



RAPID RESPOND REFRIGERATION & HVAC SERVICE

50

**Multi-product
specialist technicians**

supporting national customers with
multiple sites throughout Australia

30

years in business

(Formerly Quantum Technical Services)



Tecair is the Refrigeration and Air conditioning division of Siltech Pty Ltd which has been in operation for over 30 years (Siltech trades as Quantum Technical Services). We are proud of our long service history and wish to extend this offering to our existing and new clients.

TECAIR CORE VALUES:

1 OWN IT

Our technicians are encouraged to treat each job and customer as if it were their mother's (mum it)

2 SAVE IT

We look to get it fixed first time... and save the day.
We are the problem solvers you need us to be.

3 TECH IT

We learnt our trade yet we keep building our knowledge and skills every single day. In turn, passing on our knowledge to our apprentices and younger colleagues.

In addition to the servicing of equipment, clients also draw on our capabilities with new equipment installations. This extends to cold rooms, refrigeration and small split systems, through to large chillers and associated ducting in major construction projects.

In fact, we cover just about everything to do with the technical alteration of air temperature which is where we get our name.

In keeping with our commitment to service, it at any time I can assist then please ask for me personally. I am also available at the details below anytime and open to both good and bad news so I can thank my staff for doing a great job or assist those with training or resources where we need it. Honest and open conversations are valued internally and externally.

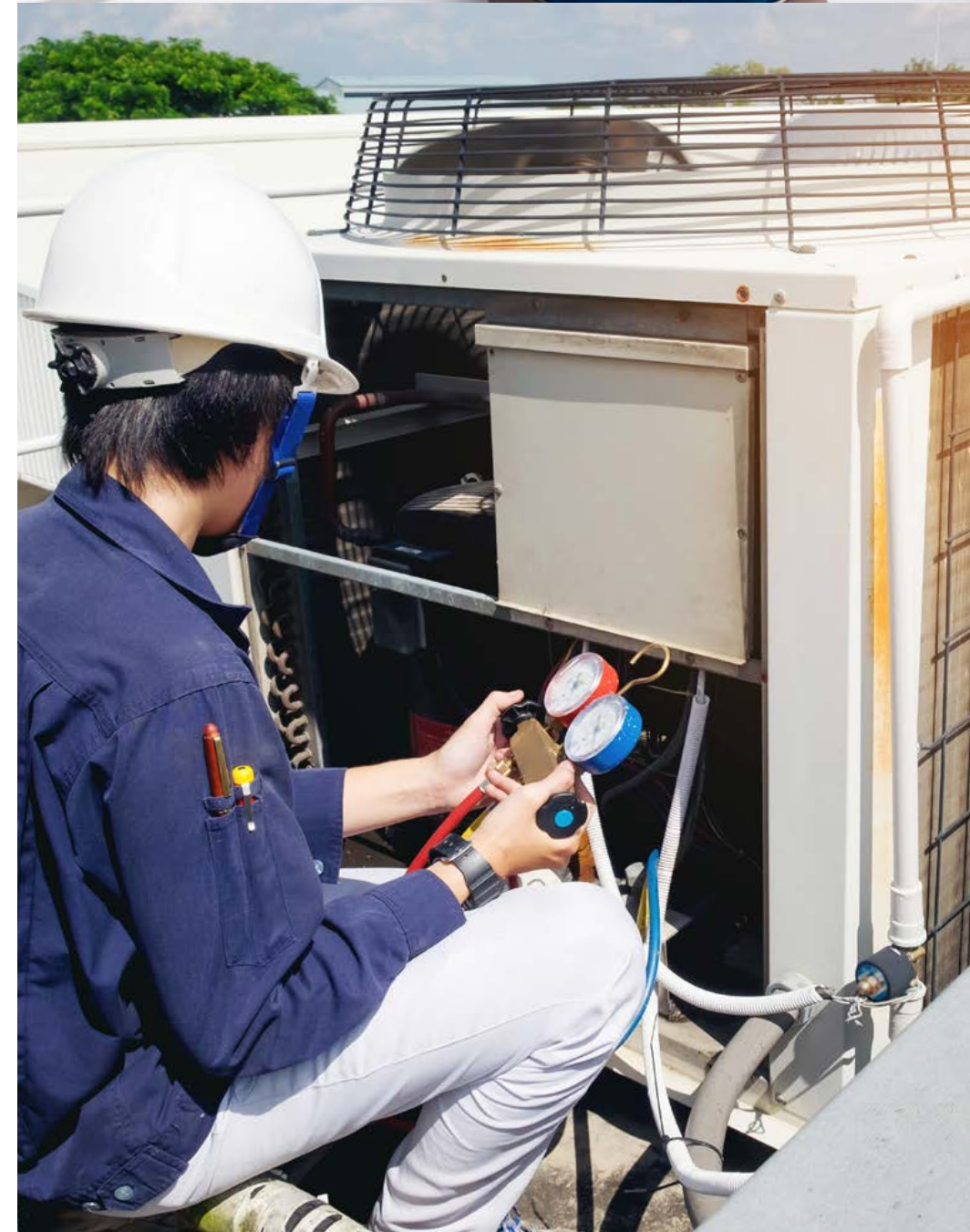
Richard Matthews

Richard Matthews

CEO (Head coach)

