



MECHANICAL BUILDING SERVICES MAINTENANCE

AIR CONDITIONING
& MECHANICAL
ENGINEERING

HADEN
EXPERTISE • COMMITMENT • RESULTS

NORFOLK 
INTEGRATED ENGINEERING

The heating, ventilation, air conditioning & refrigeration (HVAC & R) services experts



Since 1969 Haden has developed a reputation as a leader in HVAC and mechanical services within the Australasian marketplace. Haden ensures customers' assets perform to peak potential, minimising disruptive downtime, energy consumption and overall costs.

TAILORED MAINTENANCE PROGRAMMES

Haden specialists will conduct a maintenance audit of your site and work with you to develop life cycle plans and schedules to determine the type and frequency of maintenance required.

Our tailored maintenance programmes can be designed to:

- ensure functional reliability when it is needed most
- reduce energy consumption and running costs
- extend the life of the unit or plant
- reduce environmental impacts while ensuring compliance to all statutory requirements
- minimise damaging water leaks
- improve air quality
- recommend cost effective, quality products
- ensure minimal disruption to services and functionality while maintaining occupant comfort and productivity



PROLONG THE LIFE OF YOUR

Haden's comprehensive range of service

MAXIMISING UPTIME

Our highly specialised team of engineers, technicians and support staff has grown to more than 1,250 employees, located in all major cities and regional areas across Australia and New Zealand. Haden's directly employed local technicians are able to respond consistently and quickly to customer needs, whether it be a tailored maintenance programme or a mission critical crisis. We're contactable 24/7 through our national call centre and we'll commit to specified response times.

LEADING EXPERTISE

Since our first project in Australasia in 1969, Haden has been delivering outstanding results to a range of sectors including commercial, health, education, retail, industrial, government, transport, resources and recreational. A comprehensive range of project profiles are available at haden.com.au and haden.co.nz.

SAFE APPROACH

We are committed to ensuring a safe work environment. We have one of the best safety records in the industry and are accredited to AS/NZS 4801:2001, AS/NZS ISO 14001:2001 and AS/NZS 19001:2000.

PLANNED PREVENTATIVE MAINTENANCE PROGRAMMES

We develop maintenance programmes and schedules to suit specific requirements in compliance with all Australian and New Zealand standards and industry codes of practice.

ESSENTIAL SERVICES TESTING

Vital fire protection systems demand regular testing to remain effective. Haden combine air conditioning and fire system checks to AS1851-2006 standards also providing asset condition appraisals and recommendations.

CHILLER SERVICING, BALANCING, RETROFIT AND UPGRADES

Our in-house specialised chiller technicians ensure that all equipment is maintained for optimum performance through maximum quality service, compliance and safety standards. We also specialise in HCFC refrigerant conversion.

PERMANENT ON-SITE TECHNICIANS

Haden can create availability programmes to fit to your activity cycles – whether it be 9am to 5am or 24 hours a day.

SYSTEM COMPLIANCE TESTING

Certified Haden specialist technicians test equipment against Australian Standards and Building Codes, whilst providing engineer's reports and recommendations for items that fail.

INDOOR AIR QUALITY

Innovative indoor environmental tests measure carbon dioxide and monoxide levels, temperature, humidity, volatile organic compounds and microbial agents such as Legionella, helping maintain healthy environments. Our trained duct cleaning teams use the highest quality remediation technology.

SYSTEM BALANCING AND RE-COMMISSIONING

Haden's specialised technicians ensure that systems are balanced to optimum effect therefore saving energy and running costs.

REFRIGERATION

Proactive refrigeration and maintenance and services are tailored to the needs of the commercial, industrial, hospitality and retail sectors.

MECHANICAL SYSTEMS

and maintenance offerings includes:

BUILDING MANAGEMENT SYSTEMS

Haden design, install and maintain a range of building management and control systems, providing a tailored solution that offers technology upgrades to ensure clients remain at the forefront of technology. We can also provide Critical Condition reporting of your plant remotely or directly on site.

