

## SOLAR TURBINES ASIA PACIFIC SOUTH AUSTRALIA, NZ AND PNG FIELD SERVICE

### LOCAL AND RESPONSIVE

Customers benefit from our ability to respond quickly with local personnel that are familiar with their site and operational history. Field teams prioritize being available and responsive to customers. Our goal is to provide the right person, at the right place, and the right time.

The Solar Australia team is made up of:

- District offices located in Rowville (Melbourne) and Perth.
- A world-class engine and compressor overhaul facility located in Rowville, Victoria, Australia.
- Australia, Papua New Guinea, New Zealand workforce:
  - 40+ Field Service Representatives (FSR)
  - 2 Regional Field Engineers (RFE)
  - 10 Fleet Managers
  - 3 Field Services Supervisors (FSS)
  - 2 Field Office Coordinators (FOC)
  - 2 District Service Managers (DSM)
  - 2 Customer Services Account Managers (AM)
  - 1 Overhaul Business Manager
  - 5 Overhaul Technicians
  - 3 Service Parts Interpreters
  - 1 Service Parts Engineer
- Technical training facility in Rowville, including access to Caterpillar's training facility located in Tullamarine (five minute drive from Melbourne Airport).
- Access to locally based specialized tooling, including engine change out, compressor and field repair.



### EXPERIENCED AND QUALIFIED

Our field teams are led by a highly experienced leadership team in Australia. Their experience leads them to be customer focused and have very high expectations for customer service. In order to meet these expectations, they work to attract the top industry talent through various new graduate rotation and recruitment programs. Starting with a six month comprehensive training program followed by years of on the job training and continuous development programs, our field service personnel are some of the most highly skilled in the industry.

Our FSRs are multi-disciplined and have received training in all disciplines of turbomachinery service and repair, including mechanical, electrical and controls. This allows them to take a comprehensive view of the customers' equipment, take ownership of our customers' needs and act accountably to resolve any customer issues. This multi-disciplined approach allows Solar to send fewer technicians, incur less travel costs, and get our customers' equipment running quickly.

# Solar® Turbines

A Caterpillar Company

Powering the Future Through Sustainable, Innovative Energy Solutions



## AUSTRALIA, PNG AND NEW ZEALAND FIELD TEAM EXPERIENCE

Solar has more than 40 Field Service Representatives with over 320 years combined experience with Solar Turbines strategically located across Australia, PNG and New Zealand:

- Locations:
  - Victoria
  - Western Australia
  - Queensland
  - Northern Territory
  - New South Wales
  - PNG
  - New Zealand

Two Regional Field Engineers with more than 25 years combined experience with Solar Turbines:

- Locations:
  - Perth
  - Rowville

Ten Fleet Managers with more than 100 years combined experience with Solar Turbines:

- More than 25 service contracts
- More than 150 units under EHM contract
- Locations:
  - Victoria
  - Western Australia
  - Queensland
  - Northern Territory

**For more information, contact your local district office:**

Email: [stafielddservice@solarturbines.com](mailto:stafielddservice@solarturbines.com)

Melbourne District Office:  
38 Kingsley Close  
Rowville, Victoria, Australia 3178  
Phone: +61 3 9730 6800

Perth District Office:  
Level 1, 130 Fautleroy Avenue  
Redcliffe, Western Australia, Australia 6105  
Phone: +61 8 9475 8585



## Corporate Contact Information

Web: [www.solarturbines.com](http://www.solarturbines.com)

Email: [infocorp@solarturbines.com](mailto:infocorp@solarturbines.com) Phone: +1-619-544-5352