Re-Pump

CAPABILITY STATEMENT

THE INDUSTRIAL PUMP SPECIALISTS

"I have been using Re-Pump for nearly 20 years. Their work and service are exemplary, and I would highly recommend them to anyone."

Brian Dewhurst,
Planning and Reliability Engineer,
The Coca Cola Company

Overview

Established in 2004, Re-Pump is a dynamic Queensland based company leading the way in industrial pump solutions. We offer a comprehensive and specialised service in pump sales, supply, maintenance, and refurbishment as well as the delivery of water and wastewater projects through our expert installation and project management capabilities.

We have a well earned reputation for working in complex and difficult environments including both greenfield and brownfield settings. Our clients rely on our technical expertise across a broad range of sectors which includes building services, food processing, healthcare, manufacturing, mining, tourism and leisure.

Re-Pump is a trusted, long-term contractor to local, regional and remote councils, government enterprises and private organisations. Our clients include Urban Utilities, Seqwater, Carlton United Breweries, Qld Health, UQ, Village Roadshow Theme Park and Glencore. From our offices in Brisbane and Gladstone, we work throughout Queensland and Northern New South Wales.

Re-Pump takes pride in offering a responsive and agile service, while delivering consistently high-quality work supported by well-established systems. With certifications in Workplace Health & Safety, Quality & Environmental Management Systems, Re-Pump has earned a reputation for exceeding industry safety standards and doing the job right the first time, every time.

"If there's a project – no matter what size – and I see Re-Pump's name, I immediately relax as I know it will be done well."

Project Manager,
Queensland Regional Council

Core Competencies

With a large customer base in utilities, general industry, construction and manufacturing, we provide specialist pump knowledge, agile and responsive service and pump supply that is brand agnostic. Our technical expertise allows us to deliver outcomes for our customers that are effective, economical, and environmentally responsible. We are one of the few companies to offer key capabilities across our dedicated business divisions including Projects, Service and Sales.

PROJECT MANAGEMENT

Our project teams specialise in the design, construction and commissioning of water and wastewater infrastructure. Working closely with stakeholders, we deliver quality green and brownfield turnkey solutions and ensure our projects are completed efficiently, safely and within budget.

SERVICE

The Re-Pump service team specialises in the repair and maintenance of industrial pumping and mechanical equipment. Our broad range of services include preventative and breakdown maintenance and our highly skilled team of qualified technicians are backed by our fully equipped service fleet and two workshops appointed with the latest technology to ensure our clients' satisfaction.

SALES

As an authorised partner for all major OEMs, our customers receive specialised advice and the most suitable equipment for the application that aligns with their needs and budget. Our sales staff are well trained in the latest technology and provide our customers with tailored solutions based on price, efficiency, value and availability.

OUR PROJECTS INCORPORATE THE FOLLOWING KEY CAPABILITIES

- Project Management
- Engineering, Drafting and Design (As Constructed, As Built, RPEQ)
- Mechanical Works
- Construction / Civil Works / Vacuum Excavation
- Machining / Fabrication
- Testing and Commissioning
- PLC / SCADA Systems
- Rigging Services
- Purchasing and Logistics
- Installation.

Mission, Vision & Values

OUR MISSION

Our commitment is to provide industry best practice to our customers. We achieve this through the establishment of measurable objectives and targets; and by establishing a corporate culture that enables continual improvement and growth of our company.

We will adopt these principles for each and every project we quote and deliver by ensuring:

- Our work is competitively priced and offers a high standard of quality and professionalism
- Our work meets and exceeds expectations
- We deliver within budget and on time.

OUR VISION

To maintain quality of life through providing essential services, such as specialist pumping equipment and turn-key solutions.

OUR VALUES

- Building collaborative relationships through trust, honesty and integrity
- Continuously improving through innovation and learning
- Being accountable for our actions
- Delivering quality services and solutions to our customers
- Providing value added services for our company and customers
- Creating a supportive and safe workplace
- Committing to improve environmental sustainability.

"They instil trust – you just know they are going to do the right thing."

