NILSEN REVIEW

ISSUE 8, SEPTEMBER 2001

ELECTRICAL EXCELLENCE

1916 – 2001 85 YEARS

Recognised for Excellence

FROM THE MANAGING DIRECTOR

The 2001 financial year finished on a very positive note. Our results keep improving and our forward orders remain at very healthy levels.

We have again grown our electrical contracting, communications, switchboard manufacturing and engineering services businesses and the diverse services they provide are now being delivered Australia wide.

Likewise, the newly combined technology and metering business, which is now headquartered at Heidelberg in Victoria continues to develop new initiatives in the test and measurement, revenue metering and energy systems areas, as well as further developing their NATA calibration and repair services. Our New Zealand operation also has some exciting new products and is now based in Wellington as well as Auckland.

Our objective is to be the preferred supplier based on service that exceeds our customer's expectation.

In markets that have seen considerable change, we continue to be the supplier of choice for many of our customers, including those who look to package services and equipment on a more complete basis. I hope we are (or can become) your preferred supplier also.

In the last review, we focused on our 85 years in business and our involvement in Health Care. In this issue we try to illustrate how we play our part in 'keeping Australia moving' and the diversity of activities undertaken by the Group.

Our plans for FY 2002 are for further substantial growth in both profit and sales, with continued development of our range of products and services to a wider and wider range of customers.

Peter Vandenhuevel

OUR REVIEW IN REVIEW

Our review has grown! Someone recently remarked we seem to be one of few companies moving forward. We wouldn't like to judge, but it is fair to say we expect to substantially grow our business in volume and diversity And, our review has grown to match!

To see how we are growing nationally, look on page 3 opposite, we have now completed the full circle to cover the Continent!

Australians are amongst the world's most mobile people. See how we play our part and how diverse our involvement is on page 4.

Contracting is still the cornerstone of our business, page 6 gives some insight into our industrial skills.

Remember when the '3R's' were the foundation of a good schooling. Well, another 3R's are essential in extending the life of your facility, find out on page 7.

Technologies show, on page 8, how their plans are now coming together for the combined business.

Our new generation electricity meter keeps us at the leading edge in energy metering, more on page 9.

When the Prime Minister inspects your switchboards, you know you must have done something right! Some insight into the Equant project on page 10.

Bandwidth is the buzzword of the computer age. It is critical for your business is to grow. On page 11 we show how you can future proof your network.

Who hasn't heard of Grannies Brag Book? Well, see Nilsen's Brag Book on page 12 and find out what we're up to!

Landmarks, last month it was WA's turn. This month Victoria puts a couple of projects on show. Page 13, not unlucky for some!

High Energy, we've got it, we own it and we're proud of it! Sneak a look at page 14 and see how our all embracing services can be your peace of mind.

Our customers seek us out by helicopter and we're looking for our oldest labels. Page 15 has all the details.

Finally, our real secret weapon, our people, put more names to faces on the back page!

NILSEN COVERS THE CONTINENT!

For 85 years, Nilsen has been recognised as part of the electrical contracting and servicing landscape across Southern Australia. Now, the combination of customer satisfaction focus and excellence of contract execution that has been so successful in South Australia, Victoria and Western Australia, is available in every state.

Nilsen is now one of the very few companies that have a truly national coverage.

Darwin was our first northern operation, opened under the sponsorship of our South Australian company. It built its public

77 Pacific Highway, North Sydney


Darwin Hospital

credentials on the high quality defence works and the "Undergrounding Darwin" project. The delivery of these and the other early projects, has, in a very short time, seen the Nilsen NT division grow into probably the largest electrical contractor in Darwin.

Following on from the Darwin success, was the establishment of Nilsen Electric Queensland, again under the direction of South Australian management. Beginning with HighEnergy servicing, the branch expanded into large installation contracts and is set for more growth now its establishment phase is complete.

NSW has followed the Queensland pattern, beginning with an electrical service operation and recently winning its first major installation contract. The main difference, NSW is under the wing of Victorian management, but its expansion is following a similar path.

