

CUSTOMER CARE

Superior service and support





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SUPERIOR SERVICE AND SUPPORT COME AS STANDARD FEATURES

At Sullair, reliability doesn't stop with our quality products which are designed and built to last.

Reliability is the support we offer after purchase. Reliability means you get a technician on the phone, or on-site, wherever and whenever you need. Reliability is us taking the initiative to ensure every one of our products is performing at maximum efficiency – helping you achieve your business goals.

Your success is our success. That's why we're proud to offer a range of Customer Care services for all makes and models,

around the clock and nationwide. Installation, commissioning, routine and programmed maintenance, refurbishment, 24/7 breakdown services, on-site or on-line training – desert backroads to city streets, we match our service to your requirements. Business prevention always trumps cure, we'll even help you evaluate, monitor, and manage your compressed air system, so you're running smarter, always.



OUR BRANDS

SULLAIR

The name you can trust.



If your business runs on compressed air, then you need a reliable compressed air supplier. A company that understands the local conditions, goes above and beyond to solve even the most complex of problems, and helps you retain your competitive edge with smart new technologies and bright ideas.

Sullair is that business. Over the half-century we've been operating, we've been proud to support Australian industry across fields as diverse as mining, farming and healthcare.

We see ourselves not just as your supplier, but also as your partner – a proudly Australian operator backed by our international parent company Hitachi. Your success is our success. So if you can't do without compressed air, let's have a chat about what we can do for you.

CHAMPION

Superior components, customer service, efficiency and reliability even in the harshest environments on Earth.

Four reasons why Champion is one of the highest-rated air compressor brands in Australia.



DESIGNED FOR AUSTRALIAN CONDITIONS

Tropical North to desert centre and frosty extremities – no one on Earth knows harsh and varied environmental conditions like Australians. That's why it has been designed and engineered to suit Australian conditions.

OUR POINT OF DIFFERENCE



Customer support

FULL SUPPORT, NO WORRIES

When you buy a Sullair compressor, you're not just buying a compressor.

You're buying the peace of mind that comes with a national support team, including seven local offices, GPS-tracked mobile service vans, instructor-led and online training, plus the expertise of our technicians, who are factory trained using the latest tools and diagnostic techniques to ensure the optimum service of your compressor. So if anything ever goes wrong, or if you simply want to make sure that you're getting the most out of your compressor, just call **1300 266 773**. We've got you covered.



Reduced life cycle costs

DRIVING PRODUCTIVITY UP, AND ENERGY COSTS DOWN

We know energy efficiency is important to you; it's important to us, too.

Compressed air systems now make up 10 per cent of total industrial electricity use in Australia, and the cost of electricity continues to rise.

There is nearly 75 per cent of the life cycle cost of an air compressor in energy. This is why we've designed our Sullair compressors and air ends to deliver optimum efficiency over their life cycle.



Air End Warranty

SO RELIABLE, WE'LL GUARANTEE IT

At Sullair, we don't take your trust in our products lightly.

So we're prepared to back everything we do 100%, or we don't do it at all. Because we're constantly fine-tuning how we can best deliver trouble-free air compression, we're happy to extend our standard 2-year Air End Warranty to 5-years or 10,000-hours when you follow our service plan. That way our confidence can rub off on your business.



Customer Care Programs

REGULAR HEALTH CHECKS - NO APPOINTMENT NECESSARY

At Sullair, we understand the impacts downtime can have on business.

Thankfully, it's largely preventable. By helping you keep your vital air-supply running at optimum efficiency, we can eliminate stoppages before they become problematic. Our Support Programs are designed to ensure your compressor is kept running at its optimum efficiency, saving you thousands each year. We do it for an agreed fixed price so there are no unwelcome shocks to your system.



Spare parts

STELLAR SPARE PARTS AND PREMIUM ACCESSORIES

Don't compromise your business with sub-par parts and inexperienced service technicians - they'll only cost you more in the long run.

Our staff exclusively use Sullair recommended accessories and genuine spare parts for years of reliable, trouble-free performance. We also stock everything in our national warehouse and satellite hubs so we can service you quickly and efficiently. All so we can minimise your downtime and get you back up and running promptly.





PARTNER CARE

Sign up for Partner Care and receive economical fixed pricing, scheduled servicing on time, when due.

Partner Care provides economical fixed price servicing for all compressors.

- Economical pay-as-you-go servicing
- All parts, labour and consumables included (conditions apply*)
- Compressor system serviced on time to required schedule
- Combine with extended warranties for the ultimate cover.

*Contact Sullair for full terms and conditions



Combine our economical Partner Care fixed price servicing with a 10 year Titanium or 5 year Platinum warranty to ensure your compressor maintenance needs are met on time, every time.

AIRLINX

Real-time monitoring for real peace of mind.

Managing a business is hard enough without the added stress of worrying about how your equipment is running. That's why the AirLinX Plus plan offers advanced remote monitoring to give you the confidence that everything is working properly.

You'll see data logged at 10-second intervals across a range of sensors, with up to three years of operational history to help spot trends over time. That means any problems can be solved well before they cause a breakdown. All so you can focus on what counts: building your business

AirLinX™ Plus

PRODUCTS & SERVICES

GENUINE PARTS & SERVICES

Sullair's success comes from our quality parts, excellent design and exceptional features that keep your investment going, year after year.

Our team of engineers work hard to make sure everything we design delivers a reliable, energy-efficient performance, whether that's our units themselves or the air dryers, filters or moisture separators you use with them.

We also like to be prepared – if or when the time comes for a repair, you can trust us to use only genuine Sullair replacement parts to get your machine back to performing at its best.

END-TO-END SUPPORT

At Sullair, we're in the business of helping your business run reliably.

Which is why we provide 24/7 service and support nationwide, no matter which compressor make or model you own.

You can count on us to be your partner, whether you run a mining operation in the

Pilbara, a manufacturing plant in Melbourne, or a panel shop in Mackay. Our expert technicians are thoroughly trained and fully equipped to keep your investment performing and your business humming – any day, any time.

THE SULLAIR AIR END EXCHANGE SERVICE

The Sullair Air End Exchange Service offers you two options if your air end needs work.

It can be removed and returned for assessment at one of our four rebuild centres in Australia, where you can always trust us to tell you how long it will take and how much it will cost.

Or you can 'trade' it in for a new or refurbished, off-the-shelf air end at your local Sullair service centre – a quicker option that means less downtime for your compressor. Give us a call if you need help deciding which decision is right for you.





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*With our policy of continuous improvement, we reserve the right to change or discontinue at any time, specifications or designs without notice. Note: All images are for illustration purposes only. E&OE