




# LOCAL SERVICE AND SUPPORT

Providing service and support resources  
when, where and how you want it





## NHP service and support

- The national network offered by NHP and further backed by Rockwell Automation offers a level of support that is second to none
- Our sales Application Engineering team has extensive application experience and is distributed throughout NHP offices to offer you localised support
- Field Service engineering and emergency support - our Emergency Breakdown service is available 24 hours a day, 7 days a week, 365 days a year
- Innovative Parts Management Agreements to ensure you have the critical spares on hand at your site to further minimise downtime
- Start-up assistance programs helping bring your plant online on time
- Online and phone support providing easy access to a wealth of technical knowledge where and when you need it
- Protection from the cost of repairs by extending the standard warranty period up to a maximum of five years
- Manufacturing facilities for emergency product conversion.

## Service and support helps you

### MAXIMISE PRODUCTIVITY

- Increase uptime
- Decrease mean time to repair
- Improve maintenance knowledge
- Optimise system performance
- Improve equipment reliability

### OPTIMISE PLANT ASSETS

- Extend asset life
- Improve inventory integrity
- Improve component standardisation
- Reduce the number of assets

### IMPROVE FINANCIAL PERFORMANCE

- Reduce maintenance expenses
- Avoid downtime costs
- Reduce operational costs
- Increase return on assets
- Increase working capital

## Warranty and Spare Parts Agreements

### Warranty

- Additional protection against the cost of repairs can be achieved through extending the standard warranty up to a maximum of five years, on a selected range of NHP and its supply line partner products
- Furthermore, the standard “Back To Base” warranty can be UPGRADED for a range of selected items to a “Parts and Labour” service, whereby a qualified field support engineer commissions the replacement part



### Spare Parts Management Agreement

With downtime costs often running in the tens of thousands of dollars per hour, you can't leave things to chance with your maintenance inventory holdings. Strategic forward planning will ensure you have the right part, in the right place, at the right time so you can react quickly to unforeseen downtime events.

Spare Parts Management programs enable you to:

- Hold the right mix of parts, in a flexible and affordable manner
- Avoid build-up of obsolete stock
- Realise savings through ‘in-service warranties’
- Minimal inventory holding costs
- Parts dedicated to your facility
- Monthly or quarterly pricing for budget stability.

### CASE STUDY

RONA Improvement through reduction in cost of carrying spares

% Inventory carrying cost	Outright purchase	% Inventory carrying cost
Spare & utilities	0.9 %	0.7 %
Insurance	0.8 %	-
Equipment	6.5 %	6.0 %
Administration	4.7 %	4.5 %
Taxes	0.4 %	-
Obsolescence	2.7 %	-
Cost of money	8.0 %	-
<b>Annual cost</b>	<b>24 %</b>	<b>11.2 %</b>
Example up front price	\$ 70k	\$1,166 per month
Total cost over 5 yrs.	\$ 154k	\$ 109 k
<b>30 % reduction in the total cost of spares over 5 years</b>		

## Online and phone support

### Knowledgebase support

The Rockwell Automation Knowledgebase is your online resource for technical information and support assistance. The knowledgebase is available to the public, but only with a TechConnect support agreement will you gain full access to all knowledgebase documents and features, including:

- **“Submit a question”**  
Submit online support questions directly to Rockwell Automation technical support - typical response time is four hours
- **Live chat**  
Talk online with support engineers when it’s difficult to get to a phone or too loud on the plant floor
- **Support forums**  
Discuss topics with peers, help each other solve common problems and share best practices via the knowledgebase, in your own dedicated customer portal - ‘My Stuff’, where you can manage your:
  - Product notifications and favourite content
  - Telephone, chat and electronic support service tickets - track their progress, add notes and attachments, or reopen closed service tickets.

### Phone support

With TechConnect support, your site can have unlimited access to the Rockwell Automation global network of technical support centres and resources. Whether you need help installing, configuring and maintaining equipment and software, obtaining software updates, diagnosing and fixing operating problems, or performing basic programming tasks, we deliver the tools and answers you need to get, and keep, your operation up and running.



A TechConnect support agreement gives you access to the Knowledgebase online resource.



## Repair service

NHP takes pride in our ability to satisfy your needs. Our repair technicians will work quickly to repair your equipment, using replacement parts that meet or exceed the original design specifications.

All repaired units are covered by a warranty.

Products covered by NHP service include:

- Variable speed drives
- Soft starters
- Auto transformer starters
- NHP liquid resistance starters
- Terasaki ACBs, MCCBs
- NHP power factor correction panels and power quality products



If your Rockwell Automation equipment malfunctions or fails, only NHP, the authorised distributor, can provide complete, cost-effective remanufacturing services. Our services provide factory enhancements that extend equipment life, while enhancing its performance and compatibility.

