

# Services

Trusted to keep your operations moving



NHP



# NHP Services

## Trusted to keep your operations moving

When you've invested in NHP technology, you've chosen a trusted partner in power distribution, automation, and intelligent energy solutions. With more than 55 years of experience and a footprint that spans Australia and New Zealand, NHP is proud to support every customer, in every region, with expert local service.

From critical infrastructure to commercial facilities, NHP has built a reputation as a long-term leader in electrical and engineering services. We're more than a product supplier—we're your service partner for the full lifecycle of your system.

Whether you're operating advanced automation networks or managing the demands of a growing facility, maintaining performance, compliance and safety over time takes more than just quality products, it takes dedicated, ongoing support.

That's where our service solutions come in.

## Getting the best from your investment

At NHP, we don't just deliver state-of-the-art products—we help you maximise the value of your investments from day one. Working with over 40 leading global partners, we offer access to more than 20,000 marketed product lines, and tailor them to the unique needs of the Australian and New Zealand market.

Our in-house teams of engineers, technicians and local experts configure, test, commission and support your system from day one – and continue to work with you long after the install is complete.

Whether it's EV charging, emergency lighting, switchgear, or energy management, this document gives you the tools to:

- Extend the life of your equipment
- Maintain compliance and safety
- Reduce downtime and risk
- Improve efficiency and performance

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NHP provides dedicated support for Rockwell Automation products through a separate service pathway. This includes access to Rockwell's global lifecycle services network, available through NHP.



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Looking for Rockwell Automation Services?  
This guide covers service solutions for NHP's Power and Intelligent Energy portfolio.  
For support, servicing, and lifecycle management of Rockwell Automation systems,  
please refer to our Automation Services Guide or scan this QR code.





# How NHP services can support you

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## Choose the services that match your needs, your product, and your operations.

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Smart servicing isn't just about maintenance—it's about planning ahead. With the right support in place, you can:

- Reduce unplanned downtime
- Extend the life of your equipment
- Avoid surprise costs
- Turn servicing into an OPEX-managed investment
- Stay ahead of obsolescence risks

Whether you prefer on-demand help or full lifecycle coverage, NHP gives you flexible options to support your systems now and into the future. Some services are part of our Total Care Package, while others are available as needed.

Throughout this catalogue, you'll find which services are available for each product family.

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SERVICE TYPE	DESCRIPTION
 Total Care Package	Full lifecycle support agreement including servicing, extended warranty & more
 Inventory support	Tailored stock planning, parts sourcing and delivery options to reduce downtime and support critical maintenance
 Retrofits	Engineered solutions and upgrades that modernise existing infrastructure
 Extended Warranty	Warranty extensions tied to regular servicing with TCP coverage
 Commissioning	Onsite installation, setup and testing to ensure safe, reliable system operation from day one
 Modernisation & Migration	Audit, assessment and upgrade paths (e.g. EV readiness, power quality)
 Training	Product training and handover workshops for your team



# Total Care Package

## Proactive service, extended warranty, ongoing peace of mind

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You've invested in reliable NHP technology—now ensure it stays that way.

The Total Care Package (TCP) is available exclusively to existing customers and is designed to help you get the most from your equipment with tailored, ongoing service and extended protection. It's more than a maintenance program; it's a complete lifecycle support solution.

Whether purchased at the time of commissioning or added later, the sooner your TCP begins, the sooner you will benefit from its full coverage and extended warranty.

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### Why service your equipment?

Electrical equipment is a critical asset in your operations. Without regular servicing, even the best technology can degrade, leading to:

- Unexpected failures
- Costly downtime and repairs
- Compliance and insurance risks
- Reduced operational lifespan

Proactive, documented servicing not only improves reliability, but it also supports warranty claims and insurance processes in the event of electrical faults.

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### What's included in the Total Care Package?

