "To that end, the well established dealership provides a focus on service and support that has further helped the reputation of Duncan Ag products in the field."

"With a scraper on the back of the second roller it has the potential to scrape dirt containing seed off the back of the roller and dump it un-compacted on the ground. With small seeds this would lead to a lower germination when dry conditions follow drilling.

But Duncan Ag has avoided this problem by mounting the scraper kit on the front of the roller assembly, as opposed to the back of the drill, and this leaves the ground firmly rolled," he says.

The scraper kit is very low maintenance, and very easily installed.

With the full-width scraper kit split to facilitate use of the road-chain, ease of operation has been preserved while adding a new dimension to foster better sowing in damp soils.

Duncan Ag's design engineer, Stephen Tidy, says the optional kit has come about because contractors have identified their desire to get into paddocks as quickly as possible after the soil is ready for sowing. "But when part of a paddock has a damp spot, the farmer must either wait for dryer conditions or leave the damp patch aside. We have been aware of the problem and witnessed others try the easy option of a scraper attached to the back of the roller assembly, but we have also witnessed the problems that causes, and through discussions with contractors and our design team, we made the decision to design a 'front of roller' assembly that expands the Duncan Enviro roller seeder's versatility as a contractor's machine."



be backing them with the manufacture and supply of tried and true seeders and farm machinery, as well as continually introducing new machinery into the field.

The Fieldays provide the opportunity to talk directly with farmers, and hear their advice on innovative machinery being sought to improve their efficiency in the field."

UK Show and France

The Grassland and Muck Show provides for UK farmers to see the latest in grass harvest technology being demonstrated in some 60ha of 600mm high grass, and view static displays of machinery allied to the production of grassland. It also provides for demonstrations of the latest in muck spreading machinery.

"I understand some 12,500 farmers from all parts of the UK attended along with some 60 visitors from New Zealand," says Duncan Ag's New Zealand sales manager Bryan Jarvie.

"Farmers were looking for cost reduction opportunities in ploughing and cultivation, and we were pleased to see their swing towards direct drilling. We talked with many farmers who knew the Duncan brand well, and on occasions our conversation would be taken over by a New Zealand visitor who would then explain the concept and techniques of direct drilling using a Duncan machine, and tell of his experiences 'back home.'

The Grassland and Muck Show was an interesting experience before I flew to France to view new Greigore-Besson products soon to be released, which will suit the New Zealand market," he says. "But rainfall in France turned our demonstration plot into a 'muck pond,' and so the emphasis quickly turned to product training and the opportunity to discuss in detail the planning for greater cooperation between Greigore-Besson and Duncan Ag in the introduction of new machinery into New Zealand and Australia."