



Global Service **Locally**



Corporate Profile



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Pirtek Southern Africa (Pty) Ltd
7 Guernsey Drive, Longmeadow Business Estate East,
Longmeadow, Gauteng, South Africa
+27 11 608 2299
info@pirtek.co.za
www.pirtek.co.za



Pirtek Resources

Pirtek commenced operation in 1980 with the aim of providing quality products and superior services to customers in the earthmoving, construction, mining, manufacturing and production industries. Since that time Pirtek has expanded globally to become the market leader in fluid transfer solutions.

GLOBAL RESOURCES

Australian network of Pirtek Service Centres	95 Locations
UK network of Pirtek Service Centres	105 Locations
USA network of Pirtek Service Centres	40 Locations
NZ network of Pirtek Service Centres	14 Locations
European network of Pirtek Service Centres	65 Locations
Singapore, China, Mongolia, Indonesia	4 Locations
Total International	346 Locations
Mobile Service Units (International)	1500+ units
Group turnover exceeds R5 billion	

AFRICAN RESOURCES

Botswana, Kenya, Zambia, Tanzania, Namibia	5 Locations
South African network of Pirtek Centres	18 Locations
Southern African Mobile Service Units	65 units





Pirtek Supply Partners

The Pirtek group sources product from a network of global suppliers, with significant product and technology development influenced by major worldwide OEM contracts.

Pirtek is able to source and manufacture components specifically designed and tested to suit mining, earthmoving and almost any industrial production application.

Ongoing engineering, research and development programs in conjunction with this network and our own in house facilities, provide the most up-to-date fluid transfer solutions for our customers.

Modern, technologically advanced manufacturing facilities are backed-up by specialist capabilities across five continents, providing Pirtek customers with the very best the world has to offer.

Bridgestone - Japan - hydraulic hose - braided and multi-spiral

Intertraco - Italy - hydraulic hose tails - adaptors - quick release couplings
(Intertraco is a Bridgestone-aligned company)

IVG - Italy - industrial rubber hose / mining hose

Eaton Global - Automotive and specialty fluid conveyance

Service & Supply Centre





Why Pirtek?

The Pirtek network has earned an enviable reputation for providing its customers with high-quality products and superior standards of customer service and support. We respond rapidly to customer needs. We know how critical timeliness and responsiveness is to business. Pirtek manages the entire fluid power and service requirements in a customer's workplace by providing:

- The right people
- With the right products and services
- In the right place...

...when you need them most!

What services does Pirtek provide?

- On site hose replacement 24 hours, 7 days per week
- Rapid response times
- Highest quality products
- Vendor managed inventory
- Equipment Inspections and Appraisals
- Supply of Hose and Fitting Kits
- Hose Testing and Certification
- Hose cleaning
- Complete hose management programs
- Environmental product management, including spill bin audits
- Supply & installation of greasing and lubrication systems
- Comprehensive product and service consumption reporting



The industries that Pirtek services include:

- | | | | |
|---------------------|----------------------|---------------|--------------|
| • Civil Engineering | • Construction | • Mining | • Building |
| • Engineering | • Transport | • Agriculture | • Defence |
| • Automotive | • Manufacturing | • Earthmoving | • Production |
| • Oil and Gas | • Materials Handling | • Marine | • Retailing |



How does Pirtek provide service?



Our service fleet of fully equipped vans and certified technicians enables us to deliver the required service quickly and efficiently.

24 HR MOBILE SERVICE

The mobile service fleet ensures fast service, when and where you need it.

Fully equipped service vehicles and certified technicians enable us to deliver the required service quickly and efficiently. The Pirtek mobile fleet responds to thousands of service calls within Southern Africa each year, with the majority of these conducted during normal business hours.



WORKSHOP SERVICE

Each Pirtek Service and Supply Centre is a fully equipped workshop housing core inventory, tools and equipment. The workshop provides a base for the mobile fleet and houses the administrative function of the business.

BULK SUPPLY, ASSEMBLIES & KITS

Pirtek has the ability to provide the option of pre-made assemblies and bulk supply of hose, fittings and adaptors. On-site personnel have immediate access to essential parts or high usage items which will subsequently minimise labour costs. Alternatively, bulk assemblies or kits are manufactured according to customer specifications and forecasts. The assemblies are delivered to the appropriate workshop and arranged in kit form for ease of identification and fitting by technicians. This flexibility considerably reduces downtime.



ON SITE HOSE ASSEMBLY WORKSHOPS

Pirtek nationally manages and supports many remote and on site hose assembly facilities. These programs range from simple supply programs with provision of crimping equipment, small workshops, to complete supply of fully equipped remote site units, encompassing a comprehensive vendor managed stock and site support program.





Products

Pirtek carries an extensive range of fluid transfer products available from our Service & Supply Centres nationally. Additional information about these products can be provided in store or via our catalogues and website (www.pirtek.co.za).