Each TCP is tailored to your site and product mix but always includes the essentials that keep your system running at its best:

- **Scheduled Service Visits:** Scheduled on-site inspections and preventive maintenance, performed to manufacturer specifications by qualified technicians.
- **Qualified, Trained Technicians:** All service staff are trade/tertiary qualified and trained by our global vendor partners before working on any system.
- **Extended Warranty – Up to 7 Years:** Each completed service under a TCP adds 12 months to your warranty—from 5 to 7 years total, depending on the product.
- **Project Management:** Every TCP includes a dedicated NHP project manager to oversee the full term of your agreement.
- **National Service Network:** Our service technicians, project engineers, and inventory hubs are located throughout Australia and New Zealand. We come to you, wherever you are

#### OPTIONAL ADD-ONS

- **Local Stock Holdings:** Option for fast-access replacement components with extensive regional inventory across AUS/NZ. This can be housed on your site or NHPs warehouse
  - **Service Level Agreements (SLAs):** Optional SLAs for critical operations ensure defined response times and guaranteed uptime targets.
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### Total Care Package Product Coverage

The Total Care Package currently applies to the following NHP product families:

ACBs (Air Circuit Breakers)



EV Chargers



Power Quality Units



Changeover Switches



Medium Voltage Equipment



Emergency & Exit Lighting



### Fast Facts



#### One Service = One Year of Warranty

Each TCP service visit adds 12 months of warranty (max 7 years for ACBs).



#### Local Support, National Reach

With more than 20 branches and over 800 staff across Australia and New Zealand, help is never far away.



#### Protect More Than Your Equipment

Documented servicing helps validate warranty and insurance claims in case of electrical failure.



#### Built Around Your Site

No two facilities are the same – your TCP is tailored to match your operations, risk profile and maintenance windows.

More product groups may be added in the future.  
Speak to your local NHP representative to check availability for your installed systems.

# Air Circuit Breakers



## Protect your people, assets and uptime with certified Terasaki ACB servicing

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Terasaki Air Circuit Breakers (ACB) are built for critical environments, from data centres to industrial plants and commercial switchboards. These high-performance breakers protect against overloads and short circuits, and like any safety-critical asset, their reliability depends on regular, expert servicing.

As Terasaki's exclusive authorised service partner in Australia and New Zealand, NHP offers certified maintenance, repair and retrofit services to keep your ACBs running safely and efficiently—and to help you avoid the high cost of unplanned outages.

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### Why service your Air Circuit Breaker

Modern ACBs include complex electronics, programmable trip units, and advanced mechanical systems. Without regular servicing they can degrade over time, putting your people, equipment and compliance at risk.

Common issues from poor maintenance:

- Reduced fault protection and instability
  - Unexpected shutdowns and process disruption
  - Higher repair and replacement costs
  - Increased risk to site personnel
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## NHP service options

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### Certified by Terasaki

We are the **only** authorised Terasaki service partner in Australia and New Zealand. Our technicians are trained directly by the manufacturer and follow best-practice procedures in line with OEM standards.

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### Commissioning

We can assist with installation, configuration, testing and documentation, ensuring your ACB is correctly set up and ready for critical operation.

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### Local Expertise

Our service technicians are based across Australia and New Zealand, backed by local repair centres, spare parts, and support when and where you need it.

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### Flexible Service Options

You can choose one-off maintenance, retrofits, or full lifecycle support via a tailored Total Care Package.

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## Total Care Package

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NHP's Total Care Package gives you structured support to protect your investment and extend the life of your Terasaki ACBs.

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### What's included

- ✔ Annual predictive and preventive maintenance
  - ✔ Warranty extension up to 7 years total
  - ✔ Optional emergency replacement ACBs (on-site or NHP-held)
  - ✔ Priority access to technical support
  - ✔ Dedicated project coordination and service management
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### Note

Existing Terasaki ACBs can be inspected for TCP eligibility—ask us how to turn your current maintenance into long-term coverage.

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# Air Circuit Breaker Retrofits

## Modernise your switchboard without major replacement costs

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NHP provides engineered retrofit solutions to upgrade existing Terasaki ACB s or other brands, helping you improve safety, functionality and compliance, while saving time and cost. Our retrofit solutions are also available for other NHP distributed brands and products. All retrofits are designed to relevant AU/ NZ standards and verified to match or exceed original breaker performance.

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### Benefits

- Upgrade without full switchboard replacement
  - Fast installation and minimal downtime
  - Up to 80% cost savings vs. full board replacement
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## Upgrade options

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Enhance the safety and intelligence of your ACB infrastructure with optional Terasaki upgrades:

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3C Temperature Monitoring	Predict failure before it happens with condition-based monitoring of conductors, contacts and connections. Reduce fire risk, integrate with SCADA/BMS, and extend asset life.
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TemRack iR – Remote Racking System	Perform safe ACB isolation with zero operator contact. TemRack iR eliminates arc flash risk during racking by allowing remote-controlled breaker movement – no PPE required.
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## Fast Facts

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Authorised Terasaki ACB servicing only



Retrofits backed by 12-month warranty and 10-year parts availability



Fast turnaround and minimal disruption



Fully documented, switchboard standards-compliant service

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# Transfer Switching Equipment



## Ensure reliable power transfer with expert Socomec servicing and support

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Socomec is a trusted global leader with nearly 100 years' experience in power switching solutions, specialising in robust, reliable transfer switches critical for hospitals, data centres, commercial buildings, and industrial sites.

