



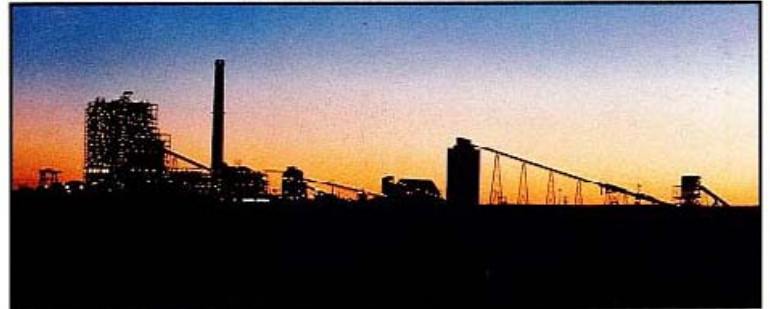
**Parts
and Service
Support**

Diamond Power
(Australia) Pty. Ltd.

**Working Together
To Keep Your Sootblowers
Running Smoothly**

At Diamond Power Australia, we are dedicated to helping you keep your boiler cleaning equipment operating efficiently. Diamond Power is more than a parts supplier. We are a full-service company with the expertise and continuing customer service support that is unmatched in the industry.

Our comprehensive line of quality replacement parts and individualized service programs are designed to keep your sootblowers operating effectively while controlling your



**Quality Parts,
Technical Support**

We guarantee the quality of both our original manufactured products and our rebuilt products with the same warranty. As part of our continuing support efforts, we will also incorporate product improvements to lower your operating costs and improve your plant's efficiency.

Our products are supported by a nationwide network of highly trained technical service representatives and regional service centres, enabling us to respond to your needs quickly.

Our technical sales and service representatives have a thorough knowledge of boiler operation, boiler cleaning, and equipment repair. They will walk down your boiler to check for potential trouble spots and suggest ways to eliminate problems to keep your cleaning process operating efficiently. They will answer your boiler cleaning questions, from adjustments in cleaning sequences, to recommendations for additional cleaning equipment.

Because each system is different, our technical service representatives will work with you to design a service program to fit your system's specific needs.

Backed by the expertise of engineers at our home office, this technical support system means you get the best replacements parts for your individual installation and the fast, reliable help you need to solve any problem that might occur.



**Regional
Service Centres
Mean Fast
Response**

Because we operate a network of regional service centres, we can respond to your emergency needs quickly. You get fast delivery of emergency replacement parts and quick turnaround when your Diamond® boiler cleaning equipment needs rebuilding. Each service centre has the capability to rebuild all Diamond® equipment to OEM specifications using genuine Diamond® parts.

So that the parts you need can be shipped quickly, we operate regional service centres at these locations: Berkeley Vale NSW, Morwell Victoria, Balcatta WA & Gladstone QLD. Your local service centre stocks the emergency parts required to support your operation and manufactures tubing products.

Service for your Diamond Power® equipment is just a phone call away. Contact the regional service centre nearest you for fast, reliable assistance.

10 Hereford Street
Berkeley Vale NSW 2261
Phone: 02 4388 4588
Fax: 02 4388 5644

8 Jones Street
Morwell VIC 3840
Phone: 03 5134 8398
Fax: 03 5134 5702

34 Ledger Road
Balcatta WA 6021
Phone: 08 9345 3688
Fax: 08 9344 8707

2/4 Dalrymple Drive
Gladstone QLD 4680
Phone: 07 4979 4299
Fax: 07 4979 4502

Diamond Power
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Rebuild Service Means Improved Efficiency for Your System



We can provide you with a wide range of rebuilding capabilities, from the original IK™ travelling motor built in 1941, to today's state-of-the-art Series One™ equipment.

Our service centres are fully equipped for extensive rebuilding of sootblowers and sub-assemblies using genuine Diamond® parts. This rebuild service ranges from a simple poppet valve rebuild to a complete overhaul of IK™ retractable blowers. We back our rebuilds with a one-year, some-as-new warranty.

Whether during an emergency or a planned maintenance outage, our regional service centres can get the job done right and within a predetermined budget. We can ensure proper management of your rebuild program, from removal to uniform installation, thus freeing you from the burden of hiring local contractors.

We can work with you to develop a customized rebuilding or rebuild exchange program to fit your specific needs. Just call your Diamond Power® sales office, service centre, or field service engineer.

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Parts Stocking Means Fast Shipment of Replacement Parts

At Diamond Power, we can tailor a Partnership Stocking Program® to fit your system's specific needs. Our marketing department will work with you to determine your specific genuine Diamond® parts requirements and develop a comprehensive inventory geared toward your sootblowing equipment. Through this program, the replacement parts you need can be shipped in just one day. You pay only for your parts when you order them from our inventory.

We can locate and ship any parts you need through our master inventory system. This system enables us to locate and request parts from our service centres or directly from the Diamond Power® factory, for an emergency parts order or emergency rebuild.

Diamond Power's Partnership Stocking Program® and master inventory system mean you will get the genuine Diamond® parts you need when you need them. This can greatly reduce the downtime of your system, saving you valuable time and money.

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**Field
Representatives
Mean Fast,
Qualified Service**

Diamond Power's field service network of technical service representatives can assist you with start-up, perform maintenance, and provide a preventive maintenance program to keep your Diamond® sootblowers operating with maximum efficiency. They can work with your maintenance department and contractors to see that on-site repair jobs are done properly.

