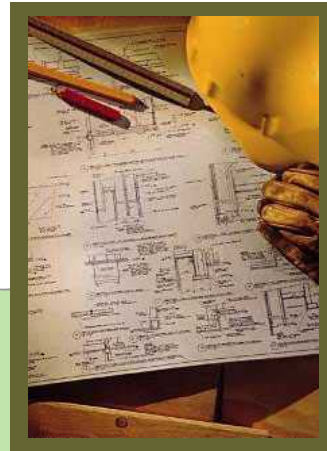


# Hirotec

## facility services & conditioning solutions



Specialised environment conditioning equipment including, precision cooling, chillers and a variety of control technologies



Innovative mechanical engineering and project management solutions for complex environment conditioning requirements



The strategic development, implementation and management of facilities services that match owner, facility and occupant requirements

# why choose hirotec?

Hirotec have been providing building engineering services and equipment for over 30 years. The Group offers a number of value added initiatives to our customer's requirements:

- We offer a team with extensive experience in the management and delivery of all building services conditioning and requirements;
- Our strategy is to deliver the bulk of products and services using in house and allied resources, allowing us to more closely manage cost and performance;
- We can provide a management reporting function specifically tailored to suit present and future requirements; and
- We have many years' experience working in mission critical environments.

The strategy taken by Hirotec in the provision of any service is to adopt an 'Alliance Approach' with our Customers and their representatives. Through the development of an Alliance Management Team, the alignment of goals focused on the success of the project means that all members of the Alliance are motivated towards the interests of the project.

Hirotec offer integrated value added services including, Facilities Maintenance & Management, Project Management, Mechanical Design & Construct Services and the Provision of Specialised Air Conditioning Equipment all undertaken and managed in-house.

We are pro-active in the provision of ongoing advice and recommendations in relation to project requirements in all areas of our business. Whether it be equipment selection and advice, asset and maintenance planning, design considerations, or energy management, all products and services offered by Hirotec add value to customer requirements. This includes our commitment to the development of project specific Quality Management Plans incorporating Environmental Management and Occupational Health and Safety processes linked to our Quality Management System.

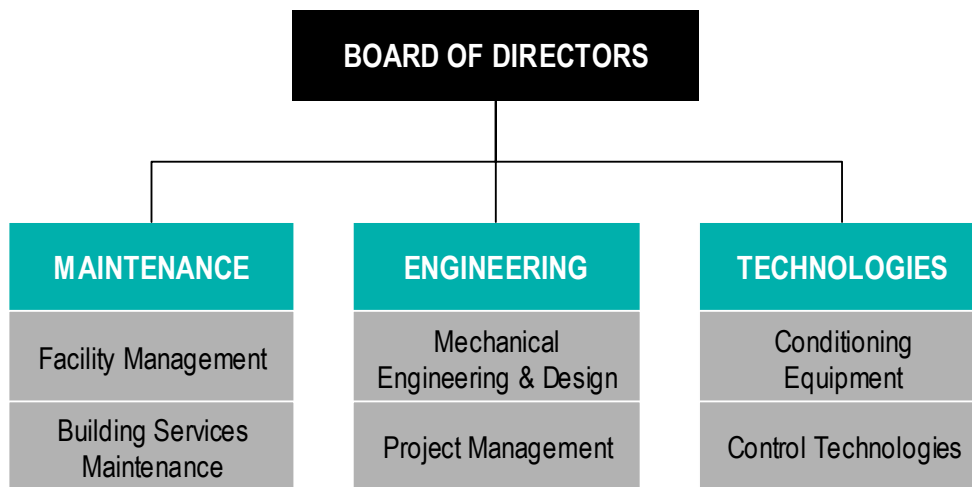
Hirotec is extremely confident in being able to supply all services required by our Customers. We believe the benefits of selecting Hirotec to provide **your** products and/or services can be summarised into six critical points:

- Proven track record within our industry;
- Value added services offered within our Group allowing single point contact;
- Established Quality Management Systems;
- Alliance approach to all project deliverable's – working with our Customer to achieve objectives;
- Wholly owned Australian Company; and
- Successfully trading for over 30 years.