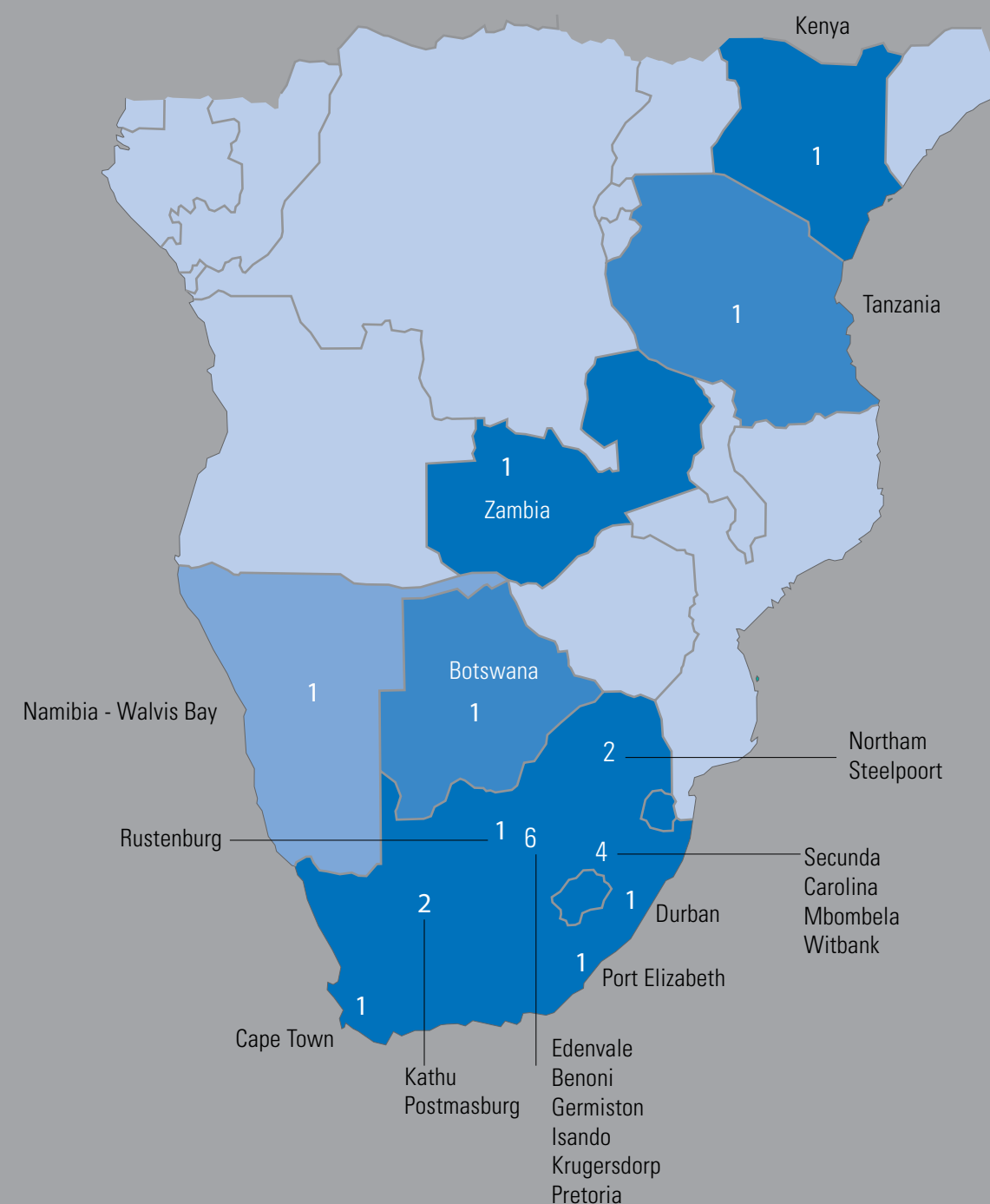
PRODUCTS

Hydraulic hose
Hydraulic hose tails
Hydraulic adaptors
Thermoplastic hose
Flexible metallic hose assemblies
PTFE Teflon hoses
Industrial rubber hoses
Industrial PVC suction and pressure hoses
Non conductive hose
High pressure jacking
Jet wash hose
Water blast hose
Automotive hose
Hydraulic SS fittings
Quick connect couplings

Ball valves – high and low pressure
Lubrication equipment
Cable ties
Pneumatic products
Multi-purpose environmental spill control products
Protective hose guard systems
Hose reels
Hydraulic and automotive lubricants
Hydraulic tube couplings
Tube and pipe supports
Kamlok couplers
Pressure washer accessories
Automotive performance hose fittings
Clamping systems
Instrumentation fittings

Pirtek National Coverage

The map below provides an overview of Pirtek's ability to service its customers at a national level.





