

## After Sales Support

Hedweld provides the following After Sales Support Services:

### 1. Commissioning, Training & Installation

#### Getting the most out of your Trilift® products

Hedweld manufactures and supplies the Trilift® range of technologically advanced products specifically designed to assist with the removal, installation and handling of components on mining and heavy earthmoving vehicles.

Our Trilift® specialised maintenance tooling has given mining companies the ability to achieve best practice by increasing safety and efficiency in mining workshops world wide.

Investing in this specialised tooling is great, but commissioning and training are as equally important to ensure that this tooling is utilised safely and to its full potential. Commissioning and training can be carried out by an authorised technician. Onsite training consists of both classroom theory and workshop practical training and assessment. Certificates of Competency are provided to participants upon successful completion. **Ask us for a quote.**



Hedweld Field Service Team - onsite commissioning and training at Grupo Mexico

#### Safe-Away® Onsite Installations

The Safe-Away® designed and manufactured range of ladder and stair access systems offer improved safety for maintenance and operational personnel accessing and egressing mining and heavy earthmoving equipment. Access solutions are available for most makes and models of truck, dozer, loader, grader, scraper, shovel, excavator and drill rig.

Due to the many variations in mobile fleet designs, site specific configurations, deck heights and mount points we recommend you have the Hedweld Field Service Team provide Onsite Installation.

While performing an Onsite Installation our highly skilled team can train your maintenance personnel in the:

- ✓ diagnostics and data logging set up for the Incab Controllers
- ✓ pressure setting for hydraulic Power Packs, and
- ✓ provide tailored instructions for future installations.

**Speak to your Product Support Representative for a quotation.**



## 2. Troubleshooting

At Hedweld we have designated Managers to help you troubleshoot any issues with commissioning, training, installation or performance.

Sales Support	Trilift® & Safe-Away® After Sales
Peter Finch Business Development Manager - Mining  0488 400 122	Garth Burns Product Support Manager  0458 740 005

## 3. Onsite Audit Reports

If you are an existing Hedweld customer we can provide comprehensive Onsite Audit Reports on your equipment. Whether these are Safe-Away® and/or Trilift® products it is our aim to ensure your Hedweld equipment is in optimum working condition.

**When was your existing equipment last audited?**

## 4. Onsite Field Servicing

At Hedweld we want you to get the most out of your investment, so our Safe-Away® and Trilift® products are supplied with ongoing **preventative maintenance schedules**. These include daily, monthly, quarterly and annual checklists to make sure your equipment keeps running smoothly.

**The Hedweld Field Servicing Team can provide your site with ongoing preventative maintenance support.**

Hedweld have inducted Field Service Technicians with fully equipped vehicles who can provide;

- ✓ **preventative maintenance,**
- ✓ **breakdown repairs, and**
- ✓ **onsite installations**

on all Safe-Away® ladder & stair access systems and all Trilift® component handling products.

**Contact our team today.**



## 5. Spare Parts & Manuals

Hedweld's Spare Parts Interpreter is able to assist you when ordering the parts you need.

It is our commitment to customers that spares in stock will be dispatched the same or next day, on your transport.

Hedweld also have spare parts available in our Mackay, QLD branch to ensure customers in that region obtain parts quickly.

If you require an electronic copy of an Operating Manual these can be ordered through Spare Parts.

**Spare Parts can be contacted from Monday to Friday** via:

email at [spareparts@hedweld.com.au](mailto:spareparts@hedweld.com.au) or phone Spare Parts on (02) 6574 0042.

### Critical Spares

When you need to maintain or repair your Safe-Away® and/or Trilift® products it is important that you have critical spares available in your store. Our helpful team can assess your equipment and provide you with a list of critical spares. We design and manufacture our equipment to minimise the variations of parts required onsite.



## 6. Safe-Away® Service Exchange

### Hedweld can also offer Service Exchange on Safe-Away® Power Packs

A Service Exchange Power Pack will allow you to keep your mobile fleet equipment operating and reduce downtime while our team does the testing, analysis, quote and repair work.

The benefits of Service Exchange are:

- quick turnaround times,
- decreased machine downtime,
- lower maintenance costs.

The Service Exchange offers like for like exchange. It is really that simple. **Speak to your Product Support Representative to find out how.**

## 7. Offsite Servicing & Repairs

Please contact the Safe-Away® or Trilift® Product Manager to book in your offsite repair work.

There are two locations where your Hedweld equipment can be serviced. **Hedweld at:**

**Mt Thorley Branch** - 5 Thrift Close, Mt Thorley NSW 2330

**Mackay Branch** - 37 Enterprise St, Paget QLD 4740



## Your After Sales Support Team at Hedweld

NSW branch Service & Repair	QLD branch Service & Repair	Spare Parts	All Purchase Orders
Jordan Bamford 0427 740 017	Paul Cowen 0407 925 189  Luke Stone 0428 400 552	Shane Dawson 02 6574 0042  spareparts@hedweld.com.au	Please email all purchase orders to enquiries@hedweld.com.au  fax 02 6574 0099



Visit [www.hedweld.com.au](http://www.hedweld.com.au) and use the 'Search by OEM Vehicle' to discover which other innovative Hedweld products will improve the safety and efficiency of your fleet maintenance.

# Hedweld Hire

## 8. Trilift® products now available for hire

Looking for world leading maintenance support equipment but don't have the CapEx to buy right now? Hedweld are recognised as the world leaders in the manufacture and supply of maintenance support equipment. The Trilift® range is specifically designed to assist with the removal, installation and handling of components on mining and heavy earthmoving equipment. Components such as wheel motors, tyres, hoist cylinders, final drives, transmissions, differentials, belly pans and hub and strut assemblies can be safely handled using our Trilift® component handling products.

### Safety Benefits & Productivity Gains

Hiring Trilift® products will:

- Provide a safer working environment for all maintenance staff to assist mine maintenance workshops achieve zero harm.
- Eliminate the need for dump body removal.
- Eliminate the need to work under suspended loads.
- Allow all bays in the workshop to be utilised to maximise workshop efficiencies.
- Reduce the number of personnel required to perform maintenance tasks freeing up labour for other duties.
- Decrease the maintenance time for your equipment. This means that your equipment will be spending less time in the workshop and more time moving overburden and mineral.

Hedweld Hire gives you the option of short (minimum 1 month) or long term contracts to:

- try our products prior to purchasing and experience the productivity gains for yourself, or
- have your existing Trilift® equipment factory reconditioned.



Belly Pan Hoist



Transmission Hoist



Cat 797 Transmission Hoist



VWT XC30 and Universal Large Wheel Motor Jig



Jack Stands 100T & 300T



TH15000 Workshop Tyre Handler

See our innovations in action on

[www.hedweld.com.au](http://www.hedweld.com.au)

or on [youtube.com](https://www.youtube.com) - search for Hedweld