# corporate overview



Hirotec solutions seek to harness the resources within the Group together with alliances formed with specialist service providers and service agents throughout Australia. At Hirotec, we pride ourselves on providing tailored solutions in all service areas, including, mechanical and building maintenance, facilities management, mechanical engineering, design and construct, and the supply of specialised environmental conditioning equipment.



Hirotec's experience has enabled the development of integrated Quality Management Systems incorporating Computerised Maintenance Management System (CMMS), Computer Aided Design (CAD) software, Project Management & Construction, Product Selection, Supply Chain Management, Occupational Health & Safety, and Environmental Management.

Our Quality Management System allows for all business operations to operate more effectively and efficiently in order to achieve value for money for Customers.

All Hirotec personnel have extensive experience in HVAC and building engineering services. Service staff are fully trained to carry out works to relevant Australian Standards covering the inspection, testing and maintenance of building engineering services. Sales personnel have an intimate knowledge environment conditioning equipment and our project management team has designed and managed the installation of commercial and industrial HVAC systems in a multitude of applications.

# achievements

Hirotec has a sound track record of project delivery within agreed time and budget parameters. We have successfully undertaken numerous significant projects for government and private enterprise Customers. Some past and present contracts include:

## HIROTEC MAINTENANCE

NSW Lotteries	Facility Management and Mechanical Building Engineering Services Maintenance of both the Administration and the Data Centre Buildings at Homebush Bay
Sydney Olympic Park Authority	Provision of Facilities Maintenance for all Mechanical and Building Engineering Services on the Site
Coles Supermarkets Australia	Maintenance of mechanical plant within 24 Coles Supermarkets including all 4 Logistics Facilities in NSW
Burger King	Maintenance of mechanical plant within 37 Facilities in NSW & 7 in Victoria
Tricon Restaurants International	Facility Management and Equipment Maintenance in all Pizza Hut outlets within NSW
Telstra Corporate Property Services	Building Engineering Services Maintenance to approximately 350 sites throughout NSW
Totalizator Agency Board (TAB)	Mechanical Maintenance and Minor Capital Works in over 180 sites throughout NSW
IBM St Leonards & Cumberland Forest	Computer Centres & Laboratories
Pihana Internet Exchange Comindico Australia (Nationally)	
Bondi Junction, Ripples Leisure Centre, Chatswood Eye Institute	Medical, Childcare and Leisure Centres

## HIROTEC ENGINEERING

ANSTO	Supply and installation of chillers in Building 22
University of NSW	Replacement of centrifugal chillers in Library facility Supply and installation of co-generation plant
Sydney University	Installation of main chiller plant and 154 fancoil units at Merewether Building
Campbelltown Hospital	Supply and installation of mechanical services to new paediatrics ward and upgrade of main plant room
Liverpool Catholic Club	Supply and installation of mechanical services to new function centre
Wollongong University	Supply and installation of 35 fume cupboards, air conditioning and ventilation
ALDI Supermarkets	Supply and installation of mechanical services to numerous outlets throughout NSW
Telstra	Upgrade of mechanical services to Kent Street Mezzanine including gas suppression system Upgrade of mechanical services to levels 12 and 13 Pitt Street Roberts Road air conditioning and ventilation upgrade Level 9, 231 Elizabeth Street computer room air conditioning upgrade
Eastern Distributor (Moore Park)	Installation of mechanical services and ventilation systems

## HIROTEC TECHNOLOGIES (facilities currently utilising Hirotec equipment)

University of NSW	Advantra	AQIS / Brisbane Airport
ATO	Ausaid	Townsville Hospital
Bondi Icebergs	Defence Services	Crazy Clarkes
Cisco Systems	Department of Registered Transport	Flinders University
Cochlear	Minter Ellison	JP Morgan
COMindico Sydney, T1, and T3 (51 sites)	Parliament House	SAAB ITS
Compuware	RAAF Fairbairn	Environmental Protection Authority (EPA)
Nortel Networks	385 Bourke Street	University of Western Sydney
NSW Treasury	AGL Call Centre	Reuters
Pacific Access	ANZ Melbourne	Sanitarium
Pacific Internet Exchange	Qantas	Sun Microsystems
Telstra	UTS Fairfax	Swiss Credit

# facilities maintenance



Hirotec develop Strategic Maintenance and Operations Plans to match the investment and business requirements of the property, owner and occupants. The plan can comprise a variety of value added services offered by Hirotec.

