

HTG[®]

HIGH-TECH GENERATORS

COMPANY PROFILE



POWER SOLUTIONS THAT MATCH YOUR REQUIREMENTS

dedication, passion & innovation

HTG® HIGH-TECH GENERATORS: GROWTH BASED ON CUSTOMER FOCUS

AN AUSTRALIAN-OWNED AND REGISTERED COMPANY SERVING AUSTRALIANS

HTG® offers the largest range of generators and lighting towers in Central Queensland.

We are an Australian-registered trademark owned by an Australian-registered company that has successfully served Australian industry since 1998.

Since its foundation, HTG®'s growth has consistently been based on dedicated staff and a passion for excellence.

Our team possesses a comprehensive knowledge of industry-specific requirements to help clients as they seek to select precisely the right generator for their task. Customers can tap into HTG®'s knowledge base to help them make a sound, informed and appropriate decision.

We supply and, where appropriate, service leading brands of inverter generators, portable petrol and diesel generators, emergency generators, mine spec generators and silent diesel generators, lighting towers, tractor power packs, four-in-one work stations, leads and power distribution boards to customers large and small. We have access to world-leading generator manufacturers, enabling us to bring our customers first-class, innovative ideas and allowing us to recommend the most cost-effective generator and lighting tower solution for each customer.

We perform these services for, among others, Federal, State and Local governments, the Defence Force, mining, construction, communications, rural and retail industries, health and emergency services and sporting, lifestyle and leisure organisations. HTG® also provides full turnkey solutions for power analysis, system design, supply, installation and commissioning and programmed maintenance.

Our generators are manufactured in state-of-the-art facilities under international quality management systems ISO 9001 and ISO 2000. We use third-party auditors to conduct random checks on each production run to ensure excellence.

As preventative maintenance is critical in reducing the likelihood of breakdowns, HTG® also offers short or long-term programs of scheduled and corrective maintenance, on-site or off-site, and servicing and repair of reputable brands of petrol and diesel generators and lighting towers.

HTG® SUPPLIES GENERATOR AND LIGHTING EQUIPMENT AND SUPPORT FOR ...

- Lifestyle and Leisure
- Building and Construction
- The Rural Industry
- The Mining Industry
- Emergency Power Solutions

**POWER SOLUTIONS THAT MATCH YOUR REQUIREMENTS
CALL HTG® ON 1300 743 529**

quality, integrity & reliability

HTG® HIGH-TECH GENERATORS: HOW WE GO ABOUT OUR BUSINESS

AT HTG®, IMPORTANT PRINCIPLES AND BELIEFS GUIDE EVERYTHING WE DO

- **We recognise the importance and value of each customer** and operate according to a “work with, not against” policy.
- **We listen, we are responsive and we are flexible** in meeting individual customer’s needs.
- **We deliver quality products and ongoing support** that provides first-class value for your investment.
- **Each member of our team is specialised, professional, responsive and reliable** in each of their respective fields of skill and expertise.
- **We have a continual commitment to “push the boundaries”** as we seek to improve our products and service to ever higher standards.
- **We always act with complete integrity and professionalism** towards our clients and suppliers.
- **We strongly encourage customer feedback**, with the aim of allowing us to measure our performance and use this analysis as part of our continual improvement process.
- **We provide a “guarantee of satisfaction”** with all our products and honour all warranty commitments.
- **Our products and services comply** with all relevant Australian Federal and State government regulations.



before, during & after

HTG® HIGH-TECH GENERATORS: PROVIDING A COMPLETE SERVICE

WE'RE HERE FOR OUR CUSTOMERS WHENEVER THEY NEED US

BEFORE A SALE: HTG® pre-delivery process includes testing and advice

All generators sold by HTG® undergo a pre-delivery process. This includes a rigid run and test phase to ensure 100% compliance with the manufacturer's specifications. In addition, this gives HTG® an opportunity to identify any underlying issues prior to customer handover.

Customers who purchase generators in-store or have them personally delivered by HTG® are given detailed instructions on how to operate and maintain their new generator as per the manufacturer's recommendations.

