



EnerCare Service Suite
Aftersales Support

ENERCARE SERVICES.

Introducing EnerCare, the suite of hassle-free **aftersales services** by Eneraque.

Eneraque has delivered premier projects to a vast array of global leaders across the mining, civil construction, utilities, oil & gas, defence and government market sectors. We deliver the best, to the best.

Not only does Eneraque deliver premier projects, **we back our equipment for the life of the installation.**

Eneraque takes the guess-work out of equipment maintenance, servicing, upgrade, repair and refurbishment through the deployment of a hand-picked team, comprised of industry-leading experts. Our ASG Team boasts extensive experience, high attention to detail and take great pride in their workmanship.



Get EnerCare Today

Be rewarded with greater productivity, less downtime and increased longevity for your equipment with a bespoke EnerCare Plan.

Comprehensive and hassle-free, **let us help you.**



Preventative Maintenance



Spare Parts



ARRR Program



24/7 Support



PREVENTATIVE MAINTENANCE.

Ensuring **your equipment**, is ready when you need it.

An Eneraque Preventative Maintenance Plan is a component of the EnerCare suite of services. This is the scheduled care and servicing of your equipment by highly skilled, qualified personnel. Thorough systematic and forensic inspection, detection and correction of emerging failures allows our team to mitigate issues before they occur or before they develop into major defects.

Our equipment expertise includes (But not limited to): diesel generators, gas generators, diesel-driven pumps, pump stations, lighting towers, gas flares, gas compressors/stations, gas drainage plants and wellsite equipment.

Please call 1800 636 744 and request a free quote and inspection from the EnerCare Team.



Within these plans, Eneraque can offer the following services:

- ⚙️ Generator load testing (0% to 100%)
- ⚙️ Start battery testing
- ⚙️ Remote monitoring
- ⚙️ Condition analysis reporting
- ⚙️ Thermal imaging and electrical inspections
- ⚙️ Bore scope imaging
- ⚙️ Vibration analysis testing
- ⚙️ Oil, coolant and fuel sampling to maximise engine and component life



ENERCARE SUPPORT.

Dedicated and experienced customer support.

Our dedicated customer service team consists of knowledgeable, experienced service technicians, with our quality customer support extending globally.

All Eneraque field technicians are trade qualified with extensive experience in mining, oil and gas, building, civil construction, utilities and wastewater. They excel in on-site troubleshooting and are well versed in the management of field diagnostics and repairs on all equipment – in operation or in standby applications.

24/7 support and emergency response; anywhere, anytime.

As remote area field service specialists, the Eneraque team works across the entire continent of Australia, New Zealand and the Pacific Islands. Our service technicians are available 24/7 for emergency call-outs and frequently provide support to clients in remote areas.

From our Brisbane Aftersales Head Office, our ASG Department uses SCADA to remotely monitor all of our O&M sites – as well as offering email, SMS and mobile notification to ensure 24-hour online operation.



ENERCARE SPARE PARTS.

Global distribution has a local face.

Benefit from our global supply chain for spare parts, with access to unique components from our global distribution partners. This means the highest-quality component inventory is on hand, exactly when and where you need it.

Our facilities at Eneraque store an extensive range of spare parts with access to a worldwide network of suppliers. Eneraque can support all major equipment and brands throughout Australia, New Zealand and Papua New Guinea.



ARRR REFURB PROGRAM.

Assess, Report, Repair, Replace. Your complete solution.

Eneraque has implemented the ARRR program throughout all Eneraque facilities, where equipment can be sent to our maintenance facilities to follow a proven process outlined (Right) for the effective refurbishment of your equipment. Eneraque can also offer rental equipment for the duration of this process if required.

Cutting-edge facilities.

At Eneraque, our cutting edge workshop facilities enable us to perform full engine, alternator, and auxiliary component overhauls, as well as complete equipment overhauls and rebuilds.

In-house operations.

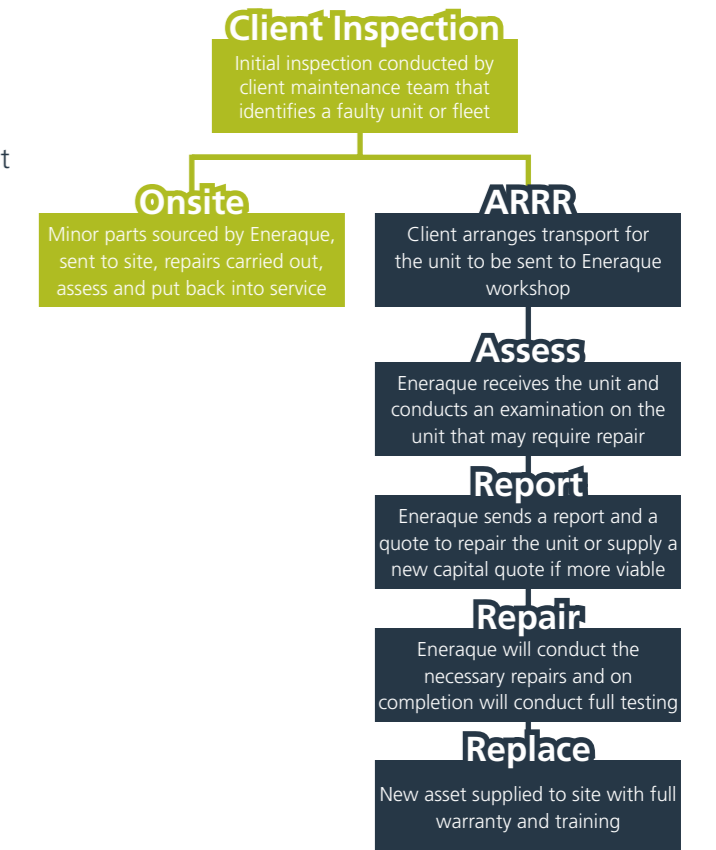
All Eneraque services are expertly conducted in-house, providing you with the confidence you are receiving the most exceptional, comprehensive solution available. What sets us apart is our ability to produce effective, value-engineered solutions.