NHP is proud to be your local authorised partner for Socomec Transfer Switches, offering full lifecycle services from commissioning to maintenance, retrofitting, training, and tailored service agreements.

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### Why service your transfer switch

Transfer switches often operate silently in the background but when power fails, their performance is vital to business continuity. Proper commissioning and regular maintenance help ensure:

- Guarantee reliable operation during outages
  - Extended equipment life and efficiency
  - Ensure compliance with regulations and insurer requirements
  - Minimise downtime and reduce operational risk
  - Access modernisation to keep pace with technology advances
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## NHP service options

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### Commissioning

We can assist with installation, configuration, testing and documentation, ensuring your transfer switch is correctly set up and ready for critical operation.

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### Maintenance

Annual or as-needed inspections include wiring checks, firmware updates, operational testing, and detailed reporting—recommended annually or during generator tests.

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### Emergency Support

Rapid onsite troubleshooting, repairs, and replacements are available when you need them, supported by "Back-to-Base" fault diagnosis and expert advice.

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### Retrofit and Upgrade Options

Modernise your system with upgrades such as:

- Manual to automatic switch upgrades
  - Logic control enhancements
  - Firmware and controller replacements
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[Contact NHP to discuss retrofit availability for your specific equipment](#)

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**Total Care Package**

Our comprehensive Total Care Package bundles preventive and corrective maintenance, spare parts, technical support, and extended warranties, customised to your site’s needs.

**What's included**

- ✓ Annual servicing to maintain peak performance
- ✓ Warranty extension up to 5 years total\*
- ✓ Priority access to spare parts and emergency replacement equipment
- ✓ Dedicated project management and technical support

\*WARRANTY INCLUDES 1-YEAR PRODUCT WARRANTY PLUS UP TO 4 YEARS EXTENDED THROUGH ACTIVE TCP



**Fast Facts**



NHP is the authorised Socomec transfer switch service partner for AUS and NZ



Full lifecycle service: commissioning, maintenance, retrofits, training, and support



Total Care Package offers warranty extension and cost-effective, peace-of-mind service agreements



Back-to-Base fault diagnostics available for remote support

# Electric Vehicle Chargers



## Service and support for safe, reliable charging—now and into the future

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NHP supplies and supports Delta’s industry-leading Electric Vehicle (EV) charging range, designed for residential, commercial, and industrial environments. From fleet depots to hospital car parks, these smart chargers deliver fast, reliable power, and like any connected system, they require expert commissioning and ongoing maintenance to stay at their best.

As Delta’s official distribution partner across Australia and New Zealand, NHP offers full lifecycle servicing and support, including audits, commissioning, maintenance, training, emergency response and structured care packages.

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## EV Readiness Audit

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Before installing EV chargers, it’s critical to ensure your site can support the additional load.

NHP’s EV Readiness Audit is a comprehensive one-week site assessment, ideal for high-traffic locations like hospitals, retail centres and multi-level car parks. We analyse your electrical system to help you:

- Understand your site’s available power capacity
- Avoid tripping circuits during peak demand
- Determine charger quantity, type and load management needs
- Identify optimal charger locations
- Plan compliant, future-ready infrastructure

You’ll receive a detailed technical report with actionable insights and a solution roadmap tailored to your site. It’s the smart way to avoid costly oversights and futureproof your EV strategy.

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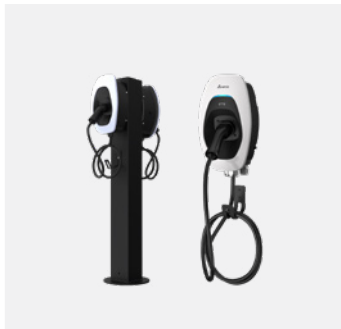


**Why service your EV chargers**

EV chargers are a long-term investment—and like any critical asset, they need regular attention to perform at their best. Preventive servicing not only improves reliability but also supports safety, compliance and long-term value.