DURING A SALE: Customers enjoy expanded choice as HTG® now offers four of the best

HTG® has expanded its generator range by joining with four major, highly reputable manufacturers. HTG® is now an authorised dealer for:

- **Yamaha Generators Australia** – With over 50 years of worldwide experience, Yamaha continues to set the benchmark in designing, testing and manufacturing generators.
- **Dunlite Power Equipment** – Petrol and diesel portable generators and inverter generators, built tough for Australian conditions.
- **MOSA Australasia** – Manufactured in Italy since 1963 and a leader in the design and production of professional, engine-driven generating sets. Over the past 50 years, MOSA has supplied several hundred thousand units throughout the world and the name has become synonymous with quality and reliability.
- **Lister Petter** – An iconic British brand with a long and celebrated history in industrial engines. From its beginning over 140 years ago, Lister Petter has consistently set standards in innovation, quality and reliability.

AFTER A SALE: HTG® back-up includes servicing and warranty work

Back-up service is just as important as purchasing the generator.

HTG® services and repairs what it sells and works closely with generator manufacturers to ensure all warranty work is completed within a satisfactory timeframe.



... yours sincerely

HTG® HIGH-TECH GENERATORS: WHAT THEY SAY ABOUT US

CUSTOMERS PUT THEIR THOUGHTS INTO WORDS

“ Never missed a beat during floods

Gayle and I just want to touch base and let you know how appreciative we are of your efforts in shipping out to us one of your generators during the recent floods.

It was a life-saver! The EH3000 worked a treat and never missed a beat during those times when we were left without power. One of the things that impressed me was we were getting around 8 hours to a tank when we had to run them all day and night up until we would go to bed at around 9pm.

Not only were we able to run the fridge and freezer, Gayle was still able to use the washing machine and, most importantly, the clothes dryer as it was impossible to dry clothes with the relentless wet weather we had experienced.

Thanks again for your efforts; your generators not only look impressive, they perform just as impressively. We've proven that!

Big thanks, mate.

Mick & Gayle (Mackay) ”

“ What a difference a phone call makes

For months, I have been looking into and researching portable generators that would be suitable to run the air-conditioner in the new caravan, just purchased as part of our retirement plans.

In frustration at not finding credible information, I happened to stumble across your website and decided to give your customer service number a call to see if I could make sense of the information I had gathered.

Gee! What a difference a phone call makes! The gentleman I got to talk to was quick in stripping out the bull that had been fed to me by others and quickly set out steering me in the right direction.

After sending through an email with the caravan and air-conditioner specifications, plus other information they required, I was pleasantly surprised to receive back a very informative and educational email detailing the size generator required and the reason why I needed that size generator.

Hence we purchased the EH3000 model inverter generator and have nothing but praise for the quality of the product and, most importantly, the one-on-one attention we received from your customer service team. Great job, guys!

Best Regards.

Steve & Julie ”

the benefits of staying power

HTG® HIGH-TECH GENERATORS: ONGOING SUPPORT PROTECTS INVESTMENTS

HIGHLY SKILLED TEAM IS READY – AND WILLING – TO HELP

Each member of the HTG® team is specialised, professional, responsive and reliable in each of their respective fields of skill and expertise.

Customers purchasing generators from HTG® can feel comfortable knowing we offer ongoing support in servicing and repairs to their generators that provide first-class value for their investments.

HTG® also services and repairs reputable brands of petrol and diesel generators and lighting towers.

Maintenance programming

Preventative maintenance is critical in reducing the possibility of generator breakdown. HTG® offers a variety of short or long-term programs of scheduled and corrective maintenance, carried out either on-site or off-site.

Part of the community

HTG® demonstrated its involvement in the local Rockhampton and Capricorn Coast communities following the impact of Tropical Cyclone Marcia in Central Queensland in February 2015.

Aware of the vital role generators played during the severe cyclone and extended recovery, HTG® has offered servicing of their portable generators to all residents of Rockhampton, Yeppoon and surrounding areas. The service involves conducting a performance test, changing the oil, cleaning the spark plug, spark arrestor and air filter and, if required, preparation of the generator for storage.



looking forward to your call ...

HTG® HIGH-TECH GENERATORS: READY TO TALK WHEN YOU ARE

SPEAK OR WRITE TO US

All inquiries and requests for free consultations with HTG® team members should be directed to HTG® by phone, email or via the website.

Phone **1300 743 529**

Fax 1300 743 629

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www.hightechgenerators.com.au

ABN 95 084 872 435

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Written correspondence should be sent to HTG®'s main office at:

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