



# **HOSES24**

*Keeping you in motion*



## INTEGRATED HYDRAULIC SYSTEMS SPECIALISTS

SUPPLY | INSTALLATION | MAINTENANCE

**1800HOSES24**

**[hoses24.com.au](http://hoses24.com.au)**



# Keeping you in motion...



Hoses24 provides fully-integrated hydraulic and pneumatic products, service and support to the Australian mining, civil and agricultural industries.

## EXPONENTIAL GROWTH

At Hoses24, we are fully-equipped to keep you in motion. From humble beginnings as a single-truck, Emerald-based operation with only one customer, Hoses24 has experienced significant growth, developing strong customer relationships and forging a reputation as a reliable and connected industry partner.

We now service more than 170 customers across the mining, civil and agricultural industries, in multiple locations throughout Queensland and beyond. Our single-truck operation has expanded to a state-of-the-art fleet of fully-stocked, mine-site-approved trucks, carrying more than 10,000 parts at any one time.





ON CALL | ON SITE | ON DEMAND



## KEY SERVICES

- 24/7 MOBILE SERVICE
- HOSES & FITTINGS
- PUMPS
- REELS
- PNEUMATICS
- HYDRAULICS
- PREVENTIVE MAINTENANCE
- AIR-CONDITIONING HOSE & FITTINGS



## NOTHING BUT THE BEST

Our success has been built on a proven track record of superior, around-the-clock service, skillful technicians and rapid response times, as well as our comprehensive range and consistent availability of stock.



MINING



CIVIL



AGRICULTURAL

## EVERYTHING YOU NEED

Our mine-site compliant trucks are supported by a fully-stocked warehouse, complete with pro-active inventory management, maintenance tracking and special order capabilities.

We stock an extensive range of hoses and fittings, as well as parts for all classifications of fluid transfer equipment.

We have a diverse supplier range allowing us to hand-pick the highest quality parts for every service and product we offer.

# Full-service 24/7 support

Hoses24 caters to all your supply, installation and maintenance needs. We are your hydraulic and pneumatic partners – always on-call to supply what you need, where and when you need it.



*"For the past two years, National Plant and Equipment's three sites in the Moranbah area have been regular customers of Hoses24. The Hoses24 staff have always shown high standards of customer service with prompt response times. In addition, their products are high quality, value for money and readily available. National Plant and Equipment consider Hoses24 as a preferred supplier and would recommend their services."*

EMILY MADDERN | NATIONAL PLANT & EQUIPMENT

# Service stream overview

## SUPPLY

At Hoses24, we pride ourselves on supplying only the highest-quality products and parts. We have established strong working relationships with a network of reputable and reliable industry-leading suppliers, enabling us to offer impeccable turn-around times on product ordering and supply.

Our truck fleet is mine-site compliant and fully-equipped, stocking a comprehensive range of quality parts and products to cater for even the most complex machine / vehicle. Our experienced team is on-call and fully-stocked 24/7, meaning we are always ready to prioritise your project and minimise your downtime.

Hoses24 is a BMA local buying program approved supplier. We also offer OEM competitive price matching, large volume discounts and advanced ordering discounts, where applicable.

## INSTALLATION

Hoses24 are your partner for on-site installation. Whether you're starting a new project, or simply expanding your operational capacity, our team of highly-skilled field technicians are on-call 24/7 to cater for all your product and part installation needs.

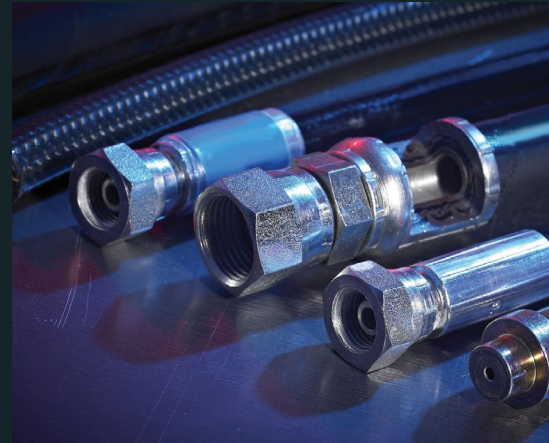
We prioritise prompt service timings and attention to detail. Our technicians take pride in their work, working neatly and leaving sites tidy. They are also fully-certified for hydraulic hose fitting so you know you're getting a safe and quality installation, as well as a fast one!

## BREAKDOWN SUPPORT

Hoses24 understands the vital importance of minimising downtime on site. That's why our highest priority is 'keeping you in motion'. On call 24/7 with rapid response times to any breakdown / repair requests.

## PREVENTATIVE MAINTENANCE

We also offer preventative maintenance strategies to reduce the frequency and cost implications of unnecessary breakdowns. This includes scheduled maintenance shutdowns and tailored preventative maintenance programs for individual machines, complete with the implementation of a detailed maintenance database and ongoing maintenance scheduling.



