

Air Circuit Breaker Total Care Package

NHP service solution to reduce the risk of unplanned downtime and optimise operational performance

SERVICES AND TRAINING





Why service your Air Circuit Breaker?

Air circuit breakers (ACBs) are common place in low voltage (LV) switchboards. Due to their typically passive operation they are a piece of equipment that is often forgotten about. ACBs are highly engineered, complex devices that require careful handling by users and regular maintenance is necessary to ensure longevity and reliability.

Poorly maintained ACBs can lead to catastrophic product failure during operation, fires within switchboards or injury to human operators if working within close proximity to the device. The consequence of this type of failure can be lost production and significant downtime, costly repairs, and / or financial penalties from government safety authorities if on-site personnel are injured.

Regular documented maintenance not only ensures that the ACB is fit and safe for service, but in the event of an insurance claim due to an electrical fault, site managers can refer to past service reports to demonstrate that steps had been taken to keep the ACBs in good working order.

Why should you get your ACB serviced with NHP?

Due to the inherent complexity of modern trip mechanisms and the high degree of electronics contained within a ACBs and its Over Current Relay and accessories, seeking out a service company that has been accredited by the ACB manufacturer and knows what they are doing is crucial. NHP is the only authorised and trained Australian and New Zealand Terasaki distributor and service agent. NHP's Services Team has been specifically trained by Terasaki to deliver best practice services from concept design through to installation and after-sales service.

With 50 years of experience in the electrical and engineering industry, our specialist teams work collaboratively to design and deliver solutions to maximise the success of your project. NHP Service has an extensive infrastructure, including Repair Centres, Test Rooms, Field Service Technicians, Application Engineers and a team of Project Coordinators.

NHP prides itself on its customer excellence. We at NHP are committed to look after our customers for the life of their project and beyond. Our team of service technicians hold tertiary and/or trade qualifications and regularly participate in supply line partner training programs to ensure our services are completed in line with manufacturer specifications. Equipped with comprehensive product knowledge, our technicians are committed to delivering the best practice of electrical services, whilst providing exceptional customer experience.



Monthly preventive maintenance



Yearly Service



Emergency ACB pool



Features of the ACB Total Care Package

To help support customers with their current challenges NHP have created a new comprehensive service package for NHP's Terasaki Air Circuit Breakers (ACBs) and the wider NHP range of products. The ACB Total Care Package offers more than just a service, it provides a total peace of mind warranty you can trust.

Yearly Service:

NHP's Service Team will perform an on-site predictive and preventive maintenance check according to Terasaki's (the manufacturer) specifications on your ACBs.

NHP is the only authorised Australian and New Zealand Terasaki distributor and service agent, with our Service Team specifically trained by Terasaki to deliver industry-leading services from concept design through to installation and after-sales service.

NHP also services a wider range of NHP products, including MCCBs, PFCs and AHFs.

24 x 7 Emergency Service Support:

The ACB Total Care Package gives you optional round-the-clock access to our team of Service Technicians and Engineers and provides prompt and responsive assistance to ensure an efficient and reliable operation. NHP's targeted response time is within 24 hours.

Extended Warranty:

At the conclusion of every service of the ACB Total Care Package, the warranty is extended by 12 months for a duration up to 7 years. This offer is also optionally available for other NHP products.

Access to Emergency Replacement ACBs:

NHP's ACB Total Care Package gives customers optional access to emergency replacement ACBs, minimising costly downtime and allowing for a speedy change of breakers within minutes. NHP's qualified Service Technicians can quickly service or repair the original breaker, without the need for an unplanned shutdown.

NHP offers managed emergency replacement ACBs stored at an NHP branch.

Alternatively, if the contract duration is 3 years or more, the customer can choose to store the emergency replacement ACB at a site of their choosing for an additional cost.

Monthly payment option:

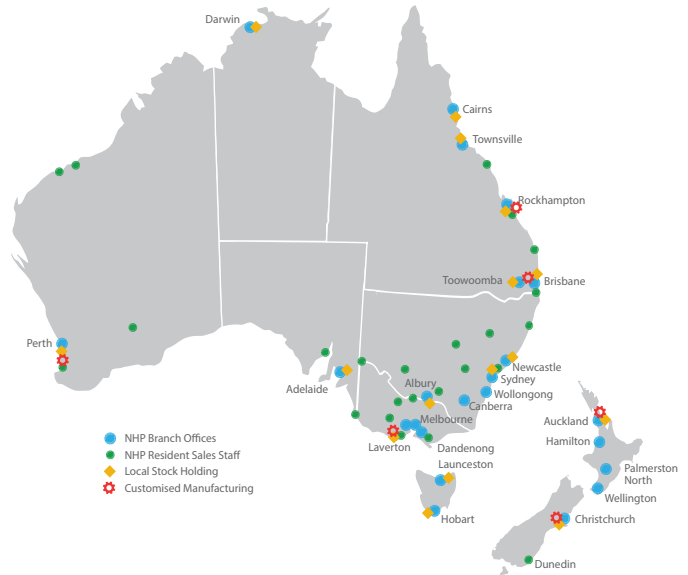
NHP provides you with an easy monthly payment option for the NHP ACB Total Care Package, allowing for the convenient distribution of costs over the year's OPEX spending.

The Power of Local

While our customers' challenges may be complex, their ultimate goal is likely simple: run a profitable, safe and sustainable operation. The NHP Service Team can assist our customers achieve their goals through services designed to minimise downtime, stabilise maintenance costs and help modernise their plant assets.

The expertise offered by NHP is valuable not only in the capability sense but thanks to our strategically located personnel in metro and regional areas around Australia and New Zealand, you can expect quick response times as well as availability of 24/7 technical support with emergency breakdown assistance.

To complement our local personnel, NHP also ensure standard same day dispatch Australia-wide courtesy of our local stock holdings and National Manufacturing and Distribution Centre located in Melbourne, and the Distribution Centres located on New Zealand's North and South Islands.



24/7/365
Emergency Service



NHP Project
Management



Extensively trained
and qualified service
technicians



National Service
Network



Extensive local
stockholding

THE POWER OF LOCAL

In your local community, city and industry, we understand your specific project needs.

THE POWER OF CHOICE

Choice in product, technology, service, and support enabling customers to customise and push boundaries.

THE POWER OF GLOBAL PARTNERS

With a global network of suppliers, we bring the world's best products and knowledge to your doorstep.



NHP Electrical Engineering Products

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