

Customer Service Centre

FIND OUT HOW HIROTEC CAN HELP YOU

If you would like to find out more about how Hirotec's Customer Service Centre can help you, please call, email or visit our website.

1300 654 664 info@hirotec.com.au www.hirotec.com.au

- NEW SOUTH WALES - VICTORIA - QUEENSLAND - AUSTRALIAN CAPITAL TERRITORY
- WESTERN AUSTRALIA - TASMANIA - SOUTH AUSTRALIA



Overview

For over forty (40) years, Hirotec has remained a wholly owned Australian organisation leading the way in delivering integrated technical services through innovation, customer service and technical expertise.

OUR SERVICES

- Condition Assessment and Energy Audits
- Project Engineering and Management
- Electronic Reporting and Maintenance
- 24/7 Breakdown Response and Technical Support
- Client (CMMS) Integration Solutions

OUR MARKETS

- Commercial Office Buildings
- Education
- Data Centres
- Public Buildings and Utilities
- Health
- Transport
- Arts and Sports



OUR PEOPLE

- HVAC Technicians
- Fire Technicians
- Electrical Technicians
- Energy Technicians

WHY CHOOSE US?

- Technical Leaders
- Customer Service
- 100% Privately Australian Owned
- National Coverage
- HSEQ Accreditation

MECHANICAL SERVICES

- Air handling and distribution systems
- Chillers – all systems including turbocor (Powerpax)
- Clean rooms and laboratories
- Precise temperature and humidity control environments
- Refrigeration systems
- Dust, gas and smoke extraction systems
- Cooling towers and water reticulation systems
- Tri/co-generation and reticulation systems
- Specialist filtration and odour control systems



ELECTRICAL SERVICES

- BMCS integration and tuning
- LV, MV and HV installations
- Switchboards and metering
- Standby generators
- Uninterruptible Power Supplies (UPS)
- Power factor correction systems
- Lighting and power systems
- Lighting control systems
- Lightning protection
- Portable appliance testing and tagging



FIRE SERVICES

- Sprinkler systems
- Fire extinguishers
- Hydrants and hose reels
- Gas suppression and deluge systems
- Thermal and smoke detection systems
- Emergency Warning and Intercommunications Systems (EWIS)
- Emergency and exit lights
- Alarm and evacuation systems
- Fire doors and passive systems



ENERGY SERVICES

- Green building advice
- Energy performance management and maintenance
- Waste and water management



Customer Service Centre

Hirotec's Customer Service Centre provides our clients with efficient and comprehensive service management 24 hours a day, 7 days a week. Utilising Hirotec's Computerised Maintenance Management System (CMMS), our centre staff program schedules and initiate work orders as part of the process of managing contract deliverables.

Unlike other providers, Hirotec's Customer Service Centre is more than a job-logging facility. Our operators have technical knowledge which enables 'over the phone' fault remediation which alleviates the need for technician dispatch and provides significant financial savings.



On-line Service Manager



Hirotec's web-based service management module provides our clients with the ability to log faults against individual facilities and/or assets, view the status of current works and to access and print-off service reports. This online facility gives clients immediate access to information within Hirotec's Customer Service Centre as and when required.

