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# 12 Services

2014 edition

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# Services



# 12

**Robertsons has the resources and capabilities to offer complete supply and service solutions.**

Not only can we inspect and test your lifting and rigging equipment, we also offer installation, training, equipment hire and custom designed engineering services.

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## Services

### The Complete Solution

For over forty years Robertsons has been providing a comprehensive range of services including equipment inspections, testing and repairs, height safety system design and installations, product and height safety training, as well as vendor managed inventory, wire rope splicing, on-site hire and engineered product services.

Our dedication to first class, competitive service and continual innovation is what distinguishes us from our competitors.

Our service offerings comply to current Australian Standards and all Robertsons' staff maintain a strict regimen of product and industry training.

#### Service Accreditations

Nationally, Robertsons employs fully trained and certified inspectors, technicians and installers to ensure that all of our inspection and installation services are provided according to the relevant Australian Standards.

We currently hold the following accreditations:

- › NATA ISO17025 for Mechanical Testing
- › LEEA Accredited for Technical Inspections



Our inspectors come to site, so our customers don't have to send their equipment off-site and incur transport, hire and down time costs.

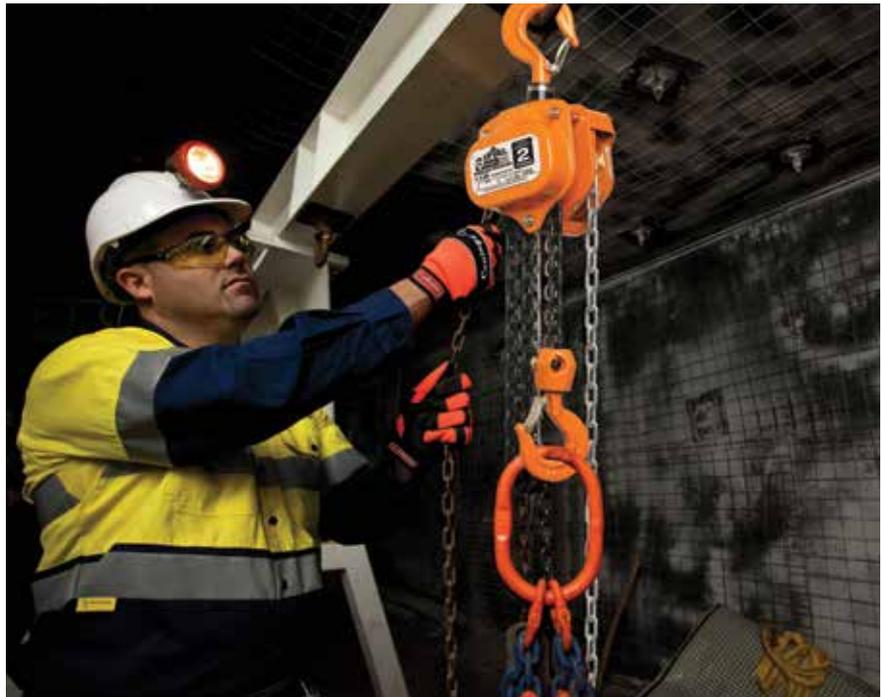
# Services

## Inspection Services

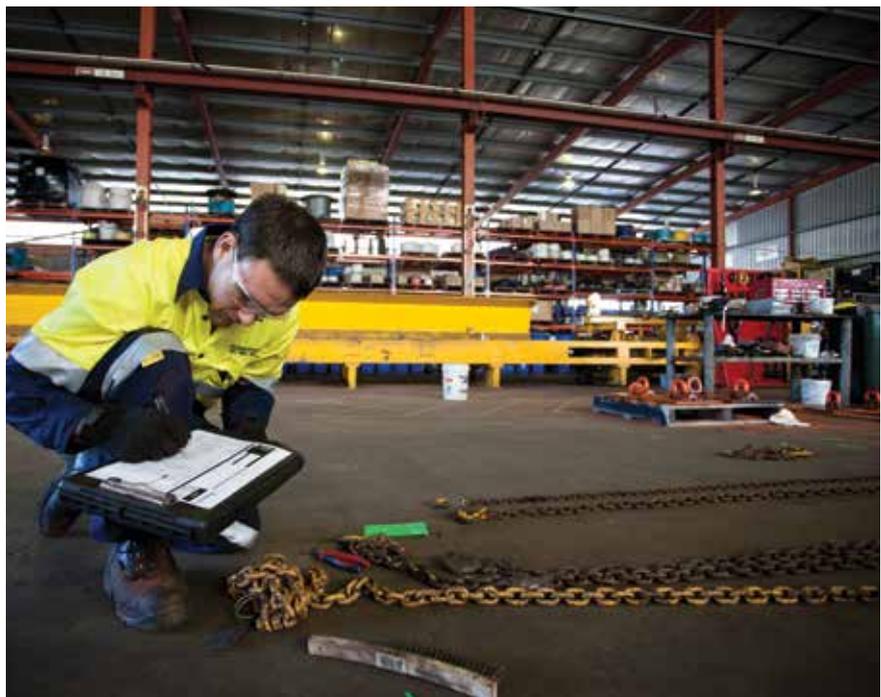
To save on down time bringing lifting and safety equipment to our laboratory, Robertsons' inspectors travel to site to undertake the necessary monthly, quarterly or yearly inspections.