With scheduled servicing, you can:

- Extend charger life and avoid costly repairs
- Reduce downtime and keep charging available when it matters
- Ensure safe operation for users and site staff
- Maintain accurate load balancing and billing connections
- Stay up to date with software, firmware and compliance standards
- Proactive servicing helps protect your investment and keeps your EV infrastructure ready for the road ahead.



**Fast Facts**



Authorised Delta EV charger servicing in AUS & NZ



EV Readiness Audits prevent overloads and installation delays



Total Care Package includes warranty extension and technical support



Services include commissioning, annual servicing, repair, and modernisation



Emergency support and remote diagnostics available

## Commissioning

### NHP provides

#### Get it right from day one.

Proper commissioning ensures your EV chargers are configured safely and correctly.

- ✓ Installation support to manufacturer specs
- ✓ Firmware updates
- ✓ Connection to billing systems and load management platforms
- ✓ Handover documentation for operators and end users

## Maintenance and Repairs

### NHP provides

#### Scheduled or on-demand – your choice.

Regular maintenance reduces faults, extends equipment life, and keeps you compliant with AS/NZS 3000.

- ✓ Annual inspections (error log review, cable condition, firmware, filter checks)
- ✓ On-demand repairs
- ✓ Remote diagnostics for connected systems
- ✓ Emergency on-site troubleshooting across Australia and New Zealand

## Total Care Package

### NHP provides

#### Structured support that extends life and protects investment.

NHP's Total Care Package offers long-term peace of mind, starting with commissioning and continuing through annual servicing.

- ✓ Annual service and firmware updates
- ✓ Network and billing system verification
- ✓ Remote troubleshooting and local response
- ✓ Spare parts and replacements
- ✓ Warranty extension – up to 5 years total

Already installed EV chargers? Ask us about TCP eligibility and turning your existing maintenance into a structured support plan.



# Power Quality Equipment



## Reliable support for your energy management and power quality systems

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Maximise site performance with expert support across power quality systems.

Power quality issues can silently impact your entire operation, causing downtime, damaging assets, and increasing energy costs. Whether you're maintaining existing equipment or planning upgrades, NHP offers specialised services to help you identify, manage, and improve your site's power performance.

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### Power quality asset support

We support a wide range of power quality assets, including:

- Power Factor Correction (PFC) migration strategies
- Active Power Filters (APF)
- Static VAr Generators (SVG)
- Total Power Factor Correction (TPFC) systems
- SMART eBox metering and dashboards

These systems help you monitor, control, and improve energy consumption and power quality—reducing costs, increasing efficiency, and protecting your assets.

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### Why service your power equipment

Power quality issues can cause unexpected equipment failures, downtime, and increased operational costs. For example, high harmonic distortion can lead to nuisance tripping or damage to sensitive electronics. Proper maintenance and monitoring prevent these problems, improving reliability and compliance while reducing potential fines or penalties from your energy provider.

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The audit is offered at a fixed price per monitored circuit or site area. Customers who proceed with recommended upgrades or service packages will be eligible for a discount – contact NHP for full details.

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## Power Quality Audit

Understanding your site’s power quality is crucial to prevent downtime, equipment damage, and unexpected costs. NHP’s Power Quality Audit involves installing monitoring equipment on-site for up to one week to collect detailed data on your electrical system’s performance. This comprehensive assessment is ideal for any facility using NHP’s distributed brands or existing power infrastructure.

Our audit will help you to

Measure voltage, current, frequency, harmonics, power factor, electrical noise, and energy demand

Identify power quality issues such as nuisance tripping, harmonic distortion, electrical noise interference, and load imbalances

Pinpoint causes of electrical inefficiencies and potential risks

Receive expert recommendations to improve energy efficiency, reduce downtime, and extend equipment life

Explore tailored solutions including power factor correction (PFC), harmonic filters, and advanced noise mitigation technologies

After the monitoring period, you’ll receive a detailed report with clear insights, actionable recommendations, and options for upgrades or retrofits to optimise your power quality and lower your operating costs.

## Commissioning

Get your power quality equipment working as intended from day one.

NHP offers complete commissioning for new or upgraded systems. Our certified technicians will install, configure, and test your SVG, APF, TPFC or SMART eBox systems to ensure optimal operation.

