

C Dugard Ltd Company Profile

1939 The late Charles Dugard established C Dugard Ltd. The company was principally involved in sub-contract manufacturing and the sale of used machine tools. The company has grown and is today involved with the sales and backup of new quality machines from around the world, in addition to being a major player in the supply of second hand machine tools and is still a family concern under the control of the directors – Bob and Eric Dugard



1978 After many successful years of involvement in the sales of new and used standard machine tools, the company entered the new CNC machine distribution market.

1982 The company relocated to a purpose built 30,000 sq ft showroom in Hove, East Sussex

1990 Dugard embarked on their first venture outside the UK. MTI (Machine Tools International) was established in Poland to promote the company's now extensive range of machine tools in the Polish Market.



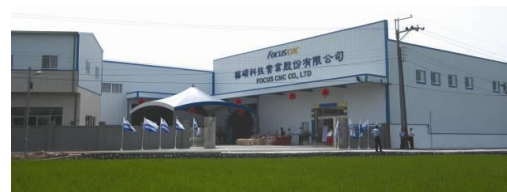
2000 The company took a major step to introduce the Dugard Eagle range of CNC Lathes and Vertical Machining Centres to both the UK and European markets



In addition to the Eagle product range from Taiwan, machines are imported from Japan, Taiwan, Korea, Germany and Czech Republic. The extensive product range has been specifically selected to offer customers value for money both in machine specification and performance.


2001 Focus CNC Machine Tool Company was formed in Taiwan after the demise of the Yang Machine Tool Company. This is a collaboration using Dugard knowledge of the market requirement and the manufacturing expertise of Chevalier. Focus employs a large number of former Yang engineers who have over 20 years experience in the design and manufacture of CNC machine tools.


Dugard directors travel to Taichung in Taiwan several times a year for board meetings and have a major role in planning and managing the Taiwanese company's direction. We also frequently send engineers for technical meetings with the factory engineers and designers.




2007 Refurbishment of the Head Office in Hove including the launch of the new Showroom.




2009  Dugard signs contract with Samsung Machine Tools to become sales and service support center for Samsung Europe, Middle East, Russia and CIS sales. With an extensive range of turning centres, Samsung are renowned for superb technology and high quality machines as well as competitive prices.

2010  Dugard's Marketing Department is expanded to incorporate a video production unit. Many of our machines, old and new now have a demonstration online – both on our Dugard.com website as well as on the [Dugard channel on YouTube](#)

2012 A record year for Dugard with a turnover of £22 million – the Dugard range of machines is the widest in the UK so that combined with our stocking capability and excellent aftersales service, this record year is proof that the Dugard customers are really impressed with what we have to offer.

2018  **Hanwha** With over 50 years' experience in the machinery business, Hanwha sliding head CNC lathes and collaborative robots were a welcome addition to the Dugard range.

Hanwha invest heavily in technological development and innovation programmes, allowing them to offer superb quality machinery at very affordable prices.

2019  **KITAMURA**
Machining Challenges-Simplified® Devoted to providing the highest levels of quality in every machine they produce, Kitamura design and build each machine precisely, from the ground up, meaning no short cuts in design and manufacture.

Kitamura incorporate flexible manufacturing systems into their range of machines, meaning each customer's requirements can be tailored specifically to them

2020 **IBARMIA** ● With a long history in the machine tool industry building top quality machines since 1953, Ibarmia is the leading manufacturer for moving column 5 axis (turning) and multi-process solutions.

With a strong European engineering base, Ibarmia offers standardized and customized solutions worldwide to leading users in sectors such as aerospace, energy, machinery and subcontracting. Automations and unmanned operation, multi-tasking, additive manufacturing and connectivity are the fundamentals of new developments.

Dugard Technical Support

Much of the company's success stems from Dugard's reputation of providing a first class after sales support and service. We have an extensive team which covers machine service, spare parts and programming assistance. We are confident that we can action all queries and requests quickly and economically.

Applications Department

Our team of 4 applications engineers is available before and after a machine is installed at a customer's site. Their main objective is to offer programme training and advice on our full range of machines, anything from programming and tooling advice to control communications and parameters. There are regular training courses available and direct access telephone support for continued programming assistance.