Our inspectors are fully LEEA trained and can complete inspections and testing on the following equipment:

- › Chain Slings
- › Chain Blocks and Lever Blocks
- › Plate Clamps
- › Wire Ropes
- › Wire Rope and Synthetic Slings
- › Shackles & Eyebolts
- › Lifting Beams
- › Concrete Lifting Clutches
- › Pallet Lifters and Forklift Jibs
- › Work Boxes and Goods Cages
- › Harnesses and Lanyards
- › Confined Space Equipment
- › Fall Arrest Blocks & Winches
- › Static Lines
- › Ladders and Ladder Safety Systems
- › Underground Mining Pods



Our fully LEEA trained inspectors can inspect and tag all of your lifting and rigging equipment.



Out of Service cages can be provided for any faulty gear or products requiring testing.





## NATA Accredited Testing

### In-House & Mobile Testing

With NATA accredited testing capacity to 1,000 tonne in-house and 35 tonne capacity mobile test machines, we have the facilities and expertise to test a broad range of lifting and rigging equipment.

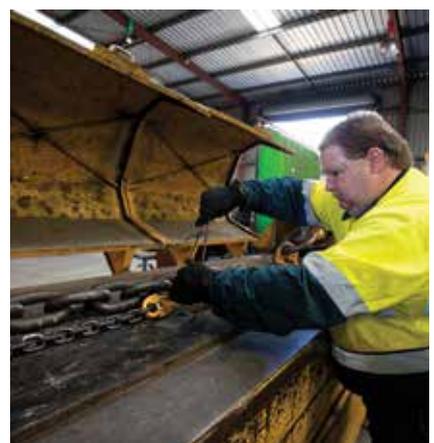
All Robertsons' branches have NATA accredited repair and test laboratories to ISO 17025 for maintaining lifting and safety equipment, as well as both proof load and destruction testing services being available.

Our full NATA accreditation also ensures that lifting equipment tested by Robertsons is in accordance with the relevant Australian Standard and independently audited to international laboratory testing guidelines.

Once equipment has been tested, and repaired (if necessary), a certificate is issued and all details logged in to our electronic Asset Management Database, thereby making it easy for customers to access.



We offer both in-house and mobile NATA accredited testing of a broad range of lifting and rigging equipment.



All Robertsons' branches have NATA accredited repair and test laboratories to ISO 17025 for maintaining lifting and safety equipment.