What's included

- ✔ Onsite verification of installation
- ✔ Firmware updates and integration with site systems (SCADA/BMS)
- ✔ Functional testing and system calibration
- ✔ Detailed commissioning report and documentation
- ★ Free extended warranty (up to 24 months) on SVG/APF units commissioned by NHP

## Total Care Package

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Peace of mind for your critical power quality assets.

NHP's Total Care Package ensures your power quality equipment stays reliable, efficient, and compliant throughout its lifecycle. From expert commissioning to annual servicing, firmware updates, and priority support, we help you avoid downtime and extend asset life.

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### What's included

- ✔ Annual preventive servicing, including firmware updates, inspections, and error log reviews
  - ✔ Priority technical support and access to genuine spare parts
  - ✔ Warranty extension – up to 5 years total
  - ✔ Flexible plans for new installations or existing systems after a one-time inspection
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## Migration and Modernisation

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Upgrade outdated systems to smarter, more efficient solutions.

If your current Power Factor Correction (PFC) system is over five years old, it may be costing more than it's saving. NHP can help you transition to modern power quality solutions.

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### What's included

- ✔ SVG for dynamic power factor correction
  - ✔ APF for harmonic mitigation and voltage stability
  - ✔ TPFC for combined correction and filtering
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Our Services and Solutions team offers full turnkey migration, including installation, commissioning, and ongoing support. New installations commissioned by NHP can qualify for a 3-year Total Care Package warranty, extendable annually through service.

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Is your equipment eligible for the Total Care Package? Talk to NHP today to assess your current setup and discover how structured servicing can protect your investment and reduce operational risks.

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**Fast Facts**



Power quality audits available for NHP backed systems and third-party installations



Power Quality Audits are fixed-price and performed onsite over 5-7 days



SVG and APF systems come with a free 2-year warranty when commissioned by NHP



Migration options replace aging PFC with next-gen technology



SMART eBox ensures compliance and data visibility



TCP extends system warranty and offers full lifecycle support

# Medium Voltage (MV) Equipment



## Specialist support for your most critical power assets

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NHP supplies, commissions and services medium voltage switchgear and transformers with local technical support across Australia and New Zealand. Whether you're installing new infrastructure or maintaining legacy equipment, NHP ensures your systems are safe, compliant, and built to last.

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### Medium voltage applications supported

- SGC Arc-Killer switchgear (24 kV, 1250 A) – secondary distribution
  - SGC SF<sub>6</sub> gas-insulated switchgear (GIS) – secondary
  - Trafo Elettro oil-immersed and dry-type transformers (up to 36 kV, 7 MVA)
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These systems are engineered for reliability in high-stakes environments, trusted across defence, industrial, commercial, utility and renewable applications. Medium voltage equipment operates at high risk and high consequence. Regular inspection and servicing are essential to ensure:

- Prevention of critical faults, arc flash incidents or catastrophic failure
  - Protection of personnel and site infrastructure
  - Extended asset life and energy efficiency
  - Compliance with Australian Standards (e.g. AS/NZS 2081, 2067, 60076)
  - Validation of warranties and service documentation
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## Commissioning

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Set up for safe, efficient operation from day one.

NHP provides factory certified commissioning services for all MV switchgear and transformer installations.

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### What's included

- ✓ Installation verification against drawings/specs
  - ✓ Electrical testing and functional checks
  - ✓ Arc protection and relay configuration
  - ✓ Firmware updates and safety checks
  - ✓ Final commissioning report and asset register
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**Maintenance**

Preventive inspections and diagnostics tailored to your site. Performed in line with manufacturer specifications and local standards.

- What's included
- ✔ Partial discharge testing and insulation monitoring
  - ✔ Contact resistance and thermal imaging
  - ✔ Oil testing (for Trafo oil-immersed units)
  - ✔ Protection relay testing and settings validation
  - ✔ Switchgear mechanical integrity checks

**Repairs & Emergency Support**

Rapid support when uptime is critical.

- What's included
- ✔ Fault diagnosis and replacement parts
  - ✔ Onsite repairs by qualified MV service engineers
  - ✔ Emergency response across AUS & NZ
  - ✔ Remote support and escalation to OEMs if required

**Retrofits & Upgrades**

Modernise aging infrastructure without full replacement.

- What's included
- ✔ Arc protection retrofits for older SGC CMES gear
  - ✔ Control relay and monitoring system upgrades
  - ✔ Transformer ventilation or enclosure improvements
  - ✔ Integration with SCADA and load management systems









**Total Care Package**

Structured support for safe, reliable long-term operation.  
NHP’s Total Care Package extends beyond basic maintenance, offering you a lifecycle partnership for your MV assets.