WA opened its Bunbury operation 2 years ago and the move again showed just how successful a branch operation can be when managed by enthusiastic, skilled staff with an understanding of local conditions and requirements.

So from the south west corner of WA, washed by the Indian Ocean, to the blue water of the Pacific Ocean in Queensland, Nilsen is now truly a national name!

Making our mark


Brisbane Airport

WE KEEP AUSTRALIA MOVING

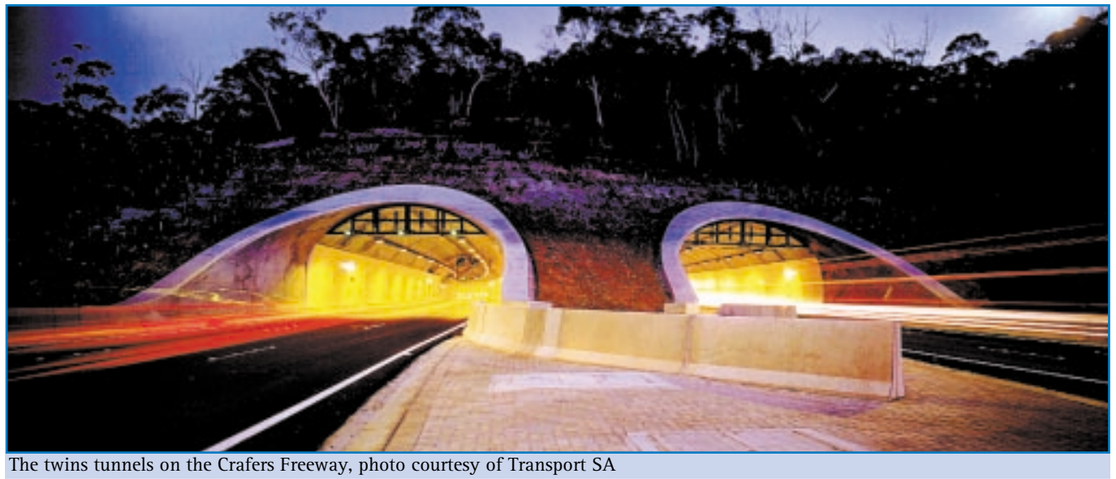
Planes, boats, trains and automobiles.

Traffic light maintenance in Melbourne. Tunnels through the Mount Lofty ranges. Freeway lighting in Perth. Airport parking in Brisbane. The airport terminal in Darwin. Just a very small snapshot of the diversity of our wide and varied activities, helping keep Australia on the move.

But, we keep Australia moving in lots of other ways. Also in many ways not generally recognised as part of a traditional electrical companies skill set. Other projects we've been involved with or which we are currently undertaking would surprise. Look at a just a short list:

From rail traction to railway workshops

- The electrics that control Melbourne's 2000 Series Trams.
- The electrics for AN's CL class locomotives for the Sydney/Perth and Adelaide/Alice Springs lines.
- All the drivers cabins in Australia National's AN class locomotives.
- Melbourne's CityLink tolling and camera systems.
- The Adelaide single direction reversible Expressway extension.
- Melbourne CBD's Jolimont Railway Yard rationalisation, reducing 54 electrified lines to 12.
- The Qantas Tullamarine terminal extension.
- Conversion of the BHP Transport ship MV 'Iron Sturt' to acid carrying.
- Runway lighting and aircraft hard stand locations at Tindal, Katherine NT.



The twins tunnels on the Crafers Freeway, photo courtesy of Transport SA

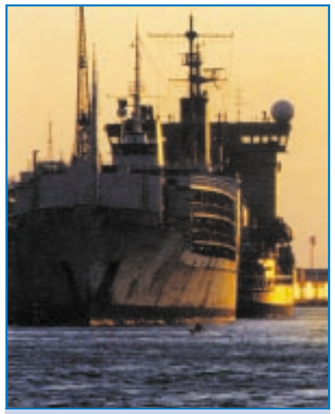
- The electrics on the WA built training ship MV Seahorse Mercator.
- Substantial works and high energy maintenance for Holden, Mitsubishi and Ford.
- The Wembly railway workshops in WA.
- Maintenance of signalling relays for Victorian suburban trains.
- Supplying real time event recorders to log/find faults on Sydney and Melbourne rail systems.

