



## OUR 2006 CUSTOMER SURVEY REPORT

*"Your most unhappy customers are your greatest source of learning."*

**BILL GATES**

In order to improve our business, we annually undertake a customer satisfaction survey to measure our performance.

At Combustion Technology we have a vision to be the leading supplier of Boilers and Combustion Equipment in Southern Africa. In an ever changing business world, we need to determine how our customers feel about us - what are we doing right and what are we doing wrong.

By conducting research we highlight areas of concern and address them to ensure that the problems are rectified during the next year.

Our survey was basic - customers had to indicate whether they agreed or disagreed with a few variations in between.

### Our Results

Generally our customers are happy with our responses to requests - 84% of respondents.

85% of the respondents agreed that their contact at Combustion is always courteous and professional.

22% of replies received did not have an opinion on the technical support that they received from us. This is an area we will be concentrating on to improve during this year.

While 75% of respondents were happy with their recent service call out, 25% were unhappy or felt neutral. Once again this is an area we are addressing.

Our Spare Parts department will also be getting a lot of attention this year - 44% of the respondents were unhappy or felt neutral about the availability of spare parts in Combustion Technology.

Another area of concern is the resolving of problems with our customers - almost half the respondents had no opinion on this question.

The Accounts Department and the general level of service seems to be something we are getting right! The majority of customers were happy with the running of their account and the levels of service they receive from the company.

We are committed to addressing the problem areas and look forward to seeing an improvement by the end of this year.

Grant Renecke



## **NEW MODEL IN THE RIELLO R SERIES**

**Compact Dimensions  
Lighter .....only 28 kg  
Modulation input by 3 points  
Stepped control or  
4-20 mA/0-10 V Analog Signal**

**Gas and Oil Burners now with Low Nox and Low Emission Combustion**

The RS gas series and RL oil series have been upgraded with the introduction of new models to cover their lowest output with Compact, Light, Reliable Burners.

The latest models are based on a new concept of the burner structure being compact in size and offering easy access to the internal components. The new models offer many versions for different applications, with high performance and environmentally friendly guaranteed.

The gas models are available with Low NOx or Low Emission combustion, combining the class III and the class II of EN 676 European standard. The operation can be one stage, "two stage progressive" or "modulating" with the installation of a PID Electronic Regulator and respective probes.

Modulation can be obtained with Mechanical Cam for simple commissioning or with Electronic Cam for higher performances and efficiency.

The oil models are available with Low Emission combustion conforming to the class II of EN 267 and the operation can be "one stage" for a simple use or "two stage" for a better output control.

The new RS and RL models have been designed for use in hot or superheated water boilers, hot air or steam generators and diathermic oil boilers.

**Contact Grant or Kenneth on 021 715 3171 for further information**



## **NEW APPOINTMENT**

**Michelle Renecke has been appointed  
Purchasing/Imports Manager at Combustion Technology.**

**Michelle, Grant's daughter, completed her  
B Comm Management Science at Stellenbosch  
University last year. A belated welcome to Michelle!**





## **ANOTHER SUCCESSFUL BOILER SEMINAR!!**



We hosted our first Boiler Seminar in Johannesburg on Wednesday 7 February 2007 at Cabanga Conference Centre in Northriding, Johannesburg.

25 delegates attended from companies in and around Johannesburg to learn more about their burners and boilers from Grant Renecke. As one delegate said of Grant "His knowledge is endless!".



We were over subscribed and had to turn away a number of interested people - **BUT DON'T WORRY** - we will be back in Johannesburg soon!

These seminars are now a regular feature on our marketing calendar.

**Our next seminar will be in Cape Town on Wednesday 9 May 2007 at our offices in Tokai.**

**Seating is limited to 20 delegates so contact us as soon as possible to reserve your space!**

**Cost : R 750-00 incl VAT  
Lunch and refreshments will be served  
Contact Jillian on 021 715 3171  
info@combustiontechnology.co.za**



# APRIL SPECIAL

*This is no April Fool's Joke!*



**The Riello 40 Control Box**

**50% DISCOUNT  
ON THE RIELLO  
40 CONTROL BOX  
Part No. 3001156**

Contact our Spares  
Department on 021 715 3171  
to place your order.

Offer ends 30 April 2007

Conditions Apply.

*PLEASE FEEL FREE TO FORWARD OUR  
NEWSLETTER TO ANYONE IN YOUR COMPANY WHO YOU  
THINK MAY BENEFIT FROM THE INFORMATION!*

Should you no longer wish to receive this monthly newsletter,  
please advise us on [info@combustiontechnology.co.za](mailto:info@combustiontechnology.co.za)  
and we will remove you from our mailing list