



**Contact
Group**

Building Services & Multi Tech Specialists

COMPANY PROFILE

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*The Contact Group is proud to be a
solely Tasmanian owned business
employing Tasmanians and stimulating
the Tasmanian economy.*

ABOUT US

The Contact Group has evolved from the growth of our Contact Electrical businesses.

The electrical industry is currently in a fast paced innovative space with new advancements in current technology happening almost daily. We saw the need to make our customers aware that we offer so much more than lights and Power-points. As a result the “Contact Group” was established which has enabled our business to put individual focus on our diverse range of services. Contact Group has divisions or business streams that allows the customer to easily understand what our diverse company can offer.

Our divisional managers ensure each business stream has the experienced, well-trained staff required to ensure our quality of workmanship is maintained as a benchmark.

Our Contact Electrical business was founded in Launceston, in 1986. We’ve gradually expanded over the years and now have offices in Hobart and Burnie, as well as our head office in Launceston.

Our workload is a mixture of industrial, commercial and domestic. Within these areas there are many speciality facets. It is for this reason we created specific division within the Contact Group.

We specialise in design and construct projects.

Our design team consists of electrical engineers and qualified building

practitioners. We work alongside architectural companies to achieve the optimum outcome for our customers. We also have a large team of technicians working in our residential service area. This includes the installation of heating systems, heat pumps, house rewiring and home automation. Our domestic electricians are Aurora trained for heat calculations.

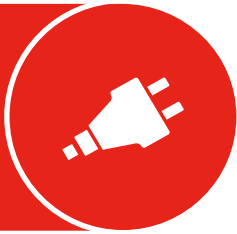
Our supervisors and ‘A’ Grade electricians hold registered cabling licenses at TITAB Australia and are Krone certified master designers and master installers for data installations and commissioning, as well as being certified in Siemens, Clipsal and Panduit data systems

Our friendly office administration staff are fully qualified in all aspects of our computer system and have solid working relationships with our clients and suppliers. The Contact Group team is trained in occupational health and safety and proudly display the ISO9001:2008 Quality Assurance Certificate.

We are accredited Aurora preferred contractors and Aurora preferred suppliers. We also hold a fire detection installation and maintenance permit and are members of the Fire Protection Authority of Australia (FPAA). We employ a fire protection building practitioner which means we are qualified under the Fire Protection Authority to design fire protection systems.

Contact Group has won a number of state based electrical contracting awards, including the NECA apprentice of the year award three years in a row.





CONTACT ELECTRICAL

One of our core business areas for the Contact Group is commercial electrical projects. We have vast experience in supply, design, installation and commissioning of commercial projects.

Commercial Electrical

One of our core business areas for the Contact Group is commercial electrical projects. We have vast experience in supply, design, installation and commissioning of commercial projects. Our capabilities range from our skilled tradespeople in the field right through to our drafts people skilled in CAD drawing, design and alterations and at a higher level we have multiple qualified electrical engineers on our staff which allow us to be fully independent in all areas of lighting and power design and installation.

Industrial Electrical

The Contact Groups Industrial team provides expertise in both large and small industrial electrical projects. Our team has a broad range of experience that extends from distribution board replacements through to entire site wide power capacity upgrades that include new main switchboards design and installation. We also offer high voltage design, installation and maintenance. In many occasions it can be worthwhile to investigate the option of purchasing power from the retailer as a high voltage service. This option can offer long term costs savings for the sites power bill.

Domestic Electrical

Contact Group has a strong presence in the residential electrical market. Our residential section has a team of experienced staff who are trained in the installation of the latest electrical services to make sure your home is wired to cater for the all the latest technology products.

Lighting Solutions

Specialised lighting is one of the fastest growing and changing markets in the electrical industry. Contact Group has not only kept up with this ever-changing market but see ourselves as a market leader. We are one of only a few companies that can provide an end to end lighting solution. This includes lighting specification, design, supply and installation of the complete turnkey solution. The major benefit of this service is that the Contact Group will stand behind the design to ensure the customer gets a no hassle service.