Project Manager,
Regional Council,
Central Queensland

Differentiators

Specialised knowledge & expertise

We are one of the few companies to offer a comprehensive, end to end service for industrial pumps: project management, service and sales.

Long term staff

We are proud of our long-term staff retention, the benefits of which flow on to our customers in the form of customer site knowledge and consistency of service. Our Project Managers hit the ground running and have extensive experience enabling them to work autonomously.

Brand agnostic sales

We recommend products based on suitability, reliability and value.

Thorough scoping of projects

We spend the time upfront to fully scope a project, knowing that an initial investment in time will improve project efficiencies.

We instil trust by doing what we say we're going to do

We do the job right, first time, every time.

Differentiators

Clear, ongoing communication

We recognise regular, detailed communication underpins project success.

Responsive, boots on the ground customer service

With offices and workshops in Brisbane and Gladstone, we are able to deliver a personalised service to our metropolitan and regional clients alike.

We are hold ourselves accountable throughout a project

We're driven to achieve consistently high quality work and we go above and beyond, to ensure a successful outcome for our clients.

We address issues quickly, without fuss

Our teams are client focused and dedicated to resolving problems.

"Generally, they're really professional. They'll do what it takes – they're as willing to see the project done well as we are."

Manager Infrastructure Delivery,
Water Utility

"Some contractors won't care if you run into difficulties. If there's a problem (like the valve not working) Re-Pump will go above and beyond to help you. Other contractors will just say 'that's your problem, you fix it."

Manager Infrastructure Delivery,
Water Utility

"Re-Pump delivers prompt service – we're busy, so it makes a big difference when they're responsive."

Water Services Supervisor,
Metropolitan recreational area

Re-Pump
Australia Pty Ltd
07 3279 0466

Customer Service Philosophy

We understand that our customers' businesses rely on the maintenance and operating efficiency of their equipment. With that in mind, we will go above and beyond to ensure any downtime is minimised and ensure our customers get specialised advice and the most suitable equipment for the application that suits their needs and budget.

Our customer service philosophy is underpinned by the following:

Fast Turnaround

Turnaround speed in repairing equipment is among the best in the market.

Scoping the Job Properly

Provide detailed project scopes, and clearly detail how to mitigate safety, quality and operational risk.

Regular Communication

Provide regular, clear communication. We're also upfront in informing our customers if there is a problem.

Accessibility/ Responsive Customer Service

Project and Service Managers are accessible. Our clients don't need to chase us.

Quality of Workmanship

Excellent quality of workmanship, timeliness and communication. Commitment to quality and doing the job well the first time.

Safety is Key

Excellent safety management programs. We hold safety to a very high standard, and have an integrated safety approach.

Long Term, Trusted Relationships

Forming long term, trusted relationships. We continually demonstrate that we have the best interests of our customers at heart.

Competent Team / Excellence in Project Management

Experienced and competent management, managers and staff who are easy to work with.

Clients

Re-Pump is a trusted, long term contractor to local and government entities and private organisations like Veolia and Carlton United Breweries and Utilities such as Unitywater, Urban Utilities and Seqwater.

We provide specialist turnkey project management services to a large range of councils throughout Queensland.

Water & Wastewater

Councils: Ballina, Balonne, Banana, Barcaldine, Blackall Tambo, Brisbane, Bundaberg, Byron Bay, Central Highlands, Coffs Harbour, Fraser Coast, Gladstone, Gold Coast, Goondiwindi, Gympie, Ipswich, ISAAC, Logan, Maranoa, Moreton Bay, Murweh, North & South Burnett, Redland, Rockhampton, Scenic Rim, Southern Downs, Tenterfield, Toowoomba, Tweed, Walcha, Western Downs, Whitsundays,

Utilities: Seqwater, SunWater, TRILITY, Unitywater, Urban Utilities, Wide Bay Water.

General Industries

Stowe Electrical, BIO Tech, Parliament House, Retail First, Body Corporates, Dexus, JLL, QLD Bulk Terminals, JC Pools, Regis Age Care, Vinidex, Icon Plastics, Iplex Plastics, Karreman Group, IHC Mining, Future Wholesale Timbers, Permalog Timbers, James Hardie, Capral Aluminium, PGH Bricks, Austral Bricks, Austubemills.