Mobile 0422 001 440

Email richard.m@tecair.com.au



Trusted by
the biggest
global and
national brands

60
STAFF

12,000+
JOBS PER ANNUM
NATIONALLY

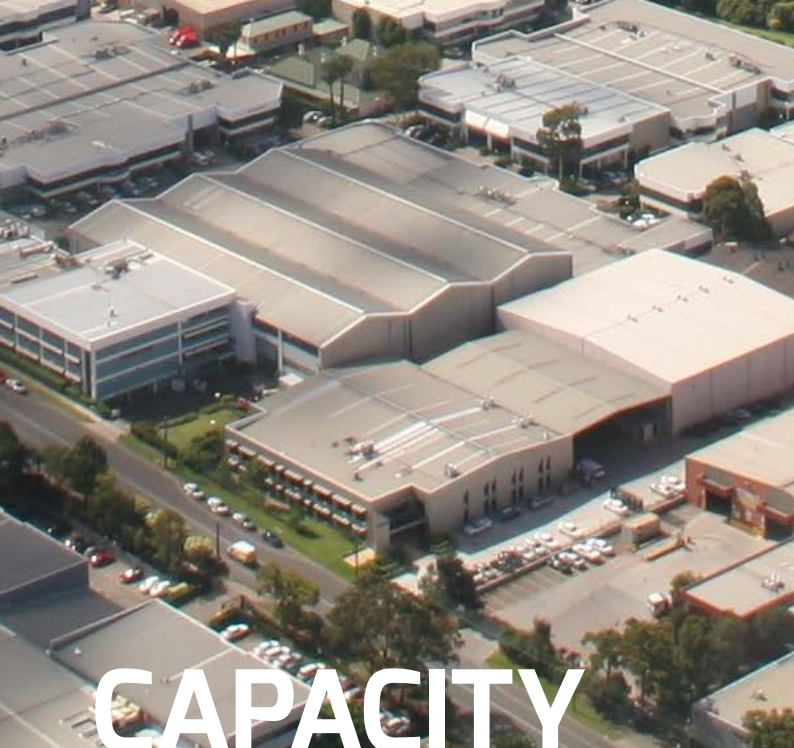
Hotel rooms
serviced annually

5,000+

**Tecair are
the rapid
responders in
Refrigeration and
Air Conditioning
servicing for
our clients.**

**24/7
SERVICE**

 **tecair**



CAPACITY

Tecair has an annual turnover of approximately \$10M (2017) and has demonstrated capacity, with many completed large projects in excess of one million dollars.



HVAC+R EXPERTS

Tecair has a long standing proven capacity to meet the needs of an extensive range of clients.

Industries we work with include:
Hotels, accommodation, food and beverage
Restaurant and Fast Food Chains
Cold rooms and storage
Freezers
Clubs & Recreation
Facility and Property Management
Shopping Centers, supermarkets and retail
Hospitals and Aged Care Facilities
Service Stations and convenience stores
Councils (Local Government)
State & Federal Government Dept's and Utilities eg Prisons
Education including Schools, Tafe's, Universities and not for profit.
Office and Industrial Facilities

Equipment serviced and installed includes		
Refrigeration	Air conditioning	Other
Cold rooms	Split ducted	Ventilation fans
Freezer rooms	Fan coil units	Misting machines
Benchtop freezers	VRV units	Temper valves
Commercial fridges	Package units	Ice machines
	Evaporative cooling	Post mix
	Ducting	CO2 monitoring
	Chillers	Slushie machines

References are available on request.



Tecair offers clients a tailored and managed preventative maintenance program for your HVAC+R equipment. It incorporates life cycle analysis and planned capital upgrades, plus monitors all maintenance activities, with asset management, invoicing with our unique automated customer reporting program.

Our core competencies are in the service and installation of commercial refrigeration and air conditioning. Tecair's internal processes deliver industry-leading service and asset management solutions for multi site national clients.



AIR CONDITIONING



Tecair is the preferred choice for air conditioning servicing and maintenance for over 5,000 client sites across Australia.



To meet requests from both our corporate and government clients, Tecair's extensive list of national brand-name clients can not be published. However, a confidential list and contact references are available, on request.

We understand you want worry-free HVAC. Regular scheduled servicing is the only answer for avoiding equipment breakdown that can impact your business. We offer AS 3666.2 and AS 1851.6 compliant maintenance programs.



