



stair
in action...

Wilco Manufacturing, Birmingham

Lathe reliability and service are paramount



In a profitable turned parts manufacturing business, the most important thing is to keep the spindles running. This in turn means that the lathes must have a high level of reliability and when a problem does occur, the machine supplier's response must be rapid and effective. Martin Lane, Managing Director of Wilco Manufacturing, Birmingham, says that this is precisely what he gets from Star GB.

His current tally of Star sliding-head CNC lathes is 14 and the reliability of all of them, even the early models installed in 2003, has been exemplary. The worst that has happened has been the odd spindle belt replacement and worn power tool motor after 10 years' service and in every case the situation was resolved quickly. The result has been very low repair bills over the years, coupled with high machine uptime, 24/7.

"We have considerable confidence in Star's after-sales service, which was especially important at the outset when we were new to sliding-head lathes," said Mr Lane.

"The depth of knowledge of their engineers is impressive and the assistance we received on the applications side in the early days was crucial to our successful entry into this technology. Telephone back-up was, and continues to be, particularly good."

Mr Lane confirmed that between the first Star SR-20RII arriving and the installation of the next two similar models, in excess of £100,000 of new work was won as a direct result of having sliding-headstock turn-milling capability on the shop floor.

Securing of new business has continued unabated ever since.

the name in sales of sliding-head lathes

"Star lathes underpin the quick lead-times for which we are renowned."

**Martin Lane
Managing Director
Wilco Manufacturing**