HVAC

Johnson Controls, Carrier, Hiflow Industries, VAE, AE Smith, ENGIE, Veolia, Airmaster, AG Coombs, System Air, Precise Air, TVH Services, Translational Research Institute, Aggreko, Gordon Brothers, Siganto Air.

Food & Beverage

CUB, ASAHI, Lion XXXX, Lion Dairy Drinks (Bega dairy & drinks), Goodman Fielder, Golden Cockerel, Lesaffre, CCA, Orora Beverage Cans, Primo Moriatis, Greens Biscuits, Stone & Wood Brewing (Fermentum), Kraft Heinze.

Mining

Xstrata Glencore Copper, Intergen, Profile Science, Air Liquide, IHC Robins, Karreman Group, Cleanco QLD (Wivenhoe Power station).

Recreation & Leisure

Village Roadshow Theme Parks (Sea World, Wet & Wild and Movie World), Ardent Leisure-Dreamworld, City Parklands, Roma St Parklands, Sea Life Sunshine Coast Aquarium.

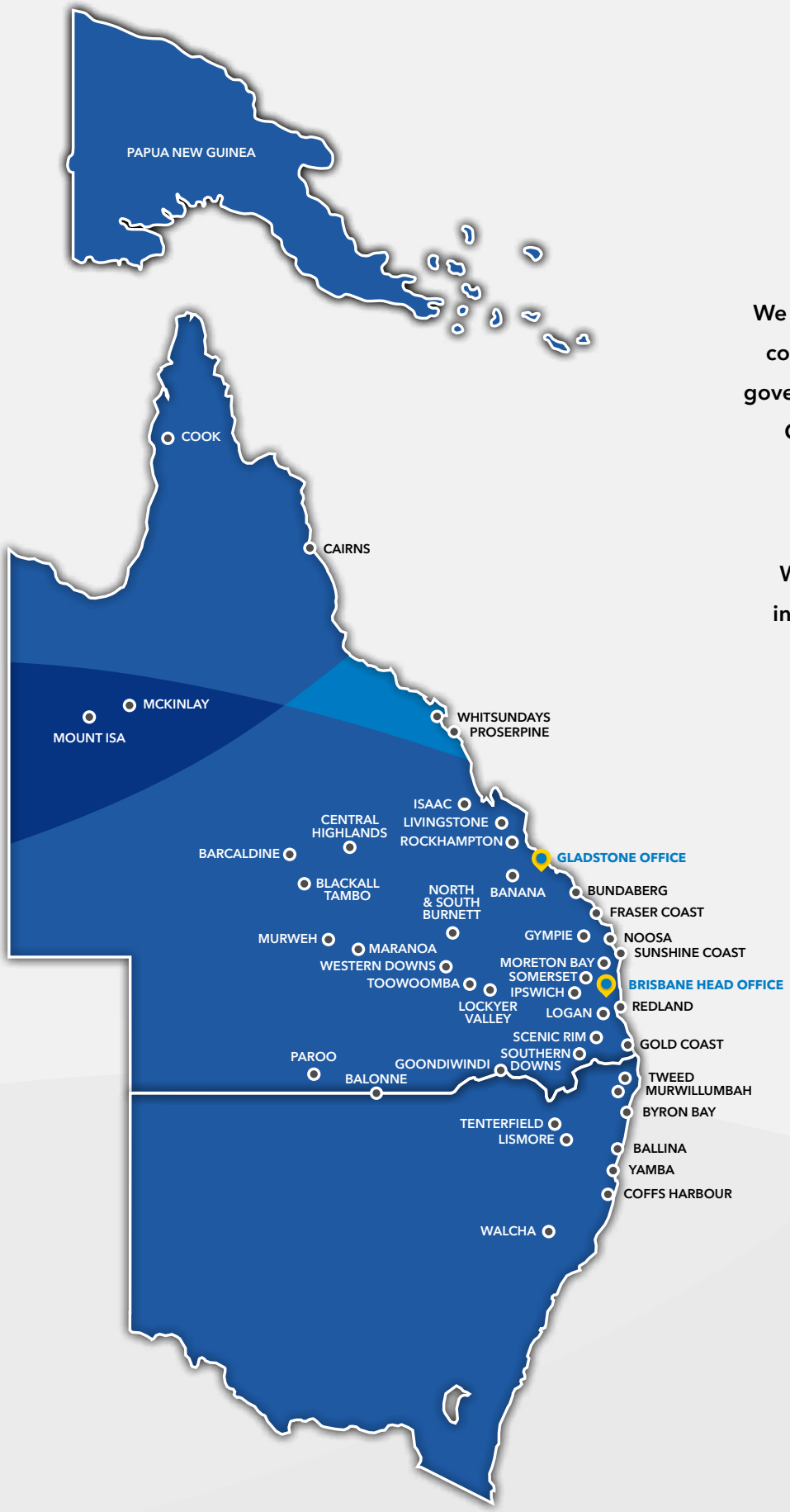
Health & Education

QLD Health including RBWH, PA, Prince Charles, Logan, Queensland Children's Hospitals, UQ PACE Dental, Oral Health University of QLD, UQ St Lucia and Gatton campus, QUT Kelvin Grove and Gardens Point. Q-Build – including multiple schools and Government sites.

Area of Operation

We work with a broad range of companies, organisations and government entities throughout Queensland, Northern NSW and PNG.

We work with many councils in metropolitan, regional and remote areas.



Industry Experience

Re-Pump specialises in the installation, maintenance and repair of commercial and industrial mechanical equipment. Our project management and installation teams have extensive experience in delivering projects in major cities and remote areas to companies, organisations and government bodies in the Water and Wastewater industries.

We provide solutions to a broad range of industries including:

- Water & Wastewater
- General Industry
- HVAC
- Food & Beverage
- Mining
- Recreation & Leisure
- Health & Education.

KOHN

Water & Wastewater

Since 2004, we have provided specialist pump supply, installation, maintenance and turn-key project management services to the water and wastewater sectors.