SPECIALISED SERVICES

Our specialised services technicians conduct rating energy assessments and management, life cycle assessment and planning, plant replacement and upgrades.

Additional capabilities include Advanced Maintenance Systems including, vibration analysis, fan balancing, oil analysis, laser line up, eddy current testing and thermal video imaging, Water Treatment Compliance to code of practice AS3666, and Hot Water Generators (Boilers).

UPGRADES AND REFURBISHMENTS

Haden's experience in designing systems ensures that the aspects critical to a successful upgrade (controls setup, commissioning and tuning) are appraised. Our full refurbishment service extends to:

- Auditing current systems by Green Star accredited professional engineers at a base building, tenancy or whole building
- Designing refurbishment and upgrade programmes
- Installations and retrofits

24 HOUR BREAKDOWN SERVICE

Haden combines the expertise of an international engineering company with experienced local technicians to help keep your HVAC system on-line and operating – all day, every day. Haden can also supply emergency air conditioning (portable A/C for emergency breakdown).

Our Service teams have some of the most experienced mechanical, refrigeration technicians and engineers in the industry.

SUSTAINABLE PRACTICES

Mechanical services are often heavy consumers of energy and water resources.

Haden is committed to environmental excellence and as a member of the Green Building Council of Australia and New Zealand Green Building Council is positioned to play a key role in reducing the overall environmental impact of a facility's HVAC systems.

Working with our clients we promote innovative solutions during construction, commissioning, life-cycle planning and maintenance programmes to deliver better environmental outcomes.





SMART SERVICE DELIVERY

Haden's programme delivery is underpinned by our **Business Intelligence Solution**. This integrates powerful planning and reporting systems with robust processes and technology to provide customers with actual, transparent maintenance activity data and reporting through:

- Online, real-time and historical information on the history and performance of your assets and Haden's service
- **Accuracy in Reporting (AIR) Asset Management** to measure service quality and process against your own goals and KPIs
- Logging calls via the internet, using the latest in web technologies to deliver real time service or contact our 24hr Customer Service Centre.

HIGHLY SKILLED

Our Service departments are managed by some of the most experienced mechanical, refrigeration and electrical technicians and engineers in the industry. In-house skills provide expertise in applying the most up-to-date technologies, while in-depth supplier alliances with leading brands bolster that skill-base with all the latest knowledge and techniques.

** Haden's licensed and certified technicians adopt Australian and New Zealand Standards as industry best practice including DA19 and perform all works according to the Building Code of Australia and the New Zealand Building Code.*

When it comes to HVAC & R and building services, you can rely upon Haden, every time.



Visit us **online**, or contact our Customer Service team today to discuss how Haden can design a solution to suit your mechanical service needs.

HADEN NATIONAL SERVICE LINE

Australia:
1300 4 HADEN
(1300 442 336)
haden.com.au

New Zealand:
0800 STAY COOL
(0800 7829 2665)
haden.co.nz

ELECTRICAL & COMMUNICATIONS MAINTENANCE

Our sister company delivers high standards of electrical emergency service and preventative maintenance to commercial and industrial customers.

O'Donnell Griffin service teams include an extensive range of trained, qualified and certified technicians including specialists in electrical systems, diesel generation, high voltage, switchboards and industrial controls. The O'Donnell Griffin national service division operates 24/7 across most metropolitan, regional and remote Australia and New Zealand locations.

Contact:
Australia 1300 100 634
New Zealand 0800 800 155

odg.com.au

HADEN – A MEMBER OF THE NORFOLK GROUP

Norfolk Group is a leading provider of integrated engineering solutions to the Australasian and international marketplaces. With over 3,500 employees spread across 150 locations, the combined strength of the Group means we can deliver industry leading electrical, mechanical, plumbing and duct products and services along with complete end-to-end solutions where required.

norfolkgl.com