Management of Maintenance Contracts	Prepare tender documentation; call for submissions; evaluate and report on tender submissions; appoint and manage successful contractor for all building engineering services
Operations Management	Supervise & coordinate the following routine operations: <ul style="list-style-type: none"> <li>▪ Plant operation &amp; performance</li> <li>▪ Service response</li> <li>▪ Periodic inspections of building common areas</li> <li>▪ Tenancy fitout works</li> <li>▪ Security and building monitoring</li> <li>▪ Cleaning and waste disposal</li> <li>▪ Landscaping</li> <li>▪ Security and guard control</li> <li>▪ Pest inspections</li> </ul>
Reporting	Hirotec can consolidate and provide monthly reports as follows: <ul style="list-style-type: none"> <li>▪ Expenditure measures at a variety of hierarchical levels including, contract, facility, and asset</li> <li>▪ Summaries by service, key service performance criteria and key performance indicators</li> <li>▪ Customised reports to suit Customer requirements including, comparative and benchmark reporting – property by property, region by region, dollar per square metre etc</li> </ul>
Records Management	Management of a facility specification register, including existing specifications, drawings and documentation relating to the property – providing information to tenants and contractors as required
Energy Management	Tender the provision of energy, manage energy supply contracts and analyse energy consumption trends
Water Consumption	Assess and monitor water consumption, accounts and provide recommendations on how savings can be achieved
Fitout Liaison	The provision of a tenancy fitout team with advice and access to as installed drawings and coordinate as installed documentation – helping ensure that proposed fitout designs do not adversely impact on the property and that statutory obligations are strictly adhered
Compliance	The management of: <ul style="list-style-type: none"> <li>▪ Environmental audits and action plans</li> <li>▪ All matters relating to Occupational Health and Safety policy</li> <li>▪ Certification of all base building essential services</li> <li>▪ Coordination of certification of all tenancy area essential services</li> </ul>
Building Health & Safety	The regulatory environment in Australia is placing the responsibility for health and safety of anyone that enters a premises on the owner. Owners therefore need professional advice to ensure that all requirements are met and, where required, certification is provided. Current important issues include: <ul style="list-style-type: none"> <li>▪ Inspection and testing of fire safety assets</li> <li>▪ Legionella and bacteria testing, monitoring and maintenance</li> <li>▪ Safe removal of PCBs, asbestos monitoring and maintenance of registers</li> <li>▪ Indoor air quality assessment</li> </ul>
Essential Services	The maintenance, inspection and performance certification of all essential services in accordance with the relevant standards.
Fire & Life Safety	Hirotec manages maintenance programs, testing regimes and training to achieve the highest possible standards in relation to fire and life safety. Our policy is to place greater emphasis on testing of systems and training of people in fire systems.  This includes equipment and system testing, overall inter-system testing and the simulation of many types of fire incidents to ensure that the systems work correctly from the alarm through to the evacuation of the building. The necessary safeguards to prevent false alarms and nuisance evacuations form part of the procedures.
Invoice Administration	Hirotec can receive, verify and pay all contractors and supplier invoices as appropriate, with a consolidated monthly invoice issued to the Customer. Alternatively, supplier invoices can be approved by Hirotec and forwarded to the Customer for payment.

# service provision



facilities  
maintenance

## Alliance Approach

Hirotec's main strategy in delivering our range of repairs and maintenance services is based on meeting the requirements of the specification while providing a variety of value added benefits. Hirotec's methodology to achieve these objectives is based on an 'Alliance' approach with the Customer.