We have a well-known reputation for working in complex and difficult environments including both greenfield and brownfield settings. We have particular expertise delivering sewage pump stations, both new and refurbished, along with chemical dosing facilities and all treatment plant assets.

Capabilities

- Sewage Pump Stations (New)
  Cassion, Precast, FRP packages
- Sewage Pump Stations (Refurbishments)
  Mechanical, Electrical, Structural and Civil
- Chemical Dosing Facilities
- Live Connections
- Network Bypass Pumping and Tankering
- Electrical Control Systems
- SCADA Integration.

Services

- Preventative maintenance field servicing
- Pump station upgrades
  (mechanical services & repairs)
- Pump repairs
- Supply & installation of new pumps
  & associated equipment
- Condition reports
- On call breakdown.

Services

We provide a wide range of services to the following industries: Water & Wastewater, Construction, Manufacturing and General Industry, HVAC, Food & Beverage, Mining, Recreation & Leisure, Health & Education.

Capabilities

- End suction pumps
- HVAC pumps
- Submersible pumps
- Clarifiers
- Belt presses
- Aerators
- Gearboxes
- Valves & pipework
- Wastewater treatment plant assets
- Water treatment plant assets
- Pool circulation pumps
- Chemical dosing pumps
- Liquid ring vacuum pumps
- Dry vacuum pumps
- Bore hole pumps
- Split case pumps
- Blowers
- Electric motor rewinds/repairs
- Mixers
- Conveyors
- Industrial coating
- Pump stations
- Dry material feeders.

Services

- Pump repairs – onsite & inhouse
- Preventative maintenance
- Pump station upgrades (mechanical services & repairs)
- Wastewater treatment plant assets service and repairs
- Water treatment plant assets service and repairs
- Supply & installation of new pumps & associated equipment
- Condition reports
- Condition monitoring
- Breakdown maintenance/repairs
- Laser alignments
- Pump energy audits.