Our Tradesmen are multi skilled creating consistent delivery across the project.

CONTACT



MAINTENANCE & ESSENTIAL SERVICES —



State-wide 24/7 Call out service.

Thermal Image Reporting

The Contact Group offers the latest technology in infrared thermography to diagnose 'hot spots' that can be indicative of potential and existing electrical faults.

Thermal imaging can be used to identify degrading electrical equipment, switches, relays and connections before they cause significant disruption to business.

As part of a regular maintenance plan, thermal imaging can help identify problems allowing for advanced scheduling of repair works and thereby saving businesses money by preventing unexpected failures. Insurance premiums may also be reduced, saving businesses significant dollars.

Test & Tag of Electrical Equipment

Contact Group Electricians use the latest PAT devices when undertaking testing on your electrical appliances.

Contact Group Offer Construction site test and tag services, this can be arranged to be done on site or at a workshop.

Emergency Lighting Compliance Testing

Contact provides a complete solution for Emergency & Exit Lighting installations. From design through to installation, to final commissioning, we can do it all. Emergency Lighting Systems are required in buildings in accordance with provisions of the National Construction Code. All lighting systems designed supplied and installed are completed in full compliance with AS2293.1&2.

Emergency Call Out Facility

Contact Group provides customers with 24 hours service 7 days a week at any time of the day needed. We have a qualified Electrical Technician always rostered on call – this at each of Hobart region, Launceston region, and Burnie region covering out the Northwest Coast.

- Light and Power of all varieties
- Fire detection & Alarm Systems
- Emergency Sound Warning & Intercommunication EWIS
- Building Electrical Maintenance and repair requirements of all kinds
- Electrical Switchboards of all varieties



CONTACT FIRE PROTECTION

We hold a Tasmanian Fire Service installation licence and can design and accredit fire systems.

Annual Compliance Testing

Service and maintenance are a critical component of Building Essential Service Safety Equipment. Our technicians are trained and highly competent testers and work across all brands of Fire Detection Systems. Maintenance is conducted fully in accordance with all statutory legislative and associated regulatory requirements including:

- Tasmania Fire Act
- Tasmania Fire Service 'Codes of Practice'
- Conditions of our Tasmania Fire Service Permit obligations

Monitored Fire Protection Systems

The early warning of fire is critical to minimising the risk to your staff and reducing the potential damage suffered by your business from fire and water damage.

Contact Group is a licensed Fire Protection System Designer and Installer holding a Permit issued by the Tasmanian Fire Service in accordance with legislative requirements for a Tasmanian Installer.

Contact Group also provides a maintenance service to sites State-Wide. Each site must be kept up to standard as indicated by regulatory obligations and legal requirements as set down by Australian Standards and the Tasmanian Fire Service.

Contact Group is a corporate member of the Fire Protection Association Australia (FPAA) and are FPAA Codes of Practice compliant.

Additionally we have a full in-house Design Team comprising Building Act Accredited Designer Builders and assisted by a team of CAD drafting staff. We are able to design and install systems to fully comply with the National Construction Code for all classification of buildings.

- System Design to Australian Standards
- Installation both conventional and Analogue Addressable Systems
- Installation and support from all major manufacturers
- Networked Fire Detection Systems
- Fibre Optically connected large-scale systems
- Very Early Smoke Detection Apparatus ,VESDA
- Supply of 'As Installed' plans in both Auto-cad & PDF





*Current holder of the Tasmanian
Fire Service's permit to install.*

CONTACT



*We provide Facilities and
Maintenance management
to some of the State's largest
Industry Sectors.*

FACILITIES & MAINTENANCE



Property Maintenance

One of our core business areas for the Contact Group is Facilities and Maintenance. We have vast experience in providing Facilities and Maintenance Management to large clients.

We have qualified tradesman supervising all facilities and maintenance works to ensure the client has received the highest quality service.

