



# Capability Statement

VER240607



# Company Overview

Total Connections has been a stalwart presence in the hydraulic hose and fittings industry since its inception in 1999. Founded as a one-man enterprise dedicated to serving the hydraulic needs of the Goldfields region, we have continually evolved and expanded our operations to become a leading provider of comprehensive fluid power solutions.

Driven by a passion for excellence and a relentless commitment to customer satisfaction, Total Connections has experienced remarkable growth over the years. In 2008, recognising the increasing demand for our services, we embarked on a strategic expansion initiative. This expansion saw the establishment of new branches in Perth and Port Hedland. These new branches not only enabled us to better serve our existing clientele but also facilitated our entry into new markets and industries.

Today, Total Connections stands as a testament to our unwavering dedication to quality, reliability, and innovation. With a team of over 65 highly skilled professionals, including technicians, engineers, and support staff, we possess the expertise and resources to tackle the most complex challenges in fluid power systems.

# Our Commitment

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At Total Connections, our mission is simple yet profound: to deliver unparalleled expertise, exceptional service, and innovative solutions that exceed our clients' expectations. This commitment permeates every aspect of our operations, from the products we offer to the services we provide and the relationships we build.



We understand that the needs of our clients are constantly evolving, driven by technological advancements, industry regulations, and market dynamics. As such, we remain agile and proactive in adapting our offerings to meet these changing needs. Whether it's developing custom solutions, expanding our product range, or investing in new technologies, Total Connections is dedicated to staying at the forefront of the fluid power industry.

# Our Values

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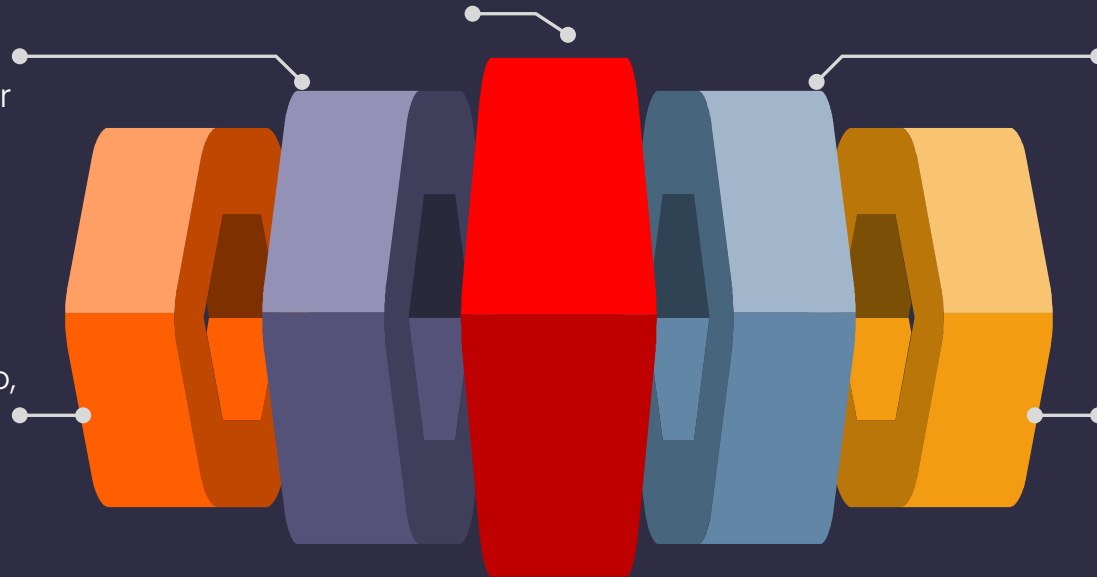
**Integrity:**  
We conduct our business with the utmost integrity, honesty, and transparency, fostering trust and mutual respect with our clients, partners, and stakeholders.

**Excellence:**  
We strive for excellence in everything we do, from the quality of our products to the caliber of our service and the professionalism of our team.

**Innovation:**  
We embrace innovation as a driving force for progress and growth, constantly seeking new ideas, technologies, and methodologies to improve our offerings and enhance customer value.

**Collaboration:**  
We believe in the power of collaboration, working closely with our clients to understand their unique needs and challenges, and partnering with industry-leading suppliers to deliver comprehensive solutions.