Value Added

HOSE TAGGING & MARKING

Introduced almost 20 years ago, the unique Pirtek tagging system paved the way for proactive maintenance. Colour coded tags, applied when Pirtek hoses are assembled, record the hose's age, components used, and the contact number of the originating Pirtek Service & Supply Centre. The tagging system is an accurate method for measuring hose performance and cycle life. When a hose is installed, its productive life can often be assessed and scheduled for replacement before failure occurs.



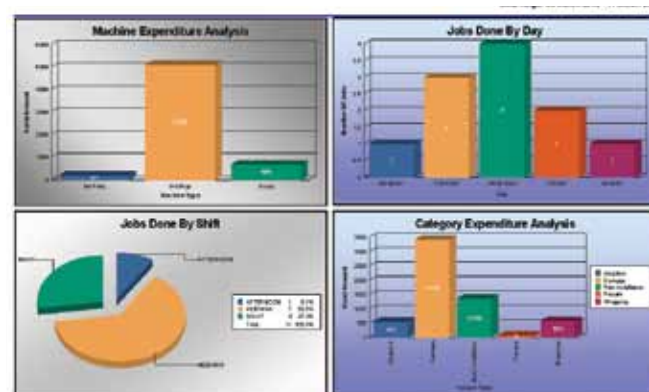
REPORTING CAPABILITIES

In the age of technology, electronic reporting provides detailed analysis of how fluid transfer systems operate day-to-day, and can alert maintenance personnel to a pending failure (which could lead to significant downtime and costly repairs).

Available through all Pirtek Service & Supply Centres or Pirtek mobile service, reports can be generated by service technicians from the work order – which also incorporates our Job Description Report (JDR).

The information provided can:

- Highlight brands or models / types of equipment with constant or recurring hose failure
- Indicate operator abuse of equipment
- Indicate the performance of Pirtek products and services. Our nationally linked ERP mainframe computer system provides the opportunity for regular reporting of all sales for specific customers
- Provide total sales per month by Pirtek location
- Provide total sales per month by business unit
- Generate a past year expenditure comparison
- Provide consumption reporting



TECHNICAL SUPPORT

All Pirtek Service & Supply Centres operate a true 24 hour, 7 day a week service. Immediate technical support is available via your local Service & Supply Centre. There is also a designated technical department within the Pirtek Group Office in Longmeadow, Gauteng. This technical department acts for the Pirtek network throughout Southern Africa.

This allows a faster response to critical issues with proven solutions. Comprehensive testing facilities are also incorporated within the technical department at Pirtek Group Office. The test facility allows product research for particular applications, batch testing, fault / failure diagnosis, burst testing and pressure testing.



Quality Assurance

ISO 9001:2008

Pirtek Southern Africa (Pty) Ltd is ISO 9001:2008 certified. Certification covers the core elements of Pirtek operations including hose assembly, supply and installation, testing, purchasing and warehousing. Quality certification is recognition from an accredited, independent third party, that Pirtek Southern Africa (Pty) Ltd complies with a recognised standard detailing good quality management system principles.

TRAINING

Pirtek Southern Africa (Pty) Ltd is a Registered Training Organisation (RTO), registered by merSETA to provide nationally recognised qualifications. Our merSETA certification number is 17-QA/ACC/0552/10. Pirtek's training packages are among the first in our industry to be nationally recognised.

Nationally recognised training is your assurance of quality and proof of the competence of our mobile service technicians and hose assemblers. Hose-making competency modules are available for our valued customers. We are able to deliver and assess customers' staff members to complete this nationally recognised training to obtain a certificate of attainment.

INSURANCE

All Pirtek Centres carry over R10 million product and public liability broadform insurance and professional indemnity insurance.

WARRANTY

Pirtek has also developed a national on-line warranty and analysis database that is utilised for all Pirtek locations. This enables a timely response to the analysis and additionally allows triggers to be set if repeated instances of failure occur.





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7 Guernsey Drive, Longmeadow Business Estate East,
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info@pirtek.co.za
www.pirtek.co.za

OUR BRANCHES

Head Office	011 608 2299	Postmasburg	053 723 0075
Benoni	011 425 0443	Pretoria	012 548 5935
Cape Town	021 510 1166	Rustenburg	014 592 9087
Carolina	017 843 2346	Secunda	017 638 1613
Germiston	011 824 4117	Steelpoort	013 230 9879
Isando	011 974 4266	South Deep	011 953 1484
Kathu	053 723 0075	Witbank	013 656 3131
Krugersdorp	011 953 1484	Botswana	+267 391 6494
Kwa-Zulu Natal	031 569 2671	Kenya	+254 732 151 000
Mbombela	013 752 3364	Tanzania	+255 22 286 1881
Northam	014 592 9087	Walvis Bay	+264 64 220 607
Port Elizabeth	041 360 0239	Zambia	+260 955 751 281