The purpose of an alliance approach is to develop trust and collaboration among the key players in the performance of their work on the project. This is achieved without the threat of sanction or litigation for non-performance, but rather by the alignment of the interests of the parties towards shared goals.

'The Alliance' accepts responsibility and accountability for the performance of the project. The core imperatives in developing and implementing an alliance approach are:

- Early acceptance of the ownership role;
- Provision of an aggressive approach to managing the requirements of the contract;
- Immediate allocation of accountability for service delivery;
- Nomination of the Alliance 'key players' by the Customer and Hirotec to ensure early establishment of agreed objectives and operating procedures;
- Empowerment of key personnel to introduce and maintain a more dynamic, flexible approach to service delivery; and
- Best practice processes can be identified and implemented quickly.

## Commercial Objectives for this Approach

- Flexibility to changing operating requirements as the needs of the Customer changes;
- Lower property maintenance costs and maximised value for money from the dollars spent;
- Better coordination of the support with the needs;
- Management processes operating smoothly at lower cost levels;
- Achievement of optimum reliability and availability of property maintenance services in an environment of rapidly changing circumstances; and
- Contestability of the supply of property maintenance services to ensure value for money.

## Operating Methodology

Hirotec's core 'operating' objective in providing a total facility management solution to the Customer is the reduction of required contractors. This allows Hirotec to manage the level and quality of work performed much closer; giving improved control, flexibility and productivity.

This is due to core building services being performed in-house and any remaining services being undertaken by our select preferred specialist service providers.

Hirotec's alliance approach closely incorporates the Customer in the rollout of any new facilities maintenance and/or management contracts. Our operating methodology incorporates three basic stages:

1. Meet with the Customer and develop a rollout program incorporating issues such as KPI development, establishment of the Alliance Management Team, timeframes etc;
2. All nominated personnel are inducted to site;
3. The development of a Quality Management Plan incorporating quality, occupational health & safety, and environmental management processes; and
4. Usually as part of the site familiarisation process, during initial maintenance routines, a Condition Assessment Analysis (CAA) is undertaken.

The requirement to undertake an up-front CAA is to identify:

- Critical assets and areas of vulnerability (risk) within the facility that must be addressed with the highest priority at all times;
- Recommendations on areas of vulnerability to bring assets back to satisfactory operational levels; and
- Contingency and disaster recovery programs for critical assets so as to ensure all site personnel are familiar with fault rectification procedures in these areas.

Any restoration requirements are recommended for immediate undertaking to minimise future faults and escalating expenditure levels. All recommended restoration and/or upgrade alternatives will be detailed within the CAA for the Customer's consideration. The results of Hirotec's CAA will determine future maintenance requirements and in accordance with that stipulated by the Customer.

A site specific Quality Management Plan is then prepared in accordance with specification, facility, statutory and legislative requirements. The Plan is signed off by both Hirotec and the Customer, and forms part of Hirotec's Quality System documentation.

Within the Quality Management Plan, a detailed maintenance program is outlined indicating timing of maintenance routines, work instructions and safe work method statements on all nominated building services. All maintenance routines are then loaded into Hirotec's CMMS.

Hirotec utilise our well established Customer Service Centre to capture all service calls. The Service Co-ordinator will plan and co-ordinate all service and maintenance activities.

Maintenance works will be assigned to a maintenance team consisting of several service technicians and specialist service providers. Both in-house technicians and specialist service providers will be used on a rotation basis to ensure site familiarisation. The technicians will be under the direct supervision of a Service Supervisor and will be technically supported by the Service Manager.

Our communication objective is to ensure that the Customer has access to a Hirotec representative at all times. This is achieved through the utilisation of our Customer Service Centre for general day-to-day operational issues and the Alliance Team member(s) to monitor project objectives and planning.