**Sustainability:**  
We are committed to operating in an environmentally responsible and sustainable manner, minimising our environmental footprint and promoting the long-term health and well-being of our planet.



# Our Services – Hydraulic Hose & Fittings

## 24/7 Emergency Breakdown Assistance:

Our rapid-response breakdown service is available 365 days a year, ensuring swift assistance for our valued customers.

### Custom Hose Assemblies:

We understand that every hydraulic system is unique, which is why we offer custom hose assembly services tailored to our clients' specific requirements. Our experienced team collaborates closely with customers to design and assemble hoses that precisely fit their equipment, ensuring optimal performance and longevity.

### Onsite Hydraulic Hose Container

Our Onsite Hydraulic Hose Container Service provides a convenient solution for managing hydraulic hoses directly at your location. Equipped with a comprehensive inventory of hoses, fittings, and accessories, our mobile container ensures quick access to replacement parts whenever you need them. Whether you're in the field, on a job site, or at a remote location, our dedicated team delivers prompt service, minimising downtime and optimising productivity.

### Extensive Product Range:

Total Connections offers a comprehensive range of hydraulic hoses, fittings, adapters, and accessories to suit diverse applications. From standard hydraulic hoses to specialised solutions for high-pressure, temperature, or corrosive environments, we provide a wide selection of products sourced from trusted manufacturers.

### Quality Assurance:

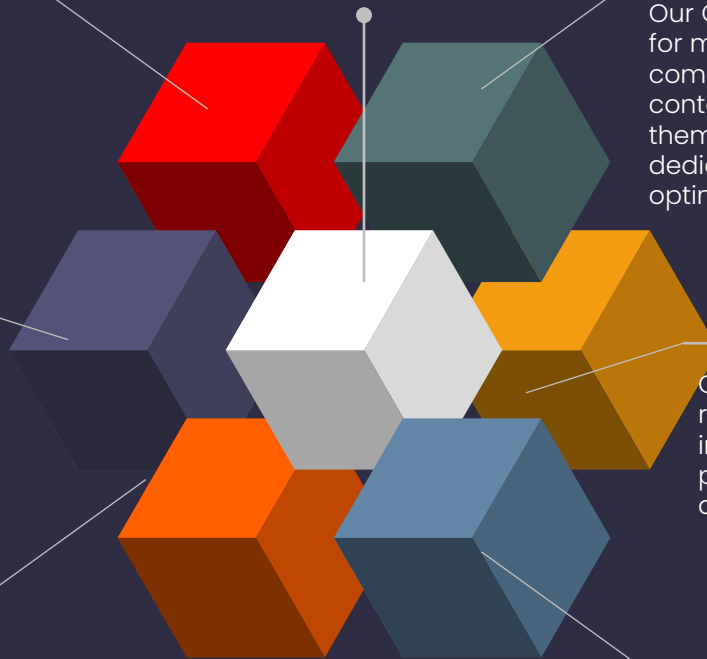
Quality is paramount at Total Connections. Our products undergo rigorous testing and inspection processes to ensure compliance with industry standards and regulations. From raw material sourcing to final product inspection, we maintain strict quality control measures to deliver reliable, high-performance hydraulic solutions.

### Hydraulic Hose Fabrication

Our state-of-the-art facility is equipped with advanced machinery and experienced technicians capable of fabricating hydraulic hoses to precise specifications. Whether standard or custom-designed, our hoses are engineered for durability, flexibility, and optimal performance in demanding environments.

### Technical Expertise:

Our team comprises knowledgeable professionals with extensive expertise in hydraulic systems and components. Whether you need assistance with product selection, system design, or troubleshooting, our technical support staff is readily available to provide expert guidance and support.



# Our Services – Hydraulic Servicing

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## Custom Hydraulic Solutions:

Total Connections is adept at designing and fabricating custom hydraulic solutions tailored to our clients' unique requirements. Whether it's modifying existing systems or engineering new ones from scratch, we deliver innovative solutions that optimise efficiency and productivity.

## Component Reconditioning

We specialise in the refurbishment and reconditioning of hydraulic components such as pumps, motors, cylinders, valves, and actuators. Our meticulous approach ensures that each component meets or exceeds OEM specifications, extending its service life and performance.