### Non Destructive Testing

Non-destructive testing is a statutory requirement in many industries, and involves a full examination of the inside of a wire rope. Robertsons offer this service for wire ropes that are already in use or during times when the ropes are due for lubrication or cleaning, thus saving on the cost of down time.

Wire ropes of any construction can be tested, in sizes ranging from 12 to 64mm, at speeds up to 3 metres/second. A full report and analysis is then provided in accordance with AS/ NZS 4812;2003.



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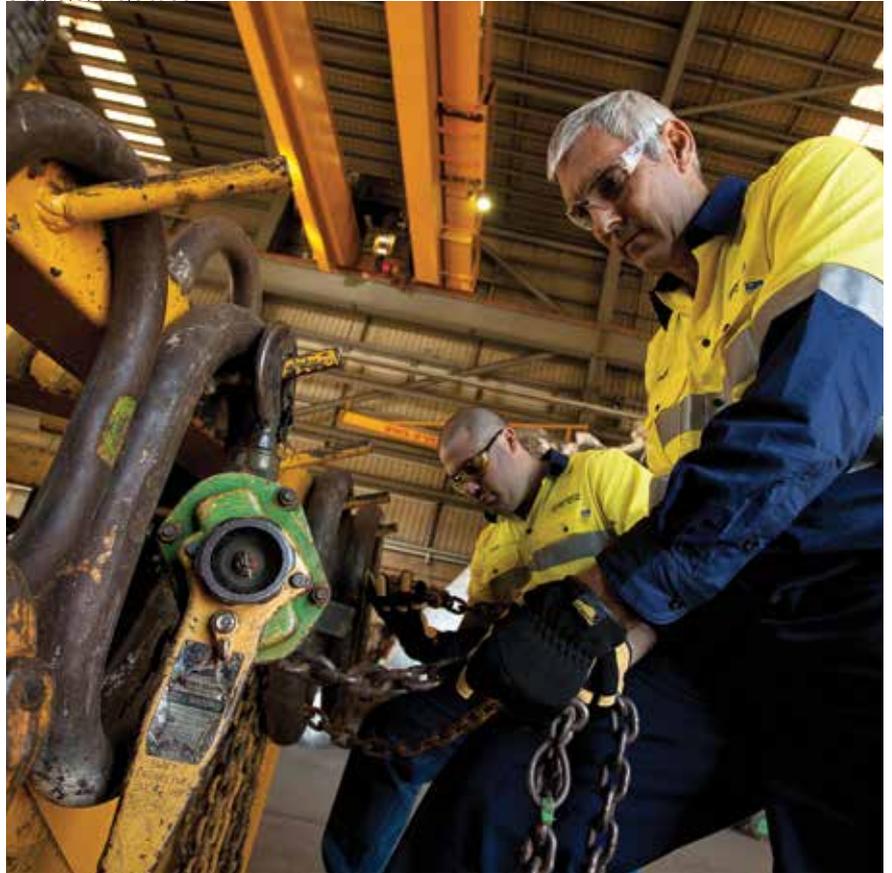
## Services

### Service & Repair of Lifting Equipment

Our experienced technicians can service or repair lifting and rigging equipment both on-site and off-site. We can also provide a 24/7 call out service to some locations, and offer quick turnaround times on all gear sent back to our workshops for repairs.

Once repaired, our technicians can then proof test the equipment, if required, in accordance with the relevant standard.

In most areas we repair a broad range of product such as chain slings, chain blocks, lever hoists, creeper winches.



Our experienced technicians can repair and test equipment in accordance with relevant standards.



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## Height Safety Installed Systems

It is a requirement, by law, that those people in control of a building must ensure that safe access is provided to all areas where a person is required to work, including areas where a person may fall. This responsibility covers employees, visitors and contractors.

The team at Robertsons are highly experienced at designing and installing Height Safety Systems and can work with owners and managers to ensure all needs and compliances are met.