But, it doesn't stop there! We've also provided motive power control systems for light rail projects as far a field as Kuala Lumpur Star Railway and Hong Kong's Tuen Mun LRV. And don't forget, we built the propulsion switchgear for the Collins Class Submarines.

Moving Australia, just one of the things Nilsen does and does well!

One of 2600 intersections under Nilsen care

Quantas baggage handling at Tullamarine Airport



Switchgear maintenance on ships

Graham Farmer Freeway lighting, photo courtesy of WA Dept of Main Roads

INDUSTRIAL AS WELL AS COMMERCIAL

Our commercial projects tend to be high profile and in capital cities. Often, they get the front running and catch people's eye.

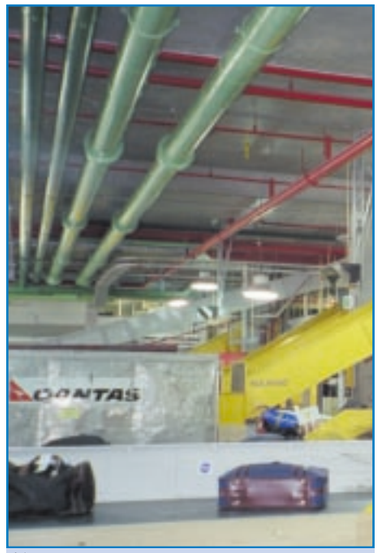
Because of this, our industrial skills are often over looked.

Certainly projects such as Armadale Hospital (WA), Darwin Hospital (NT), Wolston Park psychiatric facilities (Qld), 77 Pacific Highway (North Sydney), Wine and Roses Centre (SA) and Victoria Gardens (Melbourne) tend to take the limelight.

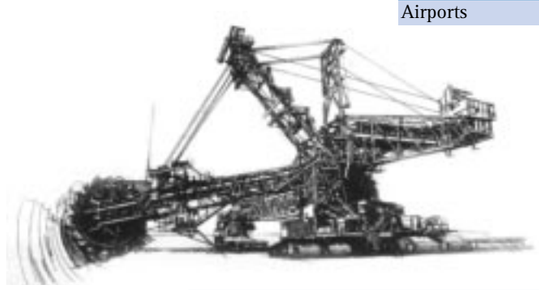
So, it is surprising for many customers to realise our teams are also heavily involved with two ACI Bottling Plants, the most recent expansion at Olympic Dam, substantial works at BHP Whyalla, the Mt Keith Nickel Mine, the Ord River Sugar Mill, the CSIRO 'Glass Earth' facility, the Tantanoola Pulp and Paper Mill, APM Paper Mills at Maryborough and Fairfield, most dredgers and conveyor systems in the Latrobe Valley, Loy Yang, Yallourn, Morwell, Hazlewood, and Torrens Island power stations and a number of other projects.

Only recently our teams have completed substantial works on Conveyor Automation at Loy Yang and major works on Pelican Point and Osborne power stations, as well as the upgrade of a conveyor system at Mea Moh mines in Thailand.

Not only that, but we've also been involved in a number of substation builds and upgrades.



Airports




Workshops and Factories


Bottle Plants

REPAIR, RETROFIT OR REPLACE, THE 3RS OF SWITCHGEAR LIFE EXTENSION

Which solution is best? A difficult question often biased by the background of the organisation answering. A service company will repair or refurbish. A switchgear supplier will retrofit. A Switchboard builder will replace the switchboard entirely. Each is appropriate at some time. So for an unbiased view, who to trust?

Trust a company that does all three!

What are the advantages and disadvantages for each option?