## Hydraulic System Repair and Maintenance

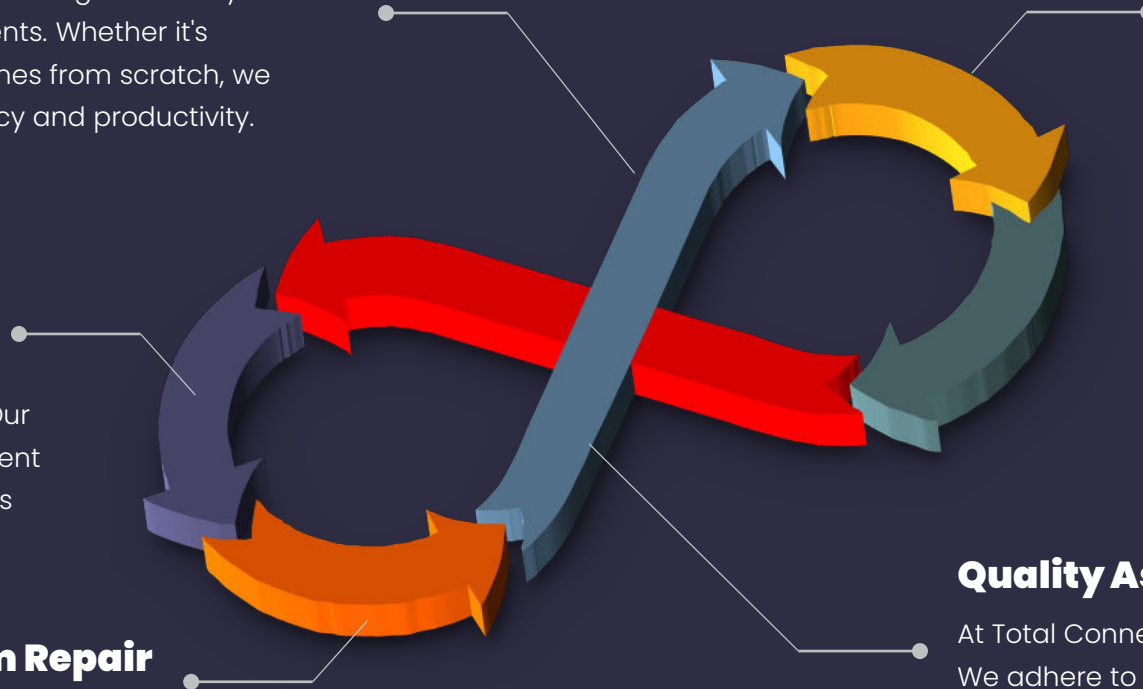
Our team of skilled technicians possesses extensive expertise in diagnosing and repairing hydraulic systems of all sizes and complexities. From routine maintenance to major overhauls, we offer tailored solutions to address any hydraulic issue efficiently.

## Emergency Repair Services

We understand the critical nature of hydraulic failures and offer prompt emergency repair services to minimise downtime and prevent costly disruptions to operations. Our rapid response team is available 24/7 to address urgent repair needs and restore functionality swiftly.

## Quality Assurance

At Total Connections, quality is ingrained in everything we do. We adhere to stringent quality control measures throughout the repair process, utilising top-quality components and advanced testing procedures to ensure the reliability and performance of every repaired hydraulic system.



# Our Services – Vehicle Mounted Crane Servicing

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**Routine Maintenance:** We provide scheduled maintenance services for vehicle-mounted cranes, including inspections, lubrication, and adjustments to ensure optimal performance and longevity.

**Repairs and Overhauls:** Our experienced technicians are equipped to diagnose and repair a wide range of issues, from mechanical failures to hydraulic system malfunctions, restoring cranes to full functionality.

**Load Testing and Certification:** We perform load testing and certification services to verify the lifting capacity and safety of vehicle-mounted cranes, in compliance with industry standards and regulations.

The logo for PALFINGER, featuring the word "PALFINGER" in bold black capital letters inside a yellow rounded rectangle with a black border.The logo for EFFER, featuring the word "EFFER" in bold blue capital letters inside a blue rounded rectangle with a white border.The logo for HYVA, featuring the word "HYVA" in bold red capital letters with a black outline, and a black arrow pointing upwards from the 'Y'.