Full-service solution.

Eneraque technicians are fully equipped to refurbish and re-test plant and equipment to be put back into service. Our teams can provide complete product development and support including engineering, manufacturing, installation, commissioning, operation and maintenance.

Industry-leading support.

Eneraque provides spare parts, ongoing operations and maintenance on ALL of your equipment – including all units purchased from Eneraque and those purchased elsewhere.



PROVEN TRACK RECORD.

We operate with a **client for life** mentality, we support you for the **long haul**.

Eneraque has delivered premier projects to a wide range of New Zealand and Global leaders across the mining, civil construction, utilities, oil & gas, defence and government market sectors. We deliver the best, to the best.

Maximise Return on your Assets with the Lowest Total Cost of Ownership.

Faced with limited resources, busy schedules and cost cutting requirements, many equipment users are now reviewing intelligent and alternate ways to reduce operational expenditure.

As your complete solution, support and service team, Eneraque is passionate and aligned with your focus on the lowest total cost of ownership.

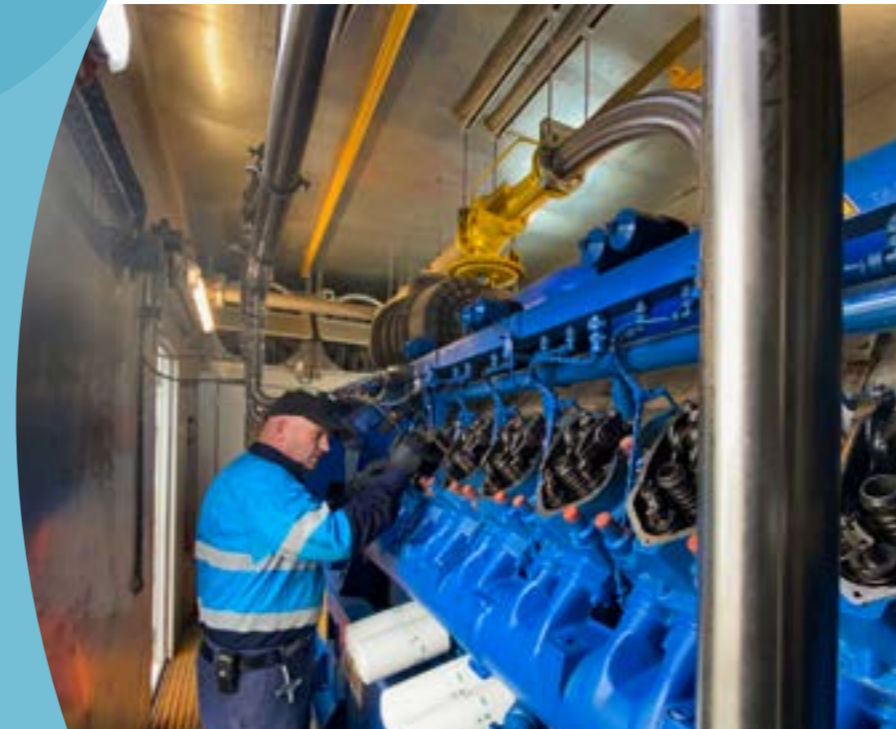
Comprehensive and hassle-free, **let us help you.**

Eneraque has always prided itself in providing world class quality service to the Australian and NZ markets in the harshest and most remote regions.

The equipment, parts and workmanship Eneraque provides to its clients has been refined over the 40+ year lifespan of the company. We will stand by our products and services in the sure knowledge that we have provided our clients with the best possible solution for the application.

Eneraque is a Bureau Veritas Quality Accredited Company and all work is done to AS/NZS ISO 9001:2015 standards.

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strength.

Robust, reliable products to optimise the efficiency of your project.

synergy.

Expertise in power, water, energy and light to ensure the right solution for your needs.

service.

Extremely high levels of customer service to exceed your expectations.



eneraque

1800 636 744 (Australia)
0800 363 727 (New Zealand)

• eneraque.com