Refurbished OCB

Repair or Refurbishment
Rebuilding existing switchgear using new parts or refurbished components.

Advantages	Disadvantages
• It is generally the lowest cost option • It requires the least interruption to supply • No changes to the Switchboard are needed • No extensive shutdown is needed (if spares available) • The familiarity of operating staff remains • Can be done one unit at a time	• Complete units are needed as spares to repair • Can be disruptive unless a spare is available • There is no improvement in technology • There is no increase in interrupting capacity • Future Service life is generally less than for a new unit • The switchboard must be in good condition • It is difficult to do if essential spares not available • Difficult if original part specs are not available

Retrofit
Fitting a new switching devices to existing trucks.

Advantages	Disadvantages
• This is generally a low to medium cost option • There is little interruption to supply • There is little or no change to switchboard needed • There is no extensive shutdown needed • Can be done one unit at a time • Can be used to upgrade interrupting capacity • Can be used to improve control scheme • Service life can be better than for repaired unit	• All interlocks are not always able to be refitted • Generally complete trucks are needed for rebuilds • The choice of Switchgear is restricted to space available • The Switchboard must be in good condition • The Switchboard withstand any increased kA rating • Control wiring changes are needed and may be difficult • Switchgear must suit circuit load type

Replacement
Replacing of the entire existing switchboard, extending, shortening or re-cabling to suit.

Advantages	Disadvantages
• Offers longest overall service life extension • Can include latest technology switchboard designs • Can include latest switchgear • Spares supplies guaranteed for next number of years • Can upgrade the overall fault withstand of the unit • Overcomes forced reuse of aged switchboard • May be cost effective for smaller units	• It is the costliest option • Extensive shut downs may be required • Substantial installation work may be required • Substantial re-cabling work may be required

For a summing up of the best option for you, contact our Engineering Services people in your state.

TECHNOLOGIES CONSOLIDATION PLANS NOW COMPLETE

Our long planned consolidation, started with the merging in September last year of Nilsen Industrial Electronics Revenue Metering Division with our Technologies Division.
It has just taken another giant leap recently with both now headquartered at one location in Heidelberg.


Part of the metering facility

As Manager Bob Harris points out, "The whole operation has become much more effective, with the move of Technologies to the modern Heidelberg facility. It now combines all Melbourne based Nilsen activities (including those of our Contracting, Switchboard, Communications and Service Company) on one site.
The extra benefits of the closer interaction between all the Nilsen Companies will see an even better service to our customers."


The Sheehan Road premises

According to Bob, "With our improved manufacturing arrangements, a planned streamlining of the production layout, our upgraded service capability and the larger NATA calibration laboratory, we are poised for growth in all activities.
In addition, much of our work is now related to our 'Blackout Free Power' initiatives. These involve installation, commissioning and placing into service of sophisticated UPS and other systems which we partner with sister company Nilsen Electric across Australia. Being on the same site speeds up response times and increases service levels."
"Also, it has provided us the best opportunity to restructure so we now have dedicated and focused business units for each of our Test and Measurement, Energy Services, Revenue Metering and Service/Calibration activities.
All of this adds to the value adding equation we try to provide for the customer."

Certainly, the team's move to Heidelberg has gone without a hitch and the team should take credit for the professional way it was done.


Staff at our Heidelberg office

26FRC, A NEW GENERATION IN METERING

What's in a name? To the initiated 26FRC says it all. To us less informed, however, it means we've just launched a new 'state of the art' electronic meter for the Full Retail Contestability market. Now you know what FRC stands for!

Our revenue Metering team has been working long and hard on a completely new design for the deregulated electricity market.
The 26FRC is in full production and being delivered to the major Australian electricity utilities right now.

And what makes the 26FRC special?

- New energy measurement modules, a triumph of modern electronic design.
- New internal relay mounts for extra robustness and reliability.
- All new single printed circuit board combining the functionality of two in the previous design, in a more cost effective unit.

But not only that, the 26FRC is also fully designed and built in Australia.