Equipment Serviced/ Maintained

- Submersible pumps
- End suction pumps
- Chemical dosing pumps
- Liquid ring vacuum pumps
- Dry vacuum pumps
- Bore hole pumps
- Split case pumps
- Blowers
- Electric motor rewinds/repairs
- Clarifiers
- Mixers
- Gearboxes
- Belt presses
- Conveyors
- Industrial coating
- Aerators
- Valves & pipework
- Pump stations
- Filters
- Instrumentation.

Testimonials

"I'm reliant on Re-Pump's extensive knowledge on all things pumps – they are experts. I just give them a list of what I want and they deliver every time – exactly what I need, not what gives them the best margin. Their communication is upfront, regular and clear. If there's a problem, they'll jump on it. Their service is also prompt – it makes a huge difference when a contractor is responsive.

You know you'll get their actual opinion on product – there's no agenda, they're not pushing a certain brand of pump. They align with budgets.

Importantly, Re-Pump will go to the nth degree to assist us if we have a breakdown.

You feel they have your best interests at heart.

You have peace of mind with them… for example, if a warranty hasn't come through, you know they'll go into bat for you."

Maintenance Supervisor,
Metropolitan Recreational Site

"Re-Pump is the only specialist in pumping and I rely on their depth of knowledge and expertise. I have to be across many different areas and I can't be an expert on everything.

Their turnaround on equipment repair is exceptional. I don't know any other supplier who does it so quickly and reliably.

Their customer service is great - when we ask for help, they are right there. Re-Pump has long term staff, so we avoid the revolving door of new people that you get with some contractors.

Our business depends on pumping – it's great to have a long term, trusted relationship with the team at Re-Pump."

John Hutchison,
Coordinator Reliability & Services Mechanical,
CUB

"We have 20 vacuum pumps on site, and if one of these pumps goes down, the whole factory stops. It's critical we get responsive, knowledgeable pump servicing.

Re-Pump's service is perfect – from the installation to up and running.

They know what they're doing. Unlike some other companies we've used that can be hard to deal with, Re-Pump will turn up with the right parts, and will fix the problem on the spot. We'll be sticking with Re-Pump."

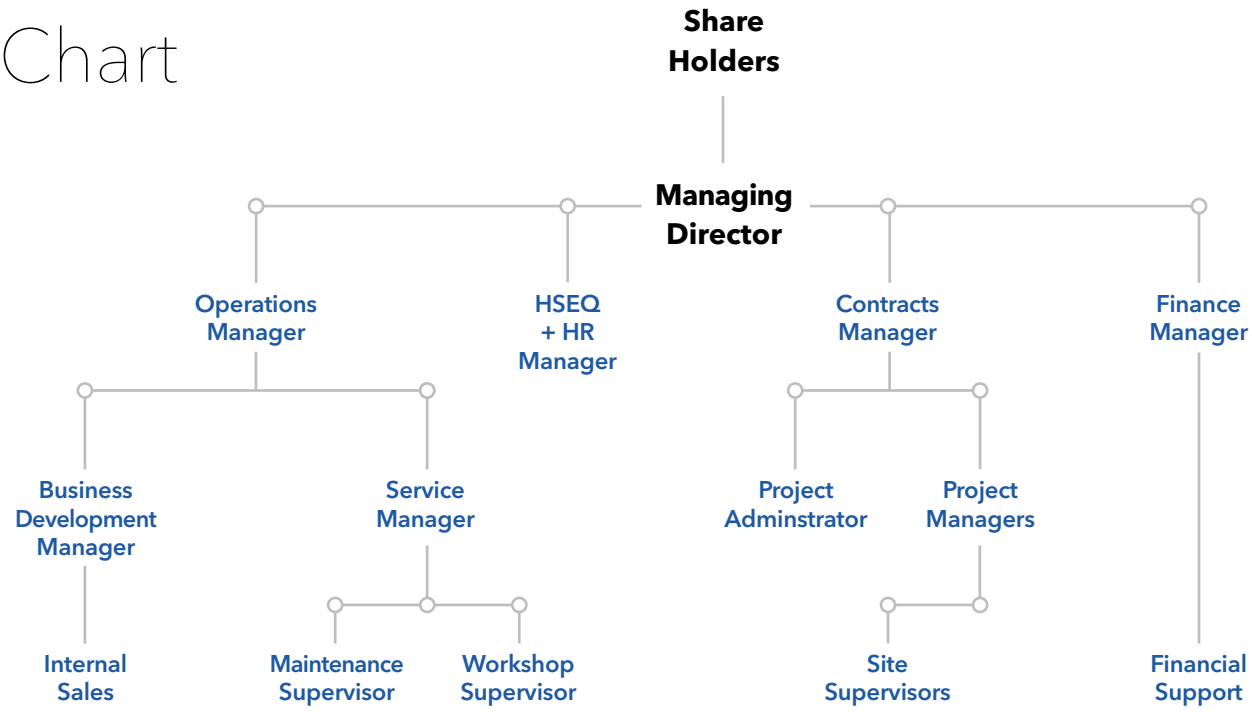
Sean Mulford,
Maintenance Supervisor,
Future Wholesale Timbers