Our range of services include:

- Carpentry
- Building
- Glazing
- Brick and block work
- Plumbing
- Painting
- Roofing
- Electrical
- Heat pump installations
- Timber and carpet flooring
- And more.

Maintenance System

Contact Group use a maintenance system called Aroflo. Aroflo creates jobs from a work order or purchase order. These jobs can then be assigned to relevant trades to undertake the works. The system allows for taking pictures of jobs, making notes and capturing signatures. Aroflo allows for tracking and progress of jobs throughout their life-cycle. Close-out and invoicing of works can then be undertaken within the system.

3D Scanning

Contact Group has the capabilities to provide you with 3D scanning to properties, this allows for virtual walk through tours of the internal and external of properties. This software allows for desktop virtual viewing of properties prior to tenancy.

With a single scan, you get everything you need to communicate and market your audience. We are able to provide print ready photographs for print and digital communication, provide 3D measurements with 99% accuracy and we can provide floor plans, technical assets like registered point clouds and reflected ceiling plans.

Amphetamine testing

Contact Group Facilities and Maintenance have the capabilities to undertake Amphetamine testing to properties. This testing is undertaken when there are signs of a property being used as an Amphetamine lab or there has been use of Amphetamines within the property.





CONTACT INFORMATION &

We provide consultancy services where we work with our clients to develop, plan and implement IT improvements.

Networking

Design and implementation from SMB to Corporate networks including:

- VLAN
- IPSEC and SSL VPN Connections
- Switches (HP, Aruba, Cisco, Netgear, Ubiquiti)
- Routers (Sophos, Cisco, Ubiquiti)
- WiFi (Sophos, Ruckus, Ubiquiti)
- Microwave Links (Point to Point)
- Multi-site Connections and routing

Backup As A Service

A service where you purchase the hardware and pay a monthly fee to have the data backed up to that hardware and the cloud. There is no need to physically change a hard drive or tape. You will receive an e-mail each morning verifying that the backup was successful. Quarterly tests can be conducted as part of a disaster recovery plan test as below.

Disaster Recovery

In the event of a disaster, whether it be natural, man-made, or technical, Contact Group can sit down and analyse your current setup, devices and disaster recovery plan and test the plan every quarter or half-yearly to ensure that it is still relevant and that you can recover from a disaster as easily as possible.

VoIP Systems

Want to free yourself from the expense that traditional phone companies charge you for phone line rental and call costs? Contact Group can sit down with you and analyse your phone bill to show to you the Return on Investment (ROI) by investing in one of our VoIP Solutions. Design and implement VoIP Systems from a single site to multi-site.

Hardware & Software Sales, Support and Installation

Hardware and software sales. From a keyboard and mouse through to Servers and VoIP Services. Software support with Office365, SharePoint, and Remote Desktop just to name a few.

Office 365 Migration and Setup

Migrating your on-premise E-mail Hosting to Office 365 cloud hosting. This can generally be done without any down time for your business.

Network Security

Utilising industry leading firewalls and Anti-Virus that work together, we can help to protect your network from external and internal attacks. With the firewall and Anti-Virus talking to each other, the network can be implemented so that if a device is infected, it is disabled from the network until it is no longer infected.

Remote Monitoring and Management

Utilising remote monitoring and management software, Contact Group can monitor your devices in real-time and be notified of any potential issues and if were to resolve an issue, we can get access to your computer with the click of a button once we have the end users approval to do so.

COMMUNICATIONS TECHNOLOGY



We meticulously develop, plan and implement IT improvements to ensure our client's needs are met.

CONTACT



COMMUNICATIONS FIBRE AND DATA



With over 60 trained data and communications technicians in the state we cater for all projects.

Contact Group have been installing, testing and setting Fibre Optical cabling for over 15 years. We constantly re-train our staff to ensure their skill sets are at the cutting edge of where this technology is today. We have built a solid reputation in the industry for consistently delivering a high standard of work in this field. Through this commitment we have formed fantastic working relationships with some major customers in both the private and government sectors.

Fibre Cable and pathway installation

Currently we install underground fibre optics for a multitude of commercial and private customers. Some of these include NBN Co, local councils and governments.

