

The NHP logo consists of the letters 'NHP' in a bold, white, sans-serif font, centered within a solid blue square.

NHP Services

Providing services, consultation and support resource, anytime and anywhere.

SERVICES AND TRAINING



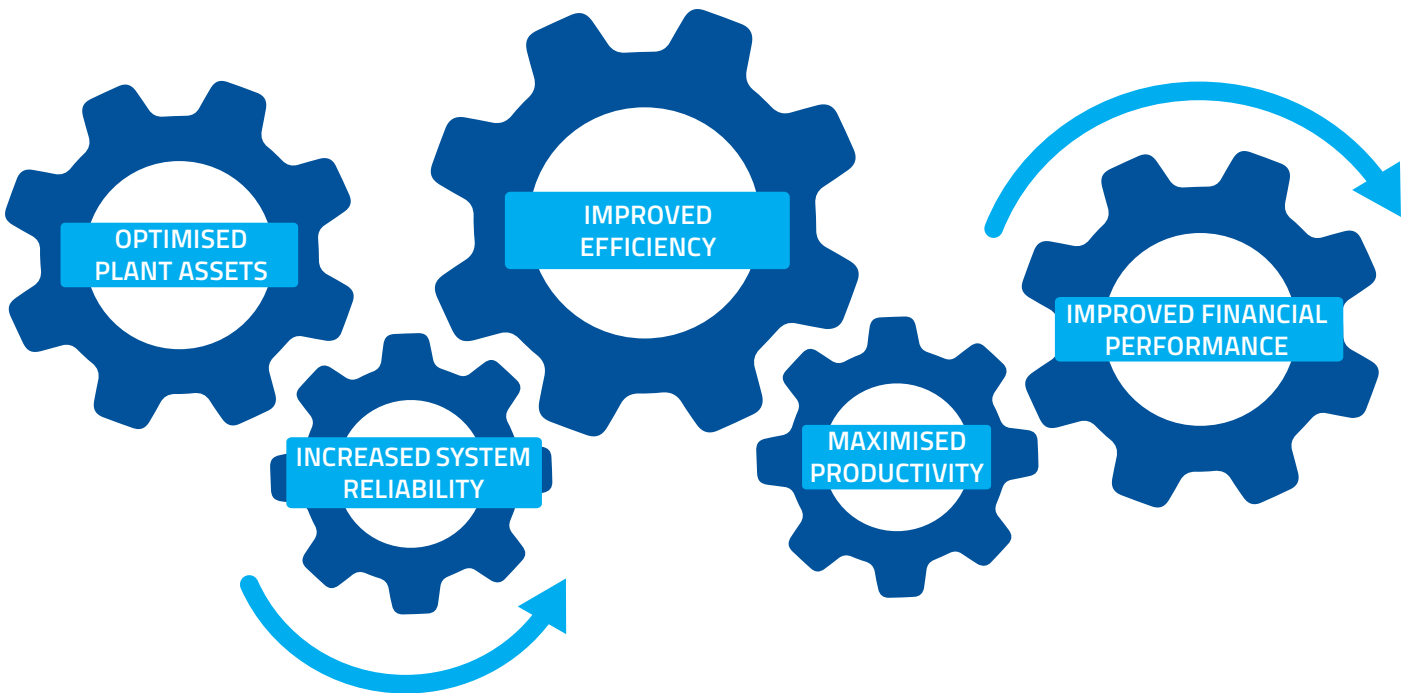
NHP Services

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 availability and easy access to NHP's expertise, combined with our extensive local stockholding and sound processes, are each potentially empowering factors, which will give customers access to a holistic approach across their automation, industrial switchgear, training and commissioning business requirements, for complete peace of mind.

To support our range of quality products, NHP offer a wide range of service and training options, including technical support, field service, maintenance contracts, repair services and training.

These services are delivered by NHP qualified technicians. By engaging the NHP service team and taking advantage of our service capabilities you will experience:



NHP Service Commitment

NHP Service has an extensive infrastructure including Repair Centres, Test Rooms, Field Service Technicians, Application Engineers and a team of Project Coordinators.

With close to 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 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.

NHP Service Capabilities

NHP offers an extensive range of service solutions to suit a wide range of needs. Whether your need is for installation and commissioning, migration, emergency breakdown or lifecycle services, NHP has a national network of technicians throughout Australia and New Zealand in order to quickly respond to your needs.



Preventative Maintenance

All products have a finite lifespan. When products do fail, it can lead to costly repairs or production losses. This service makes it possible to predict failure before it occurs, ultimately, extending the lifespan of products. Our service team can discuss your site requirements with you and develop a suitably structured maintenance program to suit your budget and contingency requirements.



Commissioning and Start-up

Our field commissioning and start-up services are available to assess application demands and configure products in accordance with your project requirements. Pre-commissioning and witness tests can be accommodated prior to dispatch.



Modernisation: Retrofits and Upgrades

With retrofit solutions available to facilitate the installation for a range of products and brands, as well as customising solutions to suit specific requirements, NHP can work within your existing switchboard environment to provide a cost effective solution. The NHP retrofit solutions have been designed according to relevant Australian standards and recognised industrial practices,



Emergency Breakdown Assistance

NHP service provides you with 24/7/365 protection, ensuring that your assets continue to work for you. Our service technicians and engineers are on standby and are here to provide you with a rapid assistance if required.



Site assessments and reliability evaluations

Our technicians have the technical knowledge and hands-on experience to evaluate your install base and provide you with a report on the detected factors that impact reliability and life cycle of your equipment. To compliment this evaluation, our technicians are qualified to advise solutions that will best rectify identified problem areas that are reducing your efficiency and increasing your costs.



Training

In addition to our comprehensive range of formal classroom training sessions, NHP Technicians and Engineers can provide private one on one training at your site. Our field service training capability includes equipment operation and maintenance related to your site install base.

Why Choose NHP

No matter how good a product may be, it is nothing without dedicated people to support that product, and at NHP, we're solely committed to servicing the needs of our customers. We bring together internationally recognised power distribution and protection products with local knowledge and expertise to deliver best practice services from concept design through to installation and after-sales service, including project management. A partnership with NHP will provide you with:



24/7/365
Emergency Service



NHP Project
Management



Extensively trained and
qualified service technicians



National Service
Network



Extensive local
stockholding

AUSTRALIA

nhp.com.au

1300 NHP NHP

service@nhp.com.au

NEW ZEALAND

nhp-nz.com

0800 NHP NHP

service@nhp-nz.com



NHP Electrical Engineering Products Pty Ltd
A.B.N. 84 004 304 812

NASTFIELDSERVICE 2/17
© Copyright NHP 2017



Environmentally Friendly
Printed on recycled paper



For more information, scan to download
the NHP eCatalogues App offering exclusive
video content, catalogues and literature