"We required two specialised saltwater titanium Grundfos CRT16-3 pumps to be overhauled in a very short timeframe.

Everything went smoothly and I would be happy to use Re-Pump again in the future."

Mick Brett,
Chief Engineer of Super Yacht
M.Y Glaze

Organisation Chart



Our Senior Team

Gary Callaghan

Managing Director

Gary Mole

Operations Manager

Kay Huston

Finance Manager

Darren Wedley

Contracts Manager

Murray Spiller

BDM/HSEQ Manager

Michael Daniels

Service Manager

Recent Projects

Pump Project Management

SEWAGE PUMP STATION

Client:

Gladstone Regional Council

Project:

Design and Construct A01 Sewer Pump Station (Lord/Chapple Street) Upgrade

Design & Construct a 9m diameter by 15m deep concrete caisson sewer pump station - 3 x pumps (1 x 30 Kw 2 x 250kw), DN 600 gravity pipe work and 6 x man holes, New electrical switch room. Demolish and remove existing pump station.

Contract value:

$5 million

SEWAGE PUMP STATION

Client:

Queensland Urban Utilities

Project:

Eastern Drive Sewage Pumping Station Rehabilitation (Mechanical, Electrical, Control Systems and Civil).

Demolition and disposal of existing pump station building. Conversion of the existing dry/wet well arrangement to a wet well submersible arrangement. Upgrade the existing switchboard. Raise the pump well and switchboard plinth above the Q100 flood level. Provide additional functionality for temporary bypass pumping and pigging. Increase sewer catchment storage. Improve vehicle access around the pump station.

Contract value:

$1.9 million

WATER BOOSTER PUMP STATION

Client:

SJ Electric (Queensland Urban Utilities)