- Long range trunk cabling by use of trailer mounted haulers.
- Rod, rope and verifying service for existing fibre pathway
- Capabilities of installing 1.5 km of fibre cable per day on average.
- Midstream cable splicing within house fusion splicer

Category Data Cabling

Contact Group offer a professional service with extensive skills and experience in many diverse environments including copper twisted pair, optical fibre, local area networks, wide area networks and computer room design.

Contact Group have over 15 years experience in the data and communication industry. Our services include:

- Cat 5E, Cat 6, Cat 6A
- Wireless Access Points
- Wide Area Network cabling

PABX, DECT, VOIP phones services

Contact Group provide maintenance on many PABX phone systems. We have dedicated phone technicians that have over 60 years of combined experience in the telephony services field.

Our technicians have the knowledge and training to provide on site audits and system upgrade recommendations.

We also provide DECT system installations and maintenance. DECT handsets are a mobile extension of the on-site telephone system (PABX). A DECT system connects into a PABX by means of either analogue or VOIP integration. All the DECT systems that we supply have both integration options available.



CONTACT AUDIO VISUAL &

Audio Visual Services

Our Audio Visual team can provide you with all your AV requirements. From the supply of a projector and screen in your meeting room through to the design and installation of a fully automated lecture theatre/boardroom containing video projection and LCS screens, video conferencing and advanced audio reinforcement systems together with wired or wireless control systems – from an interactive whiteboard in your classroom to a high-end sound reinforcement system for your entertainment venue be it a stadium, sporting centre or performing arts centre.

Public Address & Paging

We specialise in PA systems design and installation of systems for schools for classroom paging and messaging, portable public address systems for sports days, school halls for sound reinforcement for drama productions, lecture theatre sound systems and systems to cover an entire campus including outdoor coverage. We also design systems for supermarkets, airports, aquatic centres, retail outlets, town halls and theatres, civic centres, bars and restaurants.

Our Audio Visual technicians are hand-picked for their attention to detail and work quality.

Digital Signage

We can cater for any size system from one screen right through to a large site with many locations and hundreds of screens. These systems provide information such as way finding, daily schedules for room use, timetables, daily or weekly specials and emergency warnings. These messages can be routed to a particular area of a building or throughout the entire campus. Our systems can be incorporated onto your LAN or configured as standalone systems.

Video Conferencing

We are able to provide high-end systems such as CISCO and Polycom and simple low-cost solutions such as a mobile unit comprising codec, camera and monitor on a moveable trolley, medium range solutions such as room systems comprising camera, codec and twin monitors together with supporting wall/ceiling speakers and microphones to cater for small meetings and training sessions up to full integrated systems for large groups and rooms.



TELECOMMUNICATIONS





*Our dedicated CCTV technicians
have been highly trained in all
aspects of CCTV systems.*

CONTACT SECURITY & CCTV



Our services include expert advice, system design and engineering, supply & installation and support. Our company employees all the necessary technicians and designers in-house to deliver the total system as a turnkey solution.

IP CCTV

In this new environment, IP surveillance systems offer you tremendous advantages over conventional analogue systems. Images are converted into digital data, enabling greater flexibility, better performance and easier installation. IP Systems address the most important issue of all – lowering your Total Cost of Ownership.

Benefits include:

- Lower total cost of ownership
- Superior image quality
- Flexible and easy to upgrade with no additional cabling costs
- Allows for seamless integration into other systems

Analogue CCTV

Analog video is a universal standard and has been for several decades. Virtually any analog CCTV camera can be plugged into any DVR, regardless of brand. While there are regional varieties of analog video (NTSC, PAL and SECAM), cameras available in a region conform to that region's standard. And many analog cameras and DVRs work with any of the standards. So CCTV literally is as simple as plugging a cable into the camera and into a DVR. No IP address in the camera, no search utility, no PC for that matter. Point the camera; plug in the cable; power on the DVR.