REFRIGERATION



On-site data capture software

eliminates
paperwork
costs

View historical service data

for your assets
with Tecair's
Customer Module

Accurate and reliable refrigeration without breakdowns can make or break a business, especially in the heat of summer.

Tecair understands refrigeration - we have been installing, servicing and maintaining commercial fridges, cool rooms, freezers and open display cases for over ten years.

MULTI PRODUCT SPECIALISTS

- Commercial Fridges • Chillers
- Cool Rooms • Exhaust & Ducting
- Display Cases • Post-Mix
- CO2 Monitoring



Priority levels	Description	Examples
<div>1A</div> <div>Emergency</div>	<div>Any situation which leads to the building being evacuated (Gas odour, Fire, Leak, Flood, Loss of power).</div> <div>Life or immediate injury threatening situation</div> <div>Possible prolonged site closure and requires intervention</div> <div>Any event which compromises security (broken window, unlockable door)</div> <div>Structural problems with the building</div> <div>Heat events</div>	<div>Hospitals</div> <div>Nursing homes</div> <div>Child care</div> <div>+40 degree days</div>
<div>2A</div> <div>Urgent Priority</div>	<div>Refrigeration breakdown. Loss of stock</div> <div>Water Leaks and spills</div> <div>Plumbing problems (sink / toilet)</div>	<div>Kitchens</div> <div>Restaurants</div> <div>Cold storage</div>
<div>2B</div> <div>Urgent Priority</div>	<div>Relate to human comfort</div> <div>A/C breakdowns.</div> <div>Events that may reduce operational efficiency, but does not prevent work continuing</div>	<div>Retail</div> <div>Hotels</div> <div>Offices</div> <div>Warehousing</div>
<div>3</div> <div>Preventative maintenance</div>	<div>Refrigeration</div> <div>Air conditioning</div>	



Tecair aims to be the

**FASTEST
RESPONDING
HVAC+R
SERVICE**

Timing

Wherever possible Tecair will:

- ● ● React to priority levels 2B or higher, same day.
- Prioritise preventative maintenance work above irregular client work.

Hours (typical)

- Standard hours

7:30am - 4:00pm daily.
- "End of Day" after hours

from 4:00pm or at the end of the technicians working day.
- After Hours

Outside standard working hours.

After hours

"End of day". Time and a half

If a service request comes in late in day or we are fully booked and you require same day response, Tecair offers "end of day" rates. Rates are after hours rates but there is no 4 hour minimum as our technician is already on the road.

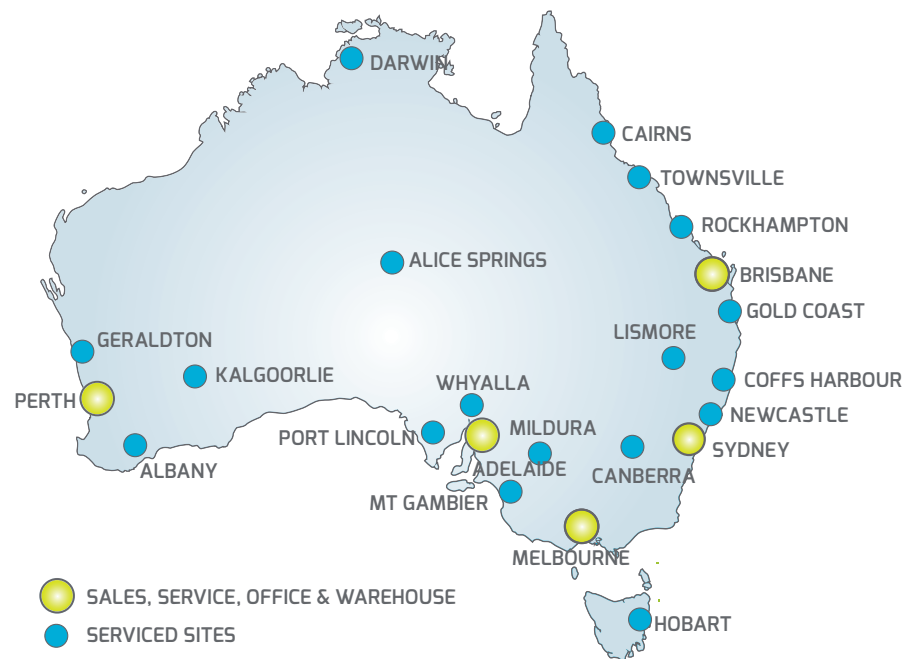
After hours (standard)

This is where a technician responds from home. Examples include weekends, evenings or early mornings. There is a 4 hour minimum payable to technicians so we charge a call out fee plus 3 hours to cover pay requirements under the Award.