We offer a field maintenance agreement to help assure continuous operation of a boiler that you cannot afford to have out of service. We can develop

a comprehensive program for sootblower maintenance on a regular basis. Our representative will help troubleshoot your boiler cleaning system, advising you of the best solutions and assisting you in the required work.

Diamond Power's nationwide field service network is the most comprehensive in the industry. By addressing your concerns and taking care of potential problems before they occur, we can help you minimize downtime and maximize the effectiveness of both your boiler and your boiler cleaning equipment.

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Customized Training Means simplified Repairs



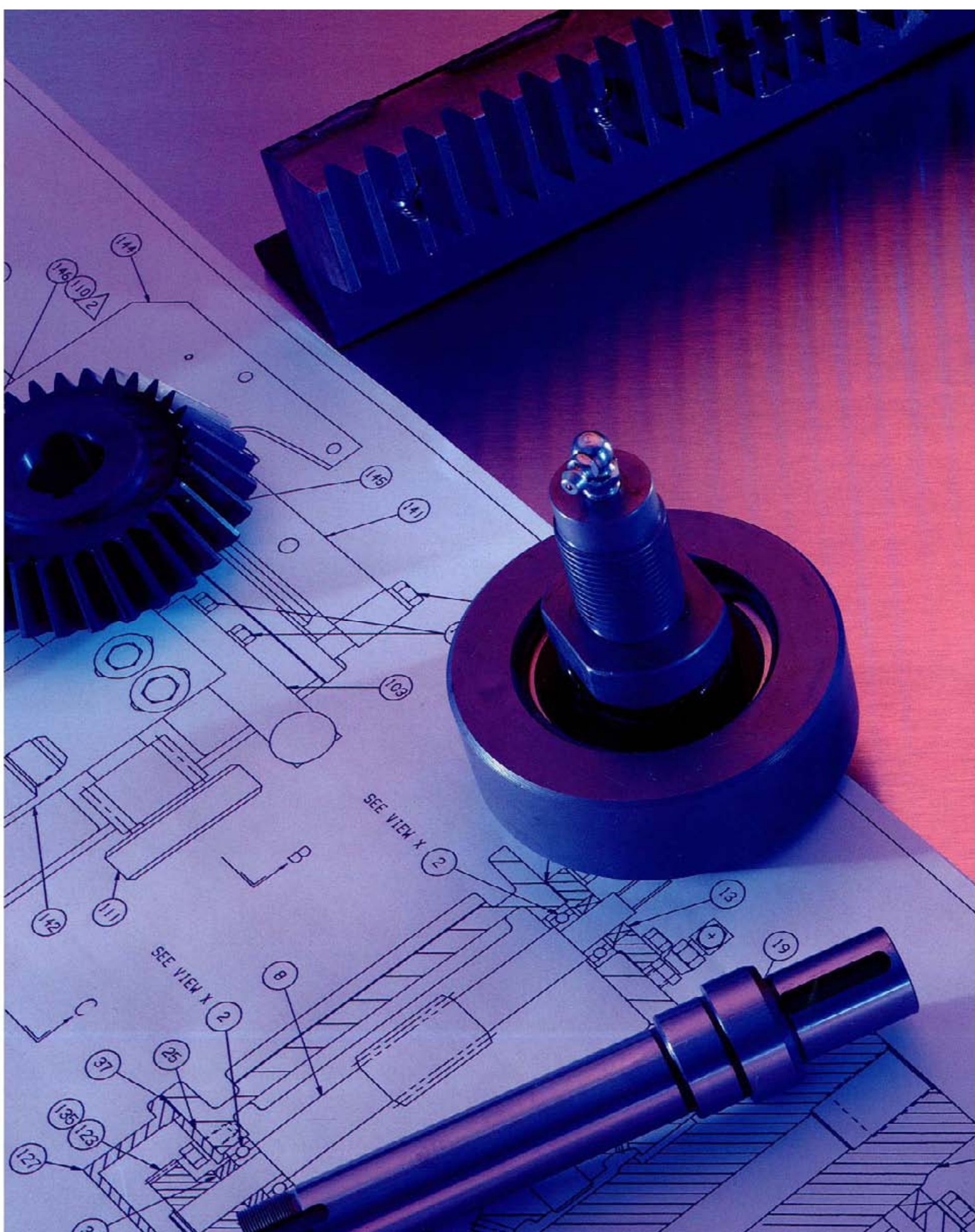
To make adjustments and repairs easier, Diamond Power offers hands-on training for your staff. Sootblower mechanics, maintenance foremen, supervisors, plant operators, and electricians can all benefit from this training. Your staff can learn how to align rollers and carriages, lubricate carriages, rebuild poppet valves, and perform general preventative procedures.

Our training is tailored to your installation so your employees come away with the knowledge they need to improve their operation and address current problems.

The cost of this training is based on the number of attendees and the duration of the class. For maximum hands-on training, class size is limited to 10 people. Please contact the following:

National Training Coordinator
Diamond Power (Aust.) Pty Ltd
10 Hereford Street
Berkeley Vale NSW 2261
Phone: 02 4388 4522
Fax: 02 4388 5644
Email: dpasales@halmel.com.au

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