# engineering

Hirotec has for thirty years been designing and installing mechanical services in a variety of applications. This includes providing engineering, project management and construction services for:

- Air handling systems
- Clean rooms and laboratories
- Telephone exchanges, data centres and other close control environments
- Refrigeration and ammonia systems
- Dust, gas and fire extraction systems
- Co-generation and reticulation systems
- Smoke management and fire engineered systems
- Specialist filtration and odour control systems

The mechanical services / HVAC industry requires dynamic organisations capable of swift responses to changes in technologies. Hirotec consistently looks to keep abreast of such changes to ensure technological advancements are incorporated into our design, construct, and project management services in an effort to pass benefits onto Customers.

Our mechanical related CAD systems allow designers to vary and optimise a design, including means for the analysis of structural, thermal or other functional consequences of any changes as well as cost implications.

Hirotec has the expertise to offer consulting services spanning a range of tasks and functions including various standards, health and safety, space utilisation, operating relationships and procedures, risk management, critical equipment and finishes. Additionally, Hirotec can provide advice on alternatives in delivery methodology, supply capacity and credential's, contractual instruments, tendering, and procurement.

The above services can include the coordination and control of all design disciplines to ensure compliance with time, cost and quality objectives. Formal review of plans, design and specifications can be undertaken to ensure the adoption of most appropriate cost/benefit options.

Hirotec provides a complete 'end to end' service from advice through design, full documentation, tendering, evaluation, implementation, administration, hand over and training of all HVAC systems implemented. This is supported by ongoing routine and breakdown maintenance throughout the defects warranty period and beyond.

Our engineering division ensures that all works carried out are in compliance with statutory regulations and appropriate standards. At Hirotec we make it our business to ensure the success of any project requiring our involvement and are more than willing to provide ongoing advise and recommendations before, during and after installation ... this is a value added initiative to which we constantly strive to provide.





# project management methodology

Hirotec is committed to delivering all projects on time, on budget and in accordance with the Customers' requirements. These objectives are achieved through the utilisation of two underlying strategies:

1. Ensuring that the project is developed in accordance with business objectives; and
2. Identifying and incorporating the needs and expectations of stakeholders by having stakeholders participate in the process.

Our General Project Management Methodology incorporates our 'Alliance' philosophy with the Customer and can include:

- Project planning
- Research and evaluation of technology
- Scope and design management
- Time management
- Cost management
- Quality management
- Licensing
- Procurement management
- Sub contractor management
- Communication and information management, including online Customer access
- Comprehensive drawing administration and work shop reviews
- Risk management
- Testing and commissioning
- Customer training
- Defects monitoring and warranty administration during the defects liability period
- Detailed maintenance planning
- Asset management

Hirotec uses a structured value management process that seeks to achieve value for money by providing all the necessary functionality, performance and reliability at the lowest total cost consistent with the required level of quality.

# conditioning equipment



Hirotec has been supplying precision cooling equipment to the Australian market for over 15 years. Our expertise in critical areas such as computer rooms, telephone exchanges, and data centres is second to none. We have recently broadened our product range to include quality commercial and industrial chillers together with a variety of control systems and technologies.

Our Close Control equipment is designed with an aluminium profile chassis supported on a stiffened steel base. Panels are constructed from galvanised steel with the entire cabinet epoxy enamel powder coated. All panels are fully insulated with 25mm thick AS1530 rated insulation.

All components incorporated in DAT Air units are designed to international standards including:

- Copeland scroll compressors
- Nicotra forward curved centrifugal fans
- Alfa Laval stainless steel braised plate heat exchangers
- AEG contactors and circuit breakers (DIN rail mounted)
- Carel humidifiers and microprocessors

Hirotec Chillers are a high quality product available in a diverse range of configurations including air cooled and water cooled versions. Capacities range from 4kW through in excess of 1300kW.