Every Allen-Bradley product you send for repair will undergo the Rockwell Automation remanufacturing process. Exclusive to Rockwell Automation, this guaranteed process assures your complete satisfaction.

Pay as you go, or annual repair agreements are available to stabilise your maintenance budget.



All equipment remanufactured by Rockwell Automation receives a minimum 12-month warranty on the entire unit.

Authorised distributor within our designated Area of Primary Responsibility (APR). Refer dark blue shaded area.



## Field service support

Modern facility managers demand consistency and efficiency of performance. In industrial applications, production is paramount. In the case of commercial installations, continuity of service is equally important. In either case, disruption can result in costly losses and consequential damages. You want action, and you want it fast!

NHP backed by Rockwell Automation offers a range of on-site field service solutions to suit a wide range of needs.

- Emergency breakdown call-out - 24 hours a day, 7 days a week, 365 days a year
- Preventative maintenance
- Start-up services, assistance with the commissioning and on-time start-up of your plant
- Specialist engineers, embedded on-site full time, augmenting your staff with project design, installation, conversions and training
- Pre-purchase blocks of time
- Migration and conversion services
- Network design and audits
- Condition based monitoring
- Plant baseline evaluation
- Safety audit services



## Training services

### **INSTRUCTOR-LED**

Instructor-led courses can be conducted at a NHP venue or at your on-site location. Courses are designed around the use of automation technologies and job function.

You can build a tailored training course by selecting from over 1,600 specific lessons within our training portfolio.

### **WORKFORCE TRAINING ASSESSMENTS**

The training advisor online assessment tool identifies the skills and knowledge gaps impacting workforce performance and automatically generates a specific training plan corresponding to improved job effectiveness.

### **TOOLS AND RESOURCES**

Perfect for the plant floor, job aids are compact, durable and include procedure, troubleshooting and reference guides covering a diverse range of technologies and job tasks.

Training workstations promote reinforcing and practicing of maintenance, troubleshooting and programming skills, training new employees and easing the transition from the classroom to the plant floor.

### **E-LEARNING**

Obtain on-demand training courses online at your own convenience.

### **TRAINING VOUCHERS**

Maximise your training budget by pre-purchasing vouchers for training courses and products.



## Start-up and assessment services

### Drive start-up

System integration and start-up does not need to be complex and time consuming. With drives start-up services, companies can leverage the extensive product and industry experience of our field support engineers to quickly commission selected drives and reduce the time between integration and actual start-up. A one or two year extended warranty is included depending on the drive covered.

Drive start-up includes:

- Verification of proper drive/motor installation, control/ power wiring, AC voltage and distribution network
- Grounding checks
- Power-up, drive checks and setup
- Drive configuration/tuning to meet specific application requirements
- Adjustment of operating parameters for optimal performance
- Documentation of drive and motor settings and operating parameters.

### Installed base evaluation

One of the first steps in reducing spare parts costs is through an evaluation of your company's installed base of equipment and spares inventory. On average, as much as 63 % of spare parts may either not be aligned with your plant or obsolete. After the installed base evaluation, you will receive a comprehensive analysis that identifies product locations and a list of critical, excess, and insufficient spares.

Your installed base evaluation includes:

- Review installed equipment
- Stores and stash inventory.

Your final analysis provides:

- Detailed inventory reports by plant, location, line, panel, catalogue numbers
- Identification of critical spares, including excess, insufficient and obsolete spares.



## Network evaluation

Data from the factory floor is vital to making informed business decisions, improving productivity, and increasing return on assets. But many companies don't have the expertise to develop and maintain a fully integrated communications network with the speed, volume and other operational capabilities required of today's more sophisticated and complex industrial automation and control environments.

Getting an accurate picture of your existing system is the first step to complete network health.

Our evaluation services include:

- Baseline and annual performance evaluations
- Network health checks
- Network validation
- Network troubleshooting and repair.

## Condition monitoring

Our tailored solutions will help you implement your monitoring program. Specialists will advise you on program content, machine criticality, collection frequencies, alarm parameters and appropriate monitoring technologies - or we can run your program for you.

## Services and support contacts

### Rockwell Automation / Allen-Bradley products

Authorised distributor within our designated Area of Primary Responsibility (APR). Refer dark blue shaded area.



At NHP, the Automation Services & Training team provide an extensive portfolio of services from our partner Rockwell Automation, helping reduce downtime, improve operation to specification and ultimately improving financial stability (both through lower maintenance costs and increased productivity).