Contact Audio Visual & Telecommunications Group can provide design, supply and installation of IP CCTV systems comprising video management software, servers, network infrastructure, cameras and accessories.

Security Systems

Contact Group designs and installs security systems for all situations from the small domestic home through to a large university style campus. We service many corporate customers that have multiple sites for the one organisation. Their security and access control systems for each location are seamlessly integrated together to enable users to move between each sites with minimal security risk.

We have trained staff that can install and program most domestic system systems and can also support the following commercial grade systems:

- Tecom Challenger. Forcefield and Commander
- Concept Security Systems
- Gallagher security and access control systems



CONTACT HEATING, VENTILATION

Contact Group offer custom heating packages across the board. Installing a heat pump requires specialist knowledge to ensure you get the right advice, and the system that's right for you. Contact offer the right advice at no charge to you, as part of our on-site heating calculations we also evaluate the way that the heating appliance will be used, this info is crucial in ensuring the correct unit is installed in your home.

Heat Pumps - Residential

Contact Group service what we install and we only install the top quality brands. We are a Mitsubishi Diamond dealer which means we can pass on the best value possible to the consumer. Continuing with our best of brand philosophy we also stock, install and service Daikin Units as well.

We specialise in:

- Daikin & Mitsubishi spilt system heat-pumps
- Daikin & Mitsubishi multi head systems
- All types of ducted heat-pumps and systems

Heat Pumps - Commercial

If you require a heating system to deliver superior comfort by controlling the temperature, airflow and air quality in a broad range of environments, then Contact Group can custom design a system that does all this from a single push of the button? We can even tie the heat pump unit into your security system meaning that when you leave of a night the system with shut down or setback the temperature on its own accord.

Contact offer the right advice at no charge to you, as part of our on-site heating calculations and free quotation services.

Dual trade refrigeration technicians means we can service all aspects of the HVAC unit.

Electric Heating

The Contact Heating team have many years of experience in the Heating and Cooling industry. Our customer service team are fully qualified electricians that can perform heating calculations as part of our free on-site quotation service. Our team can offer un presented knowledge on what will be the most cost-effective means to heat your home or business.

We specialise in the following areas:

- Under tile heating
- In Slab floor heating
- In Ceiling heating
- Off Peak heaters
- Fixed Radiant Heaters

Just to name a few.

& AIR CONDITIONING (HVAC)



A photograph of a two-lane road at night, shrouded in thick fog. The road is illuminated by a series of streetlights on the right side, which create a strong glow and lens flare. In the distance, the headlights of a train or a large vehicle are visible through the fog. The background shows a dark line of trees under a deep blue night sky. A red rounded rectangle is overlaid on the bottom left corner, containing white text.

*Over 25 years Experience in the
High Voltage field.*

CONTACT HV LOGISTICS



High Voltage Installations and Services

In conjunction with our industry partners, engineers and highly trained staff, Contact High Voltage Logistics is able to provide a complete turnkey HV solution. Whether its reticulation of sub-divisions, installation of distribution transformers or service & maintenance of plant and equipment, Contact Group can deliver these services in a professional and timely manner.

Dry Ice Blasting Services

Dry ice blasting is a revolutionary blasting method that uses small, compact dry ice pellets as the blasting material. The dry ice pellets are accelerated in a jet of compressed air similar to that used in traditional blasting methods.

Dry ice blasting is designed to replace high-pressure hosing and other traditional blasting methods that use materials such as sand, glass and plastic as abrasive agents. In addition, however, a wide range of other cleaning methods that involve the use of hazardous chemicals, solvents, etc., can with advantage be replaced by dry ice blasting.

Street Lighting

With the aid of our in-house design team we offer a complete end to end solution for street lighting installations. We specialise in the design and installation of lighting in new sub division for private and commercial applications.