Components incorporated in Hirotec Chillers include:

- Heavy gauge galvanised plate steel member frames, finished in powder enamel epoxy
- Copeland scroll, Bitzer reciprocating, or Refcomp screw compressors
- Stainless steel brazed plate evaporators
- Aluminium fin copper tube condensing coils
- AEG contactors and circuit breakers (DIN rail mounted) housed in IP56 weatherproof galvanised sheet steel
- Carel microprocessor with proprietary software

At Hirotec we pride ourselves on offering a complete sales service to mechanical consultants, contractors, and equipment users. This includes advice during the selection process, determining application requirements, and levels of periodic maintenance during the warranty period.

Hirotec's sales coordination team project deliverable's from order acceptance to commissioning and beyond. This is achieved via integrated systems that incorporate product selection, order and delivery tracking, commissioning, and after sales warranty and service.

A minimum quarterly warranty maintenance visitation is required on all Hirotec equipment during the 12 month warranty period. This ensures asset life and identifies potential issues that may affect equipment performance. Warranty and ongoing maintenance plans can be developed to suit customer requirements.

# customer service

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The Hirotec Group is Customer focused and has in place procedures to handle all areas of customer service, accompanied by regular training programs. All staff at Hirotec are required to contribute towards the positive service and commitment to our clients. It is our goal to maintain and fulfil our Customers' requirements and meet all expectations, while at the same time, sustaining profitability.

It is our philosophy to nurture an ongoing relationship with our clients ensuring both parties prosper, develop and profit.

Regardless of whether the employee involvement with Customer service is direct or supportive, each member of the team has an impact on the client's impression of our company.

Any and every contact a client has with our company – written or verbal – leaves an impression. We at Hirotec have a prime directive to ensure that each and every moment of contact is a positive one, thus upholding the organisations high standard of quality and service. It is the role of each employee, regardless of position, to make each moment of Customer service outstanding.

Every Customer will have their own expectations of the service they deserve. It is only by constantly exceeding these expectations that we can maintain the highest service possible.

The Hirotec Group operates a Customer Service Centre that provides operational staff with an effective means of customer and job management. The Centre ensures effective and efficient management of all requests for service.

The Customer Service Centre is available on 1300 654 664, on a 24-hour basis, with a 24-hour call out function of qualified personnel. The Customer Service Centre initiates Work Orders that are collated in our CMMS. This system tracks all faults against assets during the rectification process through to invoicing and KPI comparison.

This data is then utilised for analytical reporting purposes. The base reports available are dependent on the Customer data captured and recorded. Agreed reporting can be produced for Customers in the format of their choice.

It should be noted that the Hirotec Customer Service Centre is more than a job-logging centre in that our operators have technical backgrounds. This enables "over the phone" fault remediation, if appropriate, alleviating the need for dispatch of technicians, achieving real savings for Customers.

# management information system

Hirotec has always looked to utilise technology to enhance customer service and operations. As a consequence, Hirotec has an integrated Management Information System (MIS) that incorporates the use of our Computerised Maintenance Management System (CMMS), Accounting Systems, Computer Aided Design (CAD) Systems and General Operating Software.

The continued integration of Hirotec's MIS allows comprehensive contracts management in all areas of our business, including:

- Maintenance Management and Scheduling
- Financial and Management Accounting
- Materials Supply, Warehousing and Distribution
- Activity Based Costing
- Engineering Design
- Project Management
- Contracts Management
- Customer Management

At Hirotec, we are constantly reviewing more efficient methods of operation in an attempt to streamline interface with Customers. Consequently, issues such as electronic data transfer, consolidation of invoicing processes and up front development of tailored analytical reports all add value to the underlying performance of our service.



All maintenance and repair services are managed through Hirotec's Computerised Maintenance Management System (CMMS), which has a full reporting system to ensure that all tasks are completed on schedule and within stipulated timeframes. The system enables Customers to audit all work and provides a framework for lifecycle costing. Hirotec's CMMS incorporates:

- Asset registration
- Maintenance programming
- Maintenance task description
- Component cataloguing
- Register of works completed
- Labour resource planning
- Breakdown register
- Essential services certification register

In order to ensure that all site activity is captured by our CMMS the Hirotec Customer Service Centre is utilised 24 hours a day to record all service calls. Hirotec's CMMS allows 'live' job logging against Customer sites and assets.