#### **Australia**

Phone: 03 9420 4772  
Email: [ast@nhp.com.au](mailto:ast@nhp.com.au)  
[nhp.com.au](http://nhp.com.au)

#### **New Zealand**

Phone: 09 276 1967  
Email: [astnz@nhp-nz.com](mailto:astnz@nhp-nz.com)  
[nhp-nz.com](http://nhp-nz.com)



**PETER TRIPP**

BUSINESS MANAGER  
AUTOMATION SERVICES  
& TRAINING

## NHPs expanded product ranges



Should the situation occur where your production facility has experienced a breakdown of electrical equipment, we offer a 24 hours a day, 7 days a week, 365 days a year contact service.

### **Australia**

Phone: 03 9368 2982  
Email: [service@nhp.com.au](mailto:service@nhp.com.au)  
[nhp.com.au](http://nhp.com.au)

### **New Zealand**

Phone: 09 276 1967  
Email: [servicenz@nhp-nz.com](mailto:servicenz@nhp-nz.com)  
[nhp-nz.com](http://nhp-nz.com)



**BILL DABBOUCY**

SERVICE MANAGER  
- AUSTRALIA / NEW ZEALAND



## AUSTRALIA

nhp.com.au

### SALES

1300 NHP NHP

### VICTORIA

#### Melbourne

43-67 River Street  
Richmond  
VIC 3121  
Tel +61 3 9429 2999

#### Laverton

104-106  
William Angliss Drive  
Laverton North  
VIC 3026  
Tel +61 3 9368 2901

#### Albury / Wodonga

847 Ramsden Drive  
Albury  
NSW 2640  
Tel +61 2 6049 0600

#### Dandenong

40-42 Cyber Loop  
Dandenong South  
VIC 3175  
Tel +61 3 8773 6400

### TASMANIA

#### Hobart

2/65 Albert Street  
Moonah  
TAS 7009  
Tel +61 3 6228 9575

#### Launceston

3/13-17 Merino Street  
Kings Meadows  
TAS 7249  
Tel +61 3 6345 2600

### NEW SOUTH WALES

#### Sydney

30-34 Day Street North  
Silverwater  
NSW 2128  
Tel +61 2 9748 3444

#### Newcastle

575 Maitland Road  
Mayfield West  
NSW 2304  
Tel +61 2 4960 2220

#### Wollongong

34 Industrial Road  
Unanderra  
NSW 2526  
Tel +61 2 4272 5763

### ACT

#### Canberra

1/187 Gladstone Street  
Fyshwick  
ACT 2609  
Tel +61 2 6280 9888

### WESTERN AUSTRALIA

#### Perth

38 Belmont Ave  
Rivervale  
WA 6103  
Tel +61 8 9277 1777

### NORTHERN TERRITORY

#### Darwin

3 Steele Street  
Winnellie  
NT 0820  
Tel +61 8 8947 2666

### QUEENSLAND

#### Brisbane

16 Riverview Place  
Murarrie  
QLD 4172  
Tel +61 7 3909 4999

#### Townsville

5 Leyland Street  
Garbutt  
QLD 4814  
Tel +61 7 4779 0700

#### Rockhampton

14 Robison Street  
QLD 4701  
Tel +61 7 4927 2277

#### Toowoomba

Cnr Carroll Street and  
Struan Court  
QLD 4350  
Tel +61 7 4634 4799

#### Cairns

2/1 Bramp Close  
Portsmith  
QLD 4870  
Tel +61 7 4035 6888

### SOUTH AUSTRALIA

#### Adelaide

36-38 Croydon Road  
Keswick  
SA 5035  
Tel +61 8 8297 9055

## NEW ZEALAND

nhp-nz.com

### SALES

0800 NHP NHP

### PO Box 62-009

Mount Wellington  
Auckland 1641  
New Zealand

#### Auckland

118a Carbine Road  
Mt Wellington 1060  
Tel +64 9 276 1967

#### Hamilton

78 Rostrevor Street  
Hamilton 3204  
Tel +64 7 849 0257

#### Napier

126 Taradale Rd  
Onekawa 4110  
Tel +64 6 843 6928

#### New Plymouth

2 Dean Place  
Waiwhakaiho 4312  
Tel 0800 NHP NHP

#### Wellington

52 Victoria Street  
Lower Hutt 5010  
Tel +64 4 570 0634

#### Christchurch

85 Gasson Street  
Sydenham 8023  
Tel +64 3 377 4407

NHP Electrical Engineering Products Pty Ltd

A.B.N. 84 004 304 812

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Environmentally Friendly  
Printed on recycled paper

Authorised distributor within  
our designated Area of  
Primary Responsibility (APR).  
Refer dark blue shaded area.