But what does that all mean for 26FRC users? Well, many electricity retailers have always wanted to be able to bill consumers on a more equitable basis, to take into account consumption pattern as well as the total amount of energy used. Now the price of electricity changes every half hour on the national electricity market, the consumption pattern is important. Consumers who take the trouble to change their consumption patterns can be rewarded for their effort when a 26FRC meter is installed.

Being a microprocessor controlled electronic unit, the 26FRC meter can be read remotely through a low cost interface to a telephone line. As well, it can be fitted with a memory to store up to 440 days of half hour load data which can be read locally or remotely. There are versions with an internal device for remote disconnection of supply. This saves the utility making an expensive unscheduled trip to site to disconnect if a home is going to be unoccupied for any length of time.

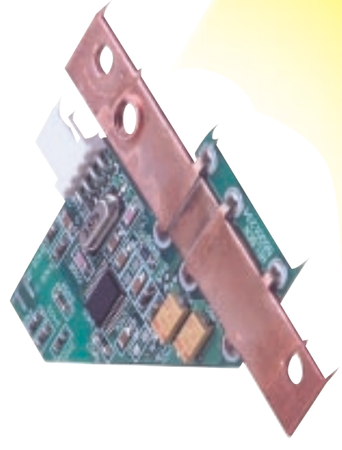
'Green' bi-directional versions of the 26FRC are available for consumers who install solar panels or other means of green energy generation. These allow consumers to be paid for the electricity they put back into the grid.

With the expansion of the contestable energy market to small industrial and commercial consumers there has been much speculation on the most appropriate three phase meter to use. The so called 'Type 5' meter features in much discussion. Nilsen has the ideal Type 5 meter solution. It's called the SPRINT, a competitive, intelligent polyphase meter which meets all the requirements.

Our 26FRC and SPRINT meters follow the Nilsen tradition. Reliable 'state of the art' price effective products which are helping keep Australia green.


26FRC Smart Meter


Typical 26FRC application


Leading edge energy metering

EQUANT; MEGAWATTS TO SEND MICROWATTS!

Communications, Data and IT companies are totally focused on transmitting power in microwatts with extreme accuracy at the greatest possible speed. Most of us forget, however, running a Web Hosting Facility with the capacity of the Equant facility at North Ryde, New South Wales requires megawatts of power. Not only that, to ensure security of supply, back up systems have to be foolproof with double redundancy so critical data transmission can continue without a glitch even in the event of a blackout or brown out.

The Equant Facility at North Ryde is a showpiece. The investment the company made in its well planned, secure installation to power up one of Australia's most critical state of the art 'new generation' communications installations will set new benchmarks in the industry.
The installation included an 11kV supply with dual 3,000A LV feeders, three large standby generators and four very large UPS systems to provide Blackout-Free power to all the equipment as well as a huge air conditioning plant for maintaining the optimum environment for this equipment to operate in. Yet, even with the siteworks, office fitout, the long lead times of the very specialised major plant items and the vast electrical distribution system MKI's Project Manager Barbara Vlaeminck and Construction Manager Martin McGrath, faced with only an 18 week construction period, managed to bring the project in on time and within budget.

The Prime Minister, Mr. Howard who personally took time out to inspect and officially open it, highlighted the significance of this facility.

The Equant Switch electrical works, which were the most significant part of the project, was designed by consultants Norman Disney and Young. NDY and MKI chose Nilsen to supply, install and commission all the switchboards and we are proud to have been associated with a project having such quality outcome.


Main and standby supplies arranged

This project is just one of a number recent IT projects for which Nilsen have successfully supplied a 'turnkey' switchboard package.


High density power distribution, a feature of our N Series switchboards


The new Equant facility, NSW

HOW'S YOUR BANDWIDTH?

The catch cry of the computer age! Technology today may be superior. But there is growing concern and complaint about lack of speed in networks and access to the Internet.

High Speed Access is fast becoming a nightmare!