All or part of the following solutions for working safely at heights can be provided by Robertsons:

1. Risk Assessment
2. System Design
3. Installation
4. Rescue
5. Certification
6. Training
7. Inspection
8. Fall Protection Equipment

Our trained engineers, consultants and certified installers can install systems strictly to manufacturer's specifications and technical requirements, including:

- › Horizontal Static Lines,
- › Anchorage Points,
- › Ladder Systems and Walkways.

Robertsons has installed many Height Safety Systems in diverse applications, including:

- › The Story Bridge Adventure Climb
- › Various Councils nationally
- › The Australian Defence Force
- › Power stations
- › Oil refineries
- › Shopping centres
- › Schools
- › Aircraft maintenance hangars
- › High rise apartments and commercial office buildings.



Our trained engineers, consultants, and certified installers can install systems strictly to manufacturer's specifications and technical requirements.



## Services

### Training Services

We offer nationally recognised competency based training courses in Height Safety and can also offer Dogging Operations and Underground Lifting Operations training in some areas.

Courses such as the basic use and maintenance of height safety systems, fall arrest training, confined space and rescue techniques and the use of breathing apparatus can be provided at our specially equipped training facilities.

Robertsons also offer hands-on product training through our mobile trailers on a periodic basis by request.

Some of our popular courses offered include:

- › Height Safety Operator
- › Working Safely at Heights (WSAH) - Including Rescue
- › Height Safety Refresher
- › Enter Confined Space
- › Confined Space Non Entry (Rescue Techniques)
- › Transfer of Loads
- › Operation of Gantry or Overhead Crane
- › Underground Lifting Operations



We provide nationally recognised competency based training courses in Height Safety and Lifting Operations.



Training is undertaken in our fully equipped facilities, or can be provided on your site (in certain locations).

### Mobile Warehousing & Vendor Managed Stock

Mobile warehousing and vendor managed stock involves us providing customised and stocked 20 foot containers which are kept on a customer's site. This service is offered to some of our mining customers on large project sites in remote areas.

The container is filled with high use and other relevant lifting, rigging and height safety products and a Robertsons' representative will then visit the site on a regular basis to complete a stock check and refill as required.

The mobile warehouse solution maintains peak efficiency with a service that brings tools and materials for the job to site, allowing for convenient, immediate access to product.

For further information, please contact your local branch.



Robertsons' mobile warehouse solution maintains peak efficiency with a service that brings tools and materials for the job to your site.



## Services

### Wire Rope Splicing and Reeling

Wire Rope capabilities such as reeling, machine splicing and hand splicing are offered at most Robertsons branches.

Dedicated staff are fully trained to ensure the handling and splicing of wire rope is done in accordance with Australian Standards.

We can offer:

- › Eye splices using the Le Blanc splice for applications where a ferrule is not desirable.
- › Flemish eye splices for mining and marine applications.
- › Long splices to form endless ropes for use in dog tracks, ferris wheels or conveyor systems.
- › Machine splicing of steel, aluminium, copper and stainless steel fittings.



Our technicians can machine or hand splice wire ropes in accordance with relevant Australian Standards.

### Equipment Hire

Customers can hire lifting and rigging related equipment through Robertsons, including load cells and test weights.

Load cells in varying capacities and configurations are available from most branches and come complete with calibration certification and durable road transport boxes. Please contact your local Robertsons' branch for further details.



Load cells come complete with calibration certification and durable road transport boxes.



Fully calibrated test weights from 250kg to 5tonne can be hired for on-site load test application.

## Engineering Services

Robertsons has the expertise and full manufacturing facilities for the design, manufacture, and testing of lifting equipment for those applications where a special lift is required.

All certified lifting, specialist safety equipment and associated products sourced or engineered by Robertsons undergoes testing and inspection before release, with full test certificates available.

