

CUSTOMER CASE

URBAN LOGS Ltd

READY TO WORK IN 15 MINUTES

A SMART LOG-HANDLING SOLUTION FOR URBAN LOGS

FROM FIREFIGHTING TO FORESTRY

BACKGROUND

After more than 20 years with the London Fire Brigade, **Winston** embarked on a new chapter with **Urban logs Ltd.**

His experience in firefighting had taught him the value of dependable equipment, efficient operations and having the right tools for the job.

These were qualities he wasn't willing to compromise on when investing in equipment for his forestry and log-handling operations.

With a MultiOne 5.3K compact loader at his disposal, Winston needed a grapple that would integrate smoothly with his machine and provide reliable performance in everyday use.

INDUSTRY Log handling and forestry
COUNTRY UK
MACHINE MultiOne 5.3K compact loader
EQUIPMENT Intermercato GRX 10 5-finger grab + Baltrotors GR55FF
INTERMERCATO PARTNER Approved Hydraulics UK

URBAN LOGS
PREMIUM QUALITY FIREWOOD



FINDING THE RIGHT GRAPPLE.

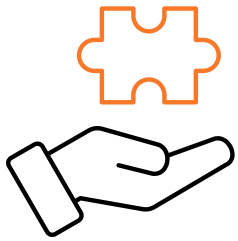
THE CHALLENGE

Choosing the right grapple was about more than finding equipment that could lift and handle logs. **Winston** wanted a solution that matched his machine, offered straightforward operation and came with dependable technical support.

Rather than settling for the first available option, he evaluated grapples from three different manufacturers, comparing their features, suitability and overall performance.

At **APF 2026**, Winston connected with **Approved Hydraulics, Intermercato's UK partner**. Working closely with Sales Manager **Joe Hughes**, he explored the available options and identified the equipment best suited to his requirements.

After weighing up the alternatives, his choice was clear: the **Intermercato GRX10-5 log grapple.**



3 MANUFACTURERS. ONE CAREFULLY CONSIDERED DECISION.



PLUG IN AND GET TO WORK.

THE SOLUTION

Approved Hydraulics supplied a complete log-handling solution combining the **Intermercato GRX10-5 grapple** with a Baltrotors GR55FF rotator.

The equipment was configured specifically for Winston's MultiOne 5.3K compact loader, allowing the grapple to be connected and operated using the machine's existing joystick controls.

With the technical preparation and support provided by **Joe Hughes and the Approved Hydraulics team**, there was no need for a complicated installation process.

Winston simply connected the equipment and got straight to work.

Just 15 minutes after installation began, the grapple was fully operational.



> "I literally plugged it into my machine and was up and running in 15 minutes."

Winston - Urban Logs Ltd





THE RIGHT GRAPPLE. THE RIGHT PARTNER. READY FOR WORK.



THE RESULT

READY TO WORK IN 15 MINUTES

A straightforward plug-and-play installation meant Winston could start using his new grapple almost immediately.

SEAMLESS MACHINE INTEGRATION

The GRX10-5 and rotator were configured to work with the MultiOne's existing joystick controls, providing convenient operation without unnecessary complexity.

THE RIGHT EQUIPMENT, DELIVERED FAST

Just one week after the initial discussions at APF 2026, Winston received a complete solution tailored to his machine and requirements.

CONFIDENCE THROUGH LOCAL SUPPORT

From product selection to installation, Approved Hydraulics provided the technical expertise and personal service needed to ensure a smooth experience.

MORE THAN JUST A GRAPPLE.

Winston's decision highlights the importance of evaluating equipment carefully and choosing a solution that combines product quality, functionality and reliable local support.

For Intermercato, the case also demonstrates the value of **strong partnerships**. Through **Joe Hughes and the Approved Hydraulics team**, Winston received not only the right grapple but also the technical expertise and customer service needed to make the entire process seamless. For Urban logs Ltd, the result was a reliable log-handling solution, minimal installation time and equipment ready to work almost immediately.

At Intermercato, we believe that the right product, combined with the right partner and service, makes all the difference.



> "My experience with Approved Hydraulics from start to finish has been nothing short of exemplary.
> I would definitely recommend these guys to all of my colleagues in the industry... Superb Customer Service."

Winston - Urban Logs Ltd

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