Preventative maintenance

Scheduled in advance and Tecair will always try and stick to the same day each month with the same technician. If changes are made then all efforts will be made to communicate changes and reschedule at a suitable time. You will only be charged for the time our technician is on your site. You will not be charged an additional call out fee for our technician to return to site to continue your preventative maintenance.

GENERAL
COMPANY
INFORMATION



GROWTH

From humble beginnings in 1987 Tecair has grown to 60 full time staff across NSW, VIC, QLD, WA and SA with hundreds of installations and service clients.

Tecair is a market leader.

TECAIR SALES IN AUSTRALIA

Tecair sales are based in Sydney, Canberra, Melbourne, Brisbane, Perth and Adelaide.

Our high quality technical team is available nationally and also at a state or local level. National coverage gives us flexibility and scale to provide tailored multi-site customer care across state and regional offices.

ARC Trading License Numbers:

NSW	AU12849
QLD	AU35545
SA	AU27930
VIC	AU20176
WA	AU28319

Key factors contributing to
the success of our business:

National presence	We have office and warehouse facilities in all principal cities
National service	We visit every major town and city on a scheduled basis
Quality staff	We have well-trained, experienced staff, who are customer-focused
Quality systems	We have excellent technology and software support systems

PLANT AND EQUIPMENT

All plant and equipment is kept on our asset register

Testing and tagging reviews are as required under state laws in each state. Records are centrally maintained for all staff to freely access.

Training is provided and recorded for all staff.

Risk assessments can be initiated by any staff member.

STAFF MAKE UP

Management	1
Sales	2
Admin	4
Accounts	3
Technicians	48
Total	58

KEY NATIONAL STAFF

CEO	Richard Matthews
CFO	David Hutchison
State Manager QLD	Mick Atholwood
State Manager VIC, SA, TAS	Chris Todd
State Manager WA	Joe Burke
Service Manager NSW	Ben Denyer

RECRUITMENT POLICIES



- As part of our due diligence for recruitment Tecair check references, qualifications and licenses.
- Pre-employment medicals or drug / alcohol testing is not conducted. It is a condition of employment that this is a possible request of staff.
- All new employee's are safety inducted.
- Training requirements are documented and as completed, recorded for future reference.

APPRENTICES

Tecair currently has 6 staff undertaking apprenticeships and is an active promoter of these programs.

AWARDS

Tecair's staff work under the following three modern awards:

1	Electrical, Electronic and Communications Contracting Award 2010 Applies to our technicians
2	The Clerks Private Sector Award 2010 Administration staff
3	The Commercial Sales Award 2010 External sales people.

SUPERANNUATION

All staff superannuation payments are kept current. Evidence is available on request.

REDUNDANCY FUNDS

Tecair contributes to redundancy funds in Victoria only.

INDUSTRIAL RELATIONS

Tecair is compliant with the National Code of Practice for the Construction Industry and the Australian Government Implementation Guidelines. A compliance letter is available on request.



DISPUTES HISTORY

Tecair have had zero disputes and zero time lost to industrial disputes to date.

SITE ALLOWANCES

Additional site allowances are catered to for all projects where these conditions are available prior to Tecair quotations being submitted. The internal process for ensuring payments is that contractual arrangements are sent through to our accounts and payroll department to ensure compliance for specific site works.

WHS MANAGEMENT

All Tecair staff are inducted for safety.

- A copy of our WHS guidelines are available on request. This includes our return to work program.
- Tecair does prepare site specific safety documentation.
- Tecair's WHS policies are not 3rd party certified.
- All staff have WHS meetings every 90 days.
- Tool box meetings are every 4 weeks.

- First aid currency is recorded for each Tecair location.
- Records for all OHS are maintained on the company intranet for all time lost and near misses which all staff can access.

Year	2017
Number of treatment cases	4
Number of restricted work day cases	2
Number of lost time injuries	2
Number of fatal injuries	0
Total recordable frequency (hours)	12
Total recordable frequency (days)	1.5
Lost time injury frequency (hours)	59,280
Number of worked man hours	118,560
LTIFR (lost time injury frequency rate)	17
MTIFR Medical treated injury frequency rate	34

ENVIRONMENTAL MANAGEMENT

- Tecair has a documented Environmental plan which is part of staff inductions.
- Environmental issues are reviewed every 90 days by all staff as part of Tecair's WHS meetings.
- Tecair's Environmental Management plan is not 3rd party certified.
- Tecair does prepare site specific environmental plans.
- Tecair has no warnings, breaches, fines or prosecutions for any environmental matter.

QUALITY MANAGEMENT SYSTEM

- Tecair has a documented Quality Management plan.
- Tecair's Quality Management plan is not 3rd party certified.
- Tecair does prepare site specific environmental plans.
- Copies of our Quality Management Plan is available on request.



1300 247 266

tecair.com.au



Got a problem?

We **own** it
We **save** it
We **tech** it