- Installation and design of street lighting systems
- Installation of street lighting cabling and pathways
- Installation and design of control circuits

Power Services

Additionally to our High Voltage Installations experience we offer low voltage power service work as well. This covers distribution and installation of 415 & 240 volt cables from high voltage equipment such as pad mounted transformers. Other services also include:

- Installation of LV (Low voltage) Boards
- Installation of LV cables to LV Boards and main switchboards
- LV cable jointing
- Installation of turrets / cabinets including new sub division works
- Repairs or extension to existing earth mats





CONTACT RENEWABLE ENERGY &

Co-Generation Units

Co-generation or CHP (combined heat and power) is the simultaneous production of electricity and heat using a single fuel such as natural gas, although a variety of fuels can be used. The heat produced from the electricity generating process (such as the exhaust systems of a gas turbine) is captured and utilised to produce heat for industrial and/or domestic purposes. The heat can be used to generate chilled water (absorption chiller), heating water or domestic hot water.

Renewable Energy Systems

Contact Group are certified installers of Energy Saving Solutions including Solar Energy Efficiency Systems Wind Turbine Generation Systems.

Contact Group have been involved in Renewable Energy for the past 5 years. We advise on, and install state of the art Energy Saving solutions throughout Tasmania. Our trained specialists are qualified to advise on a range of products to suit all client's needs.

UPS Solutions

Contact Group offer a range of class leading UPS units from leading manufactures such as Caterpillar and Power Shield, these systems include

- Double Conversion Battery UPS
- Flywheel UPS
- Continuous Power Modual UPS

*We have dual trade technicians
that work directly in this area for
the company.*

We work hard to achieve the most efficient and cost-effective outcome for our clients, using only the latest products, design and equipment.

Generators

Contact has a division that has been developed specifically to service, maintain and diagnose generators across all sectors of industry.

We service and maintain complete systems including back up and prime units, some staff that have dual trades that combine electrician / diesel mechanics qualifications. We can offer 24/7 breakdown service with just 1 staff member required to attend service and breakdown calls.

As part of our service we develop complete service files for each customer including operator and service manuals and fault-finding for all installations. As we are a second level distributor for Olympian and Caterpillar (CAT) generators we are able to supply diesel, gas, marine generators and gas turbine co generation units.

GENERATION





CONTACT AUTOMATION



Building Management Systems

A BMS is an intelligent controller-based network installed to monitor and control a buildings technical systems and services such as power distribution and energy management, HVAC, lighting and hydraulics. More specifically they link the functionality of individual pieces of building equipment so that they operate as one complete integrated system.

Industrial Automation

Industrial automation is the use of control systems, such as PLCs, and information technologies for handling different processes and machineries in an industry to replace a human being. It is the second step beyond mechanisation in the scope of industrialisation.

Remote Data Acquisition

We have a full range of products that can monitor electricity, water, gas, temperature, humidity, and many other standard signals and protocols, accurately and reliably, in the harshest industrial and commercial environments.

Our offering ranges from simple, low-budget solutions to high end packages integrating analytics and alarm response management.

Alarm Response Management

With Alarm Response Management solutions, technicians are guided with specific instructions and precise information passed directly into Contact Group's work-flow management tool. The work-flow tool is integrated at an API level with on site or cloud-based analytics that can raise predicted and current issues. This ensures the correct response to issues, will decrease errors, and can automatically generate reports to measure response results.

BMS Analytics

Most organisations have set ambitious targets to manage and reduce their energy usage, and to measure and report their sustainability metrics. With a lack of easy to use and automated tools to help Energy and Facility Managers and Sustainability Professionals do their jobs, the task is often overwhelming or nearly impossible.

We can help your organisation to measure its energy performance across your entire portfolio of buildings, set targets for improvement, identify areas of focus, and measure your achievements. All of this in an intuitive Software-as-a-Service (SaaS) product that is economical to deploy and easy to manage.

Supervisory control and data acquisition

SCADA systems consist of software and hardware elements that allow organisations to control industrial processes locally or at remote locations including monitoring, processing and retention of real-time data. These systems allow the end user to directly interact with field devices such as sensors, valves, pumps and motors at various levels of authority.



**Contact
Group**

Building Services & Multi Tech Specialists

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