What's included	✓ Annual servicing and testing
	✓ Condition monitoring and predictive diagnostics
	✓ Remote support and fault triage
	✓ Spare parts availability and priority replacements
	✓ Warranty extension up to 5 years total

**Fast Facts**

 MV equipment supported: 3.3kV to 36kV	 Installed across defence, utilities, mining and commercial sites	 Services for SGC, Trafo Elettro and third-party systems
 Commissioning, diagnostics, testing and upgrades available	 Retrofits to improve safety, efficiency and monitoring	 Emergency response and remote fault support across AUS & NZ

Already using MV equipment? Ask us about TCP eligibility and how to transition your maintenance into a structured support plan.

# Extended Warranties

## Extra protection when you need it most

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Extend your peace of mind with NHP's extended warranty program—available for up to 5 years on eligible equipment. Get faster response, priority support, and cost predictability over your assets' life.

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### Why extend your warranty

- ✔ Avoid unexpected repair costs
  - ✔ Reduce downtime with priority service
  - ✔ Maintain system performance with ongoing support
  - ✔ Stabilise maintenance budgets
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### What's included

- ✔ Available for switchgear, automation, drives, power quality, and safety systems
  - ✔ Genuine parts, certified technicians, and compliance with manufacturer standards
  - ✔ Flexible coverage options by product and budget
  - ✔ Optional add-on to new installations or existing service contracts
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Speak to your NHP representative to check your equipment's eligibility and explore options that suit your site and goals.

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# Repair Services

## Local repair options for faster service, longer equipment life, and lower emissions

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NHP offers a variety of repair options for our electrical equipment, tailored to your site's needs, operational urgency, and budget. Whether you need a quick fix, a full overhaul, or a swap solution, our Services & Solutions team has you covered.

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## Why repair your equipment

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Repairing your NHP equipment is not just about fixing faults, it's about protecting your investment, reducing waste, and ensuring your site operates safely and efficiently.

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### Benefits

- ✓ Reduced downtime – get back online quickly with minimal disruption
  - ✓ Improved safety – eliminate risks from faulty components
  - ✓ Extended equipment lifespan – repair instead of replace
  - ✓ Lower cost and waste – save money and reduce environmental impact
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## Local expertise you can trust

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All repairs are carried out in Australia by NHP-certified technicians.

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### This means

- Repair hardware stock
  - Local parts availability
  - Adherence to Australian safety and compliance standards
  - Lower freight emissions, helping your business meet its ESG and sustainability goals
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## Flexible support

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Repairs can be offered as a standalone service or included within a broader Total Care Package for long-term support.

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### Need help fast?

Contact NHP today to arrange a repair or speak to us about the best servicing solution for your site.

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## Upskill your team, improve your site

In a changing industry, staying current with safety, technology, and compliance is essential. NHP's training services empower engineers and technicians with the skills they need to support safe, efficient, and future-ready operations. We offer year-round sessions for CUBIC, InFocus, and EngSpace training, and can also provide tailored sessions to help your team get the most from your new products.

### Why train with NHP?

- ✔ Build internal capability and confidence
- ✔ Support compliance with industry standards
- ✔ Improve safety, reduce risk
- ✔ Boost productivity and staff retention

### What we can offer

- ✔ Delivered by qualified, industry-trained instructors
- ✔ Flexible formats: online, in-person, or at your site
- ✔ Customisable to suit your asset types, roles, and experience levels



From one-off sessions to structured learning programs, NHP can help you turn training into real operational advantage. Contact us today to build your training plan.

# The NHP Partnership

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Trusted to keep your operations moving, NHP combines almost six decades of local expertise with a vast product range and full lifecycle services. Our nationwide teams deliver fast, tailored support—bringing global technology and local know-how together to optimise your operation's performance and reliability.

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## The Power of Choice

With 20,000+ marketed lines and services that span the full project lifecycle, we give you the flexibility to choose what works best for your operation



## The Power of Local

With over 20 locations and 800+ staff across Australia and New Zealand, we offer fast, local service backed by industry expertise and local stock holdings.



## The Power of Global Partnerships

We bring you the world's best technologies through our global network and adapt them locally to meet your exact needs.

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## Industries we strive in

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Australia  
nhp.com.au  
1300 647 647

New Zealand  
nhpz.co.nz  
0800 647 647