Custom designed and manufactured lifting products (made in accordance with AS4991 and other relevant Australian Standards) include:

- › Spreader Bars
- › C Hooks
- › Forklift Jibs
- › Goods Cages
- › Scissor Clamps
- › Drum Handling Equipment
- › Work Platforms
- › Crane Cages
- › Jib Cranes
- › Gantry Crane Systems

Our expert engineering staff can also undertake:

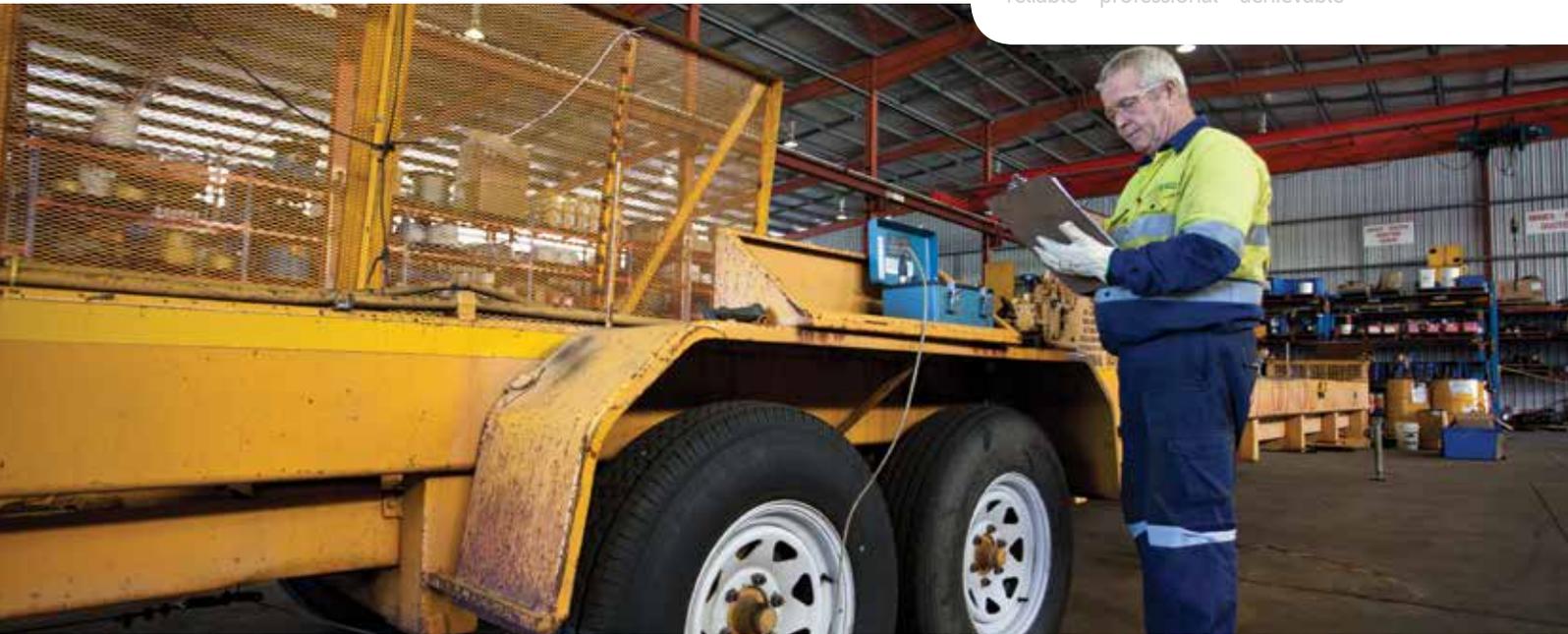
- › Lifting Studies
- › Crane Assessments
- › Incident Reports
- › Assessing existing designs
- › Design and assessment of height safety systems
- › Stripping down, cleaning and inspecting lifting equipment
- › Performing Non-Destructive Testing of lifting equipment
- › Assessing dimensional wear against loading requirements
- › Proof load testing.



Custom designed and manufactured lifting products are made in accordance with AS4991 and other relevant Australian Standards, and all products undergo full inspection and certified testing before release.







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