



PRESS RELEASE  
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## Got your 'Bak: parts support to keep customers hauling

**Ask any hauling operator what their biggest headache is and you can guarantee that 'downtime' will be high on the list. That's why Rokbak has invested in their parts operation to ensure the right part turns up, ready to go, when and where customers need it.**

With [Rokbak](#) trucks operating all over the world, the company's spare parts network is a crucial area of the business and one where the focus is on delivering peace of mind – as well as parts on time. We know that OEM parts are the only real way to [guarantee quality](#) – and it turns out, they're also the best way to avoid the dreaded downtime.

From France to Florida, Ireland to Indonesia, customers want consistent support for their ADTs and, with Rokbak's well-oiled afterparts infrastructure, they can rest assured they'll get it.

Rokbak runs two large parts depots, to serve the ever-increasing global fleet of Rokbak trucks. There's a US facility in Nashville, Tennessee, established in 2023, which offers a £5.3 million (\$7 million) inventory and ensures that Rokbak customers across North America have quick access to the parts they need. Then there's the Rokbak headquarters in Motherwell, Scotland, which keeps a huge £11.3 million (\$15 million) inventory to serve all global markets outside North America. Together the two facilities ensure the company can keep its promise to customers of high availability and fill rates.

"Speed is one of the most important factors in running a successful parts support operation. It gives customers confidence and ensures we continue to be the preferred choice for their spare parts needs," explains Gary Bradburn, Rokbak Aftermarket Commercial Manager. "So we work with a variety of shipping carriers so we can select the best option for a customer's needs. In the UK and the US, we have parts collections daily and our whole logistical set-up is based around ensuring customers get their replacement parts as quickly as possible."

Simplifying the parts ordering process, Rokbak has developed an efficient and user-friendly online portal that allows transactions to be completed with just a few clicks. For urgent cases – Vehicle Off Road (VOR) orders – there's a same-day shipment guarantee so that downtime really is kept to a minimum.

**Support wherever, whenever**

Rokbak's global parts team works seamlessly between the Motherwell and Nashville operations and is supported by well-drilled warehouse teams. There's daily communication between the company's two parts centres to ensure consistent service levels and operational standards across all markets. This includes making sure all parts arrive with the customer in 'as-expected' condition.

"Our years of experience allow us to package and protect parts correctly, ensuring they survive long journeys, and land at the customer's facility ready for replacement," Gary adds.

In addition to running a comprehensive global parts operation, Rokbak also works closely with dealers to maintain stocks of fast-moving parts in key markets. The company sets itself a target to achieve and maintain a 95% fill rate, ensuring the highest levels of availability.

"Empowering efficiency is one of the four Rokbak tenets, and we're very customer-driven," says Gary. "It is important customers have confidence that our afterparts support is there and is working for them, so they can get maximum efficiency from their trucks."

### **Rok solid guarantee**

Rokbak replacement parts are designed, manufactured and quality-checked at the company's factory in Scotland and come with one of the best guarantees in the business. A full 24-month or 6000-hour warranty underlines the confidence the company has in the unbeatable quality of its parts. All are designed to ensure compatibility, durability and optimal performance.

Rokbak's ongoing investment in its parts and aftermarket network underscores its commitment to customer satisfaction and operational excellence. By continuing to grow its capability to ensure rapid, reliable delivery, Rokbak customers can focus on the most important area of their business: making sure their Rokbak haulers continue delivering productive and profitable performance.

**Ends.**

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#### **ABOUT ROKBAK**

Rokbak is a manufacturer of off-highway articulated haulers that are used in mining, quarrying, and construction applications around the world. A member of the Volvo Group and headquartered in Motherwell, Scotland, UK, Rokbak has two models of articulated haulers, with payloads ranging from 28 to 38 tonnes (30.9 to 41.9 US tons).

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