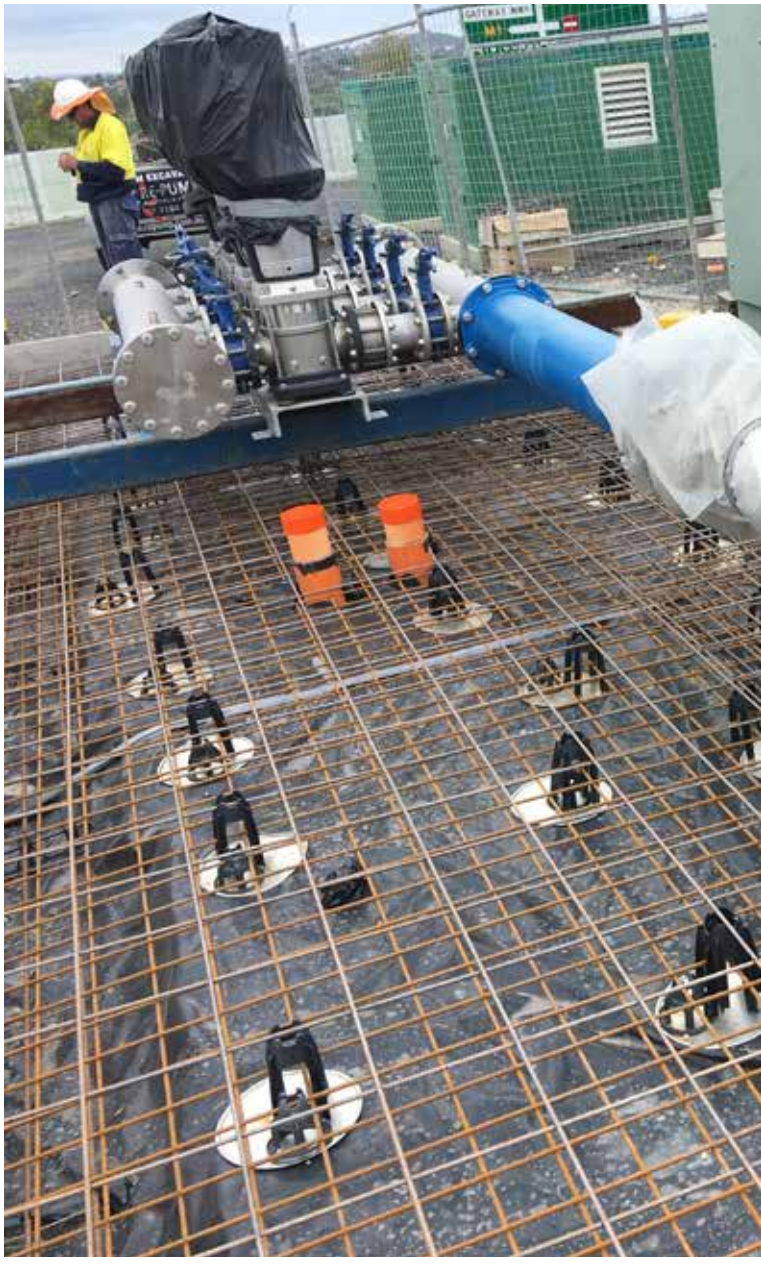
Project:

Design & Construction of Four Water Booster Pump Stations, Reservoir Refurbishment and Actuated-Valve Replacement.

Perform the detailed design, documentation, procurement, installation and commissioning of the water boosters and auxiliary works for the water booster sites throughout Brisbane. Site survey and geotechnical investigations. New multi-stage pumpsets, valves, pipework, acoustic enclosures, flowmeters. Reinforced concrete plinths, flowmeter pits, driveways and fences.

Contract value:

$930,000



WATER BOOSTER PUMP STATION

Client:

Banana Shire Council

Project:

Design and construction of Thangool Booster Pump Station

Construction of prefabricated pump station structure, installation of booster pumps and control systems, chlorination facility, electrical generator, all pipe work and valving including connection to existing trunk water infrastructure. Full commissioning including undertaking site tests to confirm operation of pumps, level sensors, chlorination, switchboard, generator, and flow meter.

Contract value:

$410,000

CHEMICAL DOSING SYSTEM

Client:

Queensland Urban Utilities

Project:

Design and Construction of SPS and Rising Main Odour Abatement

Construction of new containerised chemical dosing facility complete with chemical dosing room, storage tank, dosing pumps, switch room. Integration of new facility into existing pump station and construction of chemical delivery bund and associated intercept pit for containment of chemical spills.

Contract value:

$920,000

CHEMICAL DOSING SYSTEM

Client:

Queensland Urban Utilities

Project:

Installation of Chemical Dosing System for Phosphorous Removal at Beaudesert Waste Water Treatment Plant.

Construction of new access roadway, loading bay and 2,200 m3 bund. Installation of storage tank, Grundfos chemical dosing pumps, electrical switchboard, including power connection and safety shower. Manufacture and install a fully ventilated cover structure for the PAC storage and dosing pump area, testing and commissioning of all equipment.

Contract value:

$410,000

MECHANICAL EQUIPMENT INSTALLATION

Client:

North Burnett Regional Council

Project:

Mundubbera Sewage Treatment Plant
Inlet Screens.