*"I have been dealing with Hoses24 around the Moranbah area for quite some time and have received nothing but the best breakdown service going round, the team are always eager to assist and the response time has never been questioned. I have received nothing but quality service from Hoses24, their work trucks are packed with all the goods to manufacture just about any hose/s I have called for on a variety of different types of machines and different makes on various sites around the area."*

BEN BLOXSIDGE | EMECO





## PRIORITISING SAFETY

With a fully auditable online workplace health and safety management program we are able to ensure we have stringent safety policies and procedures which are always kept up to date, ensuring a safe and compliant working environment. Our incident record is impeccable and we are continuously training and up-skilling our staff on safe and efficient practices.

## PRIORITISING QUALITY

Hoses24 has established strong working relationships with a large network of industry-leading suppliers. We hand-pick the highest-quality parts from a wide variety of suppliers, ensuring choice, quality and fast turn around times for our customers. For best practice, our technicians operate in accordance with MDG41 Guidelines. We also perform internal QA checks, sending assembly samples away for testing monthly to ensure manufacturer's standards are being strictly adhered to.

## PRIORITISING YOU

Unexpected machinery breakdowns are costly and detrimental to productivity. At Hoses24, we understand this. That's why our fleet of fully-stocked, mine-site compliant trucks and highly-trained technicians are on-call 24/7, ready to prioritise your repairs and get you back operating at full capacity in no-time.

**20+ MINE SITES**

SERVICED **EVERY MONTH**

**400-500+**

**JOBS COMPLETED EVERY MONTH**

**10,000+**

**PARTS IN STOCK ON EVERY TRUCK**

**\$180,000+**

WORTH OF **STOCK** IN EVERY TRUCK

## STREAMLINED BREAKDOWN SUPPORT – MINIMISING YOUR DOWNTIME



UNEXPECTED  
BREAKDOWN



CALL HOSSES24  
24/7 SERVICE LINE



DIAGNOSE  
ON-SITE



REPAIR  
ON-SITE



FULL CAPACITY  
RESTORED



## VISUAL MACHINE ASSESSMENTS

As part of our commitment to keeping our customers in motion, our technicians are trained to perform a complete visual check over all machines when providing maintenance and repairs to ensure that nothing else requires attention before returning the machine to work. This attention to detail sets us apart from our competitors and minimises the frequency – and cost – of unnecessary breakdowns for your machines.

## CUSTOMER WAREHOUSING

Our full-service support extends to customer warehousing, which includes stock control and consumable parts replenishment. Based on an in-depth understanding of our customer's sites, projects and machines, our warehouse team manages our inventory to ensure we always have the parts you need – in stock and available when you need them.

## SPECIAL ORDERS

We also have experienced and qualified parts interpreters who look after any special order requirements. An in-depth understanding of the intricacies and variables of hydraulic systems ensures we are able to recommend and provide the most efficient and effective solution – every time.

## AUDIT INSPECTIONS

Hoses24 has developed a comprehensive reporting application, designed to offer a detailed breakdown of findings / recommendations following machine audit inspections. Our detailed inspection process and subsequent reporting highlights hoses and equipment on machines that are defective and have a high-risk potential to fail. A summary of our detailed inspection and reporting process can be found in the chart to the right.

### HOSE PROTECTION

Any hose that has received light damage or is at risk of [avoidable] damage will be identified and measures taken to protect it.

### LEAK DETECTION

Measures will be taken to eliminate any leaks detected from seals, seats or O-Rings to avoid the risk of potential incident.

### FUTURE MONITORING

Any hoses that catch the attention of our Field Service Technicians, but are still below the requirements to be considered compromised, will be logged in the **Hoses24 Hose Management System** for future monitoring and assessment.

### HOSE REPLACEMENT

Any defective hoses identified as 'likely compromised' or 'absolutely compromised' will be flagged by our Field Service Technicians and recommended for replacement in order to eliminate high-risk incident potential.





## Our people

The Hoses24 team boasts over 57 years of combined industry experience. Our origin as a small business with family values is the basis for our strong, tight-knit culture, which every new team member is welcomed into as we continue to grow and expand.

### STAFF TRAINING

At Hoses24, our commitment to provide industry-leading service is reflected in our pro-active approach to the ongoing training and development of our staff. We make it a priority to provide constant training and up-skilling opportunities, ensuring our knowledge is up-to-date and adaptable in an ever-changing industry. Our technicians are all thoroughly cross trained and inducted across various mine sites. Furthering our employees knowledge, Hoses24 provides the opportunity for our team members to gain hands on experience in the USA at the hose and fittings manufacturing plants, providing an in-depth understanding of the product engineering processes.

### OUR FUTURE

Moving forward, Hoses24 looks to expand our team of experienced hose technicians, whilst maintaining the same level of service and support that has forged our success thus far. Our vision is to duplicate our coverage nationally, becoming the number one solution provider in the hose and fittings industry.

*"At Hoses24 there is always a willingness to try new products recommended by the manufacturer to improve customer availability stats on machines and processes we use. Leaders encourage us to improve not just in our work but ourselves in all areas. Places I couldn't go alone. Even after working here for over 3 years I'm still continuing to learn. We have an amazing culture within Hoses24 to perform the best and be the best we can be. It comes down to the sense of satisfaction and admiration something important you're doing for the customers. The people I work with amaze me every day and that's one of the reasons I love working here."*

STEWART FEARNLEY | HOSES24

### COMMIT

We are committed to providing highest-quality products, service and support.