**Emergency Breakdown Assistance:** We offer rapid response services for emergency breakdowns, providing on-site repairs and troubleshooting to minimise downtime and operational disruptions.

**Customisation and Upgrades:** Our experts can customise vehicle-mounted cranes to suit specific requirements or perform upgrades to enhance functionality, safety, and efficiency.

# Our Services – Fire Suppression Servicing

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- **AS5062 Fire Suppression System Installation:** We specialise in the design, installation, and commissioning of fire suppression systems compliant with AS5062 standards. Our solutions include:
  - Automatic fire suppression systems
  - Gaseous suppression systems (e.g., IG-55, IG-541)
  - Foam suppression systems
  - Wet chemical suppression systems
  - Dry chemical suppression systems
- **AS1851 Fire System Servicing:** Total Connections conducts routine maintenance & supply of all items which fall under AS1851 including:
  - Fire detection and alarm systems
  - Fire sprinkler systems
  - Portable fire extinguishers
  - Fire hydrant systems
  - Fire hose reels
  - Emergency and exit lighting systems
  - Fire doors and passive fire protection systems
  - Special hazard suppression systems
  - Smoke control systems
  - Fire pumps and associated equipment

# Our Services – Lubrication Servicing



**Equipment Lubrication Training:** We provide training programs and workshops to educate personnel on best practices for equipment lubrication, including proper lubricant selection, application techniques, and maintenance procedures, to ensure safe and effective lubrication practices.

**Lubricant Supply and Management:** We supply a wide range of high-quality lubricants from leading manufacturers, tailored to meet the specific requirements of our clients' equipment and operating conditions. Additionally, we offer lubricant management services, including inventory management and replenishment, to ensure timely availability and cost-effective lubricant usage.

**Emergency Lubrication Services:** Our rapid response team is available 24/7 to provide emergency lubrication services, including on-site troubleshooting, repairs, and lubricant replenishment, to minimise downtime and prevent equipment failures.

**Consulting and Optimisation Services:** Our experienced lubrication engineers and technicians offer consulting and optimisation services to help clients improve lubrication practices, reduce maintenance costs, and enhance equipment reliability and performance.

**Lubricant Analysis and Condition Monitoring:** We offer lubricant analysis and condition monitoring services to assess the health and performance of lubricants, identify potential issues, and recommend corrective actions to optimise equipment reliability and efficiency.

**Scheduled Lubrication Maintenance:** Our team provides scheduled lubrication maintenance services, including lubricant replenishment, system inspections, and equipment lubrication analysis, to prevent premature wear and extend the lifespan of critical components.

**Lubrication System Design and Installation:** We specialise in designing and installing customised lubrication systems tailored to the specific requirements of our clients' machinery and equipment, ensuring optimal lubrication and performance.

# Key Differentiators

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## Comprehensive Solutions

We offer a wide range of services, from supply and fitting to servicing and troubleshooting, providing comprehensive solutions tailored to our clients' needs.

## Expertise

Our team comprises industry experts with extensive knowledge and experience in hydraulic systems, vehicle mounted crane servicing, fire suppression technologies, and lubrication systems.



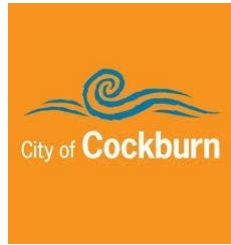
## Remote Capabilities

With numerous remote setups across the country, we ensure accessibility and support wherever our clients operate.

## Quality Assurance

Total Connections maintains the highest standards of quality, compliance, and safety, ensuring reliable and durable solutions for every project.

Our clientele spans various industries, including mining, construction, agriculture, transportation, Oil and Gas and many more. We have earned the trust of leading organisations through our commitment to excellence, reliability, and customer satisfaction.



**Clientele**





## Perth

49 Horus Bend  
Bibra Lake  
WA 6163  
9418 5155



## Pilbara

8 Oxide Way  
Wedgefield  
WA 6721  
9172 3100



## Goldfields

200 Broadwood Street  
Kalgoorlie  
WA 6430  
9022 4022