The 'live' update allows Hirotec Management to track the progress of Customer jobs so as to ensure priority requirements are attended to within performance parameters.

Hirotec's CMMS provides a full range of response reports for performance monitoring including:

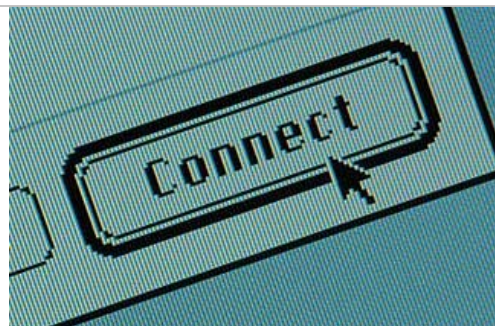
- Annual job plan
- Work status reports, including start and completion dates
- Detailed task descriptions
- Maintenance schedules
- Asset performance benchmarking
- Productivity reporting
- Response time reporting
- A variety of tailored reports

Hirotec's MIS can report, monitor and manage criteria that is deemed both important and necessary for undertaking large maintenance contracts over multiple sites including:

- Asset registration with hierarchal links
- Maintenance scheduling facilities
- Job control systems
- Inventory control and cataloguing facilities
- Cost to complete programming and calculations
- Integrated invoicing facilities
- Information analysis capabilities to aid decision making
- Performance monitoring against Key Performance Indicators (KPIs)

Continual integration of Internet facilities is seeing the ongoing development of Customer interface via Hirotec's website to log faults, view maintenance schedules and run predetermined analytical reports. This gives Customers access to information as and when required.

[hirotec.com.au](http://hirotec.com.au)



# commitment to quality, ohs & the environment

Hirotec is currently working towards accreditation to ISO 9001:2000, with expected accreditation by June 2002. To facilitate the achievement of accreditation the Group has engaged the services of a certified Quality Assurance Consultant. If required the Consultants contact details can be provided to allow an independent review on progress.

The Group currently has the basic Quality Assurance Manuals to comply with ISO 9001: 2000. Hirotec has documented processes and procedures in place and there is progress towards the appropriate accreditations. As part of Hirotec's accreditation process, the incorporation of Occupational Health and Safety and Environmental Management Systems is being undertaken so as to ensure our entire Management System is integrated and adopts the principles of the quality commitment.

The Board of Directors is committed to the principals and implementation of Quality Management. It is an accountability of our management team to achieve accreditation. Our basic principal of quality achievement is defined as "meeting Customer expectations, delivering promised service and getting it right the first time in a manner that considers occupational health and safety and environmental impacts".

All staff of Hirotec are responsible for ensuring the implementation of the Management System in accordance with the requirements of ISO 9001:2000 and ISO 14001:1996. Staff are expected to perform their respective duties in accordance with the system requirements as outlined in Policy Statements and relevant procedures, focusing on Customer requirements and satisfaction at all times.

The Management System is subject to regular reviews and audits with the object of rectifying problem areas and achieving continuous improvement in our Customer service. In order to achieve this, staff training is a specific part of Hirotec's Management System.

Hirotec's overall objective is continued improvement, maintenance of our existing customer base and the attainment of new customers by consistently providing the highest possible level of service by systematically identifying weaknesses and rectifying them to ensure long term success for our Customers, the company and its employees.

Hirotec considers Occupational Health and Safety an integral part of the Company's business and is committed to the reduction and control of accidents which can result in injuries to employees, contractors and customers.

Hirotec recognises and will work within the bounds of all relevant State and National Occupational Health and Safety, and Workers' Compensation regulations. The development, implementation and maintenance of Occupational Health and Safety systems, procedures and standards will achieve this.

To minimise work related injuries and illness Hirotec provide safe work facilities and equipment, including the resources and training necessary to assist in maintaining a safe and healthy work environment.

# contact details

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## HEAD OFFICE

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