Service Department

With 6 factory trained service engineers and 6 approved sub-contractors to install and commission all the new machines sold in addition to making breakdown visits, we have a busy team working all areas of the country. In the event of a breakdown our 3 in-house technical support staff initially offers advice over the phone. In most cases this is enough to put the machine back into production without the need of a service visit. If the fault on the machine cannot be rectified over the phone the call will have helped in diagnosing the fault and deciding which spare parts need to be sent out by courier for the service engineer to fit the following day, minimising the machines down time. Our sub dealers Absolute Machine Tools have 4 service engineers covering Scotland

We aim to have engineers out on an emergency breakdown the next working day. If the fault reported is deemed non urgent as the machine is still in production, other service calls may take a higher priority. However, every reported fault is of the utmost importance to us so we will endeavour to have it fixed as soon as possible.

Spares and Accessories Department

Our Head Office in Hove has 2,000 square feet of dedicated spare parts storage. We keep extensive stock of new spares for Dugard, Yang, Hyundai, Kia and Chevalier Grinders in our warehouse at all times. We also stock accessories including Tanshing 4th axis and through spindle coolant systems (Centrifuge and Filter) for Eagle VMCs. This inventory of spares is fully computerised and consists of components for machines past and present. Spare parts can be dispatched as late as 4:00pm on a working day for a 9:00am delivery the next morning. We also keep a large stock of new machinery for immediate delivery, which can be an advantage on the rare occasion spare parts are not available from stores.

Our dedication to offering our customers the best spares support even extends to having a small team in Taiwan. They liaise with our suppliers (both old and new), ensuring that a fantastic range spare parts are always available. We supply our CNC range of machines to dealers throughout Europe and the rest of the world. This makes our main facility in the UK the central hub for machines and spares.

Ecommerce at Dugard

The way we do business is evolving at Dugard, and that now includes a full in-house ecommerce team at our head office in Hove. Combining the skills of our IT and marketing departments we run our own online shop processing online transactions for used machines.

We design and run our own email campaigns, sending general adverts to the whole database monthly and targeted information to specific sales areas and product interest groups more often to keep our stock levels fluid. Collecting and analysing the email campaign data has been enormously useful for us to identify potential customer interest and follow up the leads with the sales team. We fully utilise Google Analytics to optimize our web strategy as well as constantly updating our website with new products, videos, case studies and news articles and contributing information to external websites to keep Dugard brand awareness strong in the machine tool industry.

People at Dugard

We consider ourselves extremely lucky at Dugard to be the kind of company where people stay for a long time. That means the various departments within the company have an enormous amount of experience and skill, not only with our products, but those from the machine tool industry as a whole. For Dugard to remain at the top of the industry the people within the company are vital and it's just that experience, skill and expertise that sets us apart from everyone else.






Our sales team will be the first point of contact for most of our customers, we've got salespeople based all over the UK, so if you need any help or information, they're never far away and can always pop in to see you:

Sales Team

Colin Thomson	UK Sales Director
Siavash Baghaei	Technical Director
Joe Hamilton	Business Development Manager
Mark Freeman	Project Sales
Paul Wallace	South East
Kevin Searl	South East
Peter Tilsed	South West and Channel Islands
Mark Anson	Midlands
John Brimblecombe	North West
Gerald Coyle	Scotland

C Dugard Dealerships

As well as supplying the Dugard range of VMCs, CNC Lathes, Multifunction CNC Lathes, large CNC Gantry type Machining Centres, Horizontal Boring and Milling Machines throughout Europe, Russia and the Middle East, Dugard are also official UK dealers for the following manufacturers:

 CHEVALIER	CNC grinding machines. Made in Taiwan/Japan
 Hanwha	Sliding head CNC lathes and collaborative robots. Made in Korea
 IBARMIA	Moving column 5 axis (turning) and multi-process solutions. Made in Spain
 KITAMURA Machining Challenges - Simplified®	High precision horizontal, vertical and 5 axis CNC machining centres. Made in Japan
 SMEC MACHINE TOOLS	CNC turning centres and VMCs. Made in Korea