Supply and install a new spiral screw screen at the Inlet Works; design, manufacture and installation of galvanised steel support stand for screen including walkway and safety rails. Manufacture and installation of weir in existing channel. Supply and installation of pipework to divert inlet flow to screen inlet and pipework from screen outlet to existing inlet channel. Supply and installation of flushing water piping from existing services to screen connections for screen washing.

Contract value:

$100,000

MECHANICAL EQUIPMENT INSTALLATION

Client:

Stirloch / Toowoomba Regional Council

Project:

Wetalla WRF Primary Treatment Aera Upgrade.

Augmentation of the existing structures to accommodate new band screens, wash presses, vortex grit trap, grit washing equipment, penstocks and pipework. A new service water system was also provided for the new equipment and to replace some of the existing service water infrastructure. The service water system consisted of Grundfos booster pump set, an auto cleaning Amiad filter and associated pipework. The plant was to remain operational
at all times.

Contract value:

$207,000

Service Projects

Client:
Veolia Water Operations

Project:
5 Yearly Service of Pumps and Motors at the Gold Coast Desalination Plant.

Full overhaul of three Nijhuis HMF1-500.500B Super Duplex DMF centrifugal backwash pumps and 250kW motors. Full overhaul of two Nijhuis HMF1-40.50 Super Duplex centrifugal first filtrate recirculation pumps and 37kW motors.

Contract value:
$101,320

NORTH PINE DAM PUMP 3A REFURBISHMENT

Client:

Seqwater

Project:

Complete overhaul of a Thompson Castlemaine 24”x30” Vertical Split Case pump coupled to a Mitsubishi 3PH 1050HP 6P 50HZ 5000 FR Motor. Modification to remove lower bearing and upgrade to water lubricated Vesconite bush. Manufacture new modified shaft to suit new Vesconite bush upgrade. Manufacture and install new wear rings. Mechanical seal conversion. Pump internals ceramic coated to meet AS4020- Potable Water. Motor overhaul included electrical testing to IEEE standard 43:2013. Machine repair of fan, coupling and bearing journals. Dynamic balancing to ISO 1940-1: 2003. Installation and commissioning of unit.

Contract value:

$188,300

NORTH PINE DAM PUMP 2A REFURBISHMENT

Client:

Seqwater

Project:

Complete overhaul of a Thompson Castlemaine 24"x30" Vertical Split Case pump coupled to a Mitsubishi 3PH 1050HP 6P 50HZ 5000 FR Motor. Modification to remove lower bearing and upgrade to water lubricated Vesconite bush. Manufacture new modified shaft to suit new Vesconite bush upgrade. Manufacture and install new wear rings. Mechanical seal conversion. Pump internals ceramic coated to meet AS4020- Potable Water. Motor overhaul included electrical testing to IEEE standard 43:2013. Machine repair of fan, coupling and bearing journals. Dynamic balancing to ISO 1940-1: 2003. Installation and commissioning of unit.

Contract value:

$160,000

Certifications

In addition to our extensive experience Re-Pump also has certifications in Occupational Health & Safety, Quality & Environmental Management Systems.

Safety

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities do not place the local community or environment at risk of injury, illness or damage.

Quality

It is the policy of this company to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company.

Environment

As part of our commitment to achieving the principles of responsible environmental management, sustainability and protection of the natural environment in our workplace, we recognise our moral and legal responsibility to ensure that our activities, products and services are designed to protect and enhance the environment in the communities in which we operate, and our obligations to ensuring that our operations do not place the natural environment or the local community at risk of harm.

Insurances

Re-Pump has the following insurance policies in place:

Accident Insurance Policy

Accident Insurance Policy covers the full amount of the employer's liability under the Workers' Compensation and Rehabilitation Act 2003.

Work Cover Industry Classification

942917 - Other Machinery & Equipment Repair & Maintenance.

Contract Works Insurance

Up to $5,000 000.

Motor Vehicle Insurance

- Up to $50,000 000.

Public & Products Liability

- Public & Products Liability $20,000,000.

Professional Indemnity

- Professional Indemnity $10,000,000.

Contact

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