### PROVIDE

We provide more value to our customers, earning their respect and loyalty.

### BUILD

We build strong relationships through open and honest communication.

### MAINTAIN

We are pro-active across all areas of our business, ensuring consistent and reliable service for our customers 24/7.



# Parts and services

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## HOSES

- HIGH PRESSURE HYDRAULIC HOSE
- LOW PRESSURE HYDRAULIC HOSE
- INDUSTRIAL HOSE
- LOW PRESSURE AND SUCTION HOSE
- HYDRAULIC TUBING
- STEEL TUBING / PIPE WORK



## HYDRAULIC COMPONENTS

- CONTROL VALVES
- SPOOL VALVES
- CYLINDERS
- RAMS
- HYDRAULIC MOTORS
- HYDRAULIC PUMPS



## PUMPS

- GREASE PUMPS
- OIL PUMPS
- DIAPHRAGM PUMPS
- FUEL PUMPS



## HOSE REELS

- OIL HOSE REELS
- AIR HOSE REELS
- FUEL REELS
- WATER REELS
- GREASE REELS



## VALVES

- BALL VALVES - TO SUIT WATER, GAS OR CHEMICAL
- CAMLOCKS
- MINSUPS
- CHECK VALVES
- NEEDLE VALVES
- BUTTERFLY VALVES - AIR, HYDRAULIC, OR MANUAL OPERATED
- GATE VALVES

# Parts and services [CONTINUED]

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## AIR ACCESSORIES

- NITTOS
- AIRBREAK COUPLINGS
- NICKEL PLATE QUICK FIT
- BRASS COMPRESSION
- BRASS FITTINGS



## GREASING EQUIPMENT

- GREASE GUNS
- GREASE INJECTORS
- GREASE NIPPLES
- AUTO GREASING SYSTEMS



## OIL / FUEL DISPENSING EQUIPMENT

- OIL GUNS
- HAND PUMPS
- BULK FUEL GUNS
- LIGHT VEHICLE FUEL GUNS
- WIGGINS FITTINGS
- FUEL FITTINGS
- QUICK CONNECT OR DRY BREAK COUPLERS



## HOSE PROTECTION EQUIPMENT

- TEXTS SLEEVING
- SPIRAL GUARDING
- HEAT SLEEVING
- WIRE ARMOUR



## TESTING EQUIPMENT

- DIGITAL PRESSURE TESTING EQUIPMENT
- GAUGES
- TEST FITTINGS
- TEST HOSES



# Parts and services [CONTINUED]



## SPECIALTY DRILLING

- WHIPCHECKS
- HAMMER UNIONS
- HIGH PRESSURE SWIVEL JOINTS
- API CERTIFIED HIGH PRESSURE / LOW PRESSURE MUD PUMP, AND AIR HOSES
- BOP HOSES
- CHOKE AND KILL HOSES
- PUP JOINTS
- INTEGRAL FITTINGS



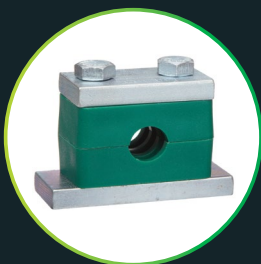
## AUXILIARY PRODUCTS

- TOOLING
- ELECTRICAL SUPPLIES
- GRAB KITS
- TORCHES
- O'RING KITS



## HYDRAULIC FITTINGS

- SOCKETS
- ELBOWS
- REDUCERS
- ADAPTORS
- NIPPLES
- GAL FITTINGS
- STAINLESS STEEL FITTINGS



## CLAMPING EQUIPMENT

- STAUFF CLAMPS
- P CLAMPS
- SUPER CLAMPS
- STAINLESS STEEL CLAMPS
- WORM DRIVE CLAMPS

*"As a member of the world's largest Industrial parts supply company, at Hardy Spicer we are very particular about the service partners we choose. We are careful to identify businesses with the same high level of customer focus, who are intent on solving customer problems through highly skilled people, and who are prepared to invest in their local market in the form of a robust supply chain. We are proud to partner with Hoses 24 in North Queensland. David and his team deliver on our RELY mantra of Reliable, Efficient, Local and a "Yes" can do attitude to solving whatever challenge they are presented with. We would recommend any customer who values high quality service to speak with Hoses 24 about how they can support your business."*

IAN DODD | HARDY SPICER



QUEENSLAND

BOWEN BASIN

ISAAC REGIONS

CENTRAL HIGHLANDS

SUNSHINE COAST  
HEAD OFFICE

The Hoses24 business model is entirely scalable and capable of being replicated anywhere in Australia. If you're looking for a pro-active, responsive and reliable hydraulic and pneumatic partner for your business, get in touch with the Hoses24 team today!

**24HR MOBILE SERVICE**  
**1800 4673 724**

**HEAD OFFICE**

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