If there is one thing the net has done for us all, it has taught us patience. So much so, some people refer to WWW as the World Wide Wait. Now, that's fine at home doing a little surfing after tea. It is still probably better than watching the TV! But, when you are paying people to sit in front of their computers drumming their fingers and getting more and more frustrated by the minute, the picture changes!

The cost of people sitting there being bored out of their brain waiting, waiting, waiting (maybe that's what www really means!) would be at least $1.00 to $2.00 per hour.

So, your staff of ten, each spending 10 minutes longer per day than they need to, could be costing you $13,000 per year. And that is straight off your bottom line.

There are a number of strategies you can employ to speed up your connectivity. A faster modem. More than one modem. A proxy server. An ASDL link. An ISDN link. Upgrading the LAN. The optimum solution will depend on the volume of data, the costs charged by your Telco and ISP providers and the ease of access to some of these services.

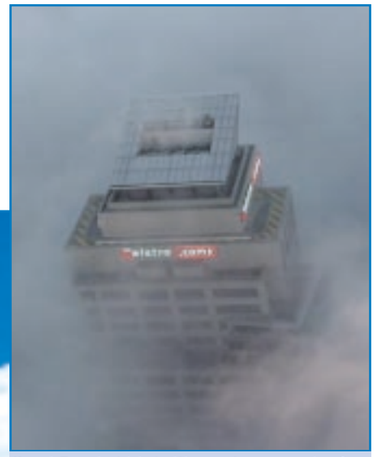
But, as TSI Experts points out, "Then again, maybe you have enough Bandwidth, but you are not using it correctly or perhaps some of your people are wasting it. There are products that can prioritise certain users, and limit or prevent wasteful access. Imagine you taking forever to download an important email or file only to find someone else was on the network downloading the latest music files! This is a good way you can save those extra funds you intended to spend upgrading your network."

Certainly, if you are concerned about the time your people may be spending downloading emails, talk to a Total Systems Integrator and explore your options. The savings can be considerable and morale will be vastly improved.

Nilsen Communications is a Total Systems Integrator and can give you the flexibility you need for optimum Bandwidth performance.

"Nilsen can unleash your networks performance, giving your business the edge it needs".


How's this for bandwidth?


Good Bandwidth is like seeing over the fog

PROJECT SNAPSHOTS

D is for Diversity. If you've read through this review so far,
1. Thank you for taking the interest, and
2. No doubt you'll have come across that D word in previous pages.

Well, on this page we'll try to show you a few of our current projects so you can see just how versatile our people really are, and how many diverse skills we have!

CSIRO Bentley Glass Earth Lab

Colonial bridge, Melbourne

Myer Music Bowl

Our crew at Hammersly

Equant Switch, North Ryde

ACI Bottle Plant

NILSEN LANDMARKS, FROM CRICKET TO CAROLS

Sport and the Arts.

Victoria has found the ideal way to combine both and both figure highly in Victoria's culture.

After all, Melbourne's MCG is the home of Cricket and Aussie Rules football and there would be few people who wouldn't recognise the 'bowl. Both are projects with which we have considerable involvement.

Our team maintains all the electrical systems for the MCG. A formidable task. Just think, having to cater for up to 90,000 patrons at a major sporting fixture, day or night. How many footy pies, chips, and other foods have to be heated and all the beer and soft drink which needs to be cooled.
The amount of food consumed at a match, a function or a day's cricket is mind-boggling! Then there is ensuring all the floodlights, the normal lights, the exit lights and emergency lights which are needed to ensure the crowd gets in and out safely, all work on cue.
And, a little distance away, in the domain, another of our teams is finishing off that icon which is the home of Carols by Candlelight throughout Australia, the Sidney Myer Music Bowl. Every Australian will have seen the carols broadcast from here, and the many concerts by world famous Australian and overseas stars.

The MCG, maintenance by Nilsen

The MCG, aerial view

Carols, candles by others but electrics by Nilsen

The 'bowl has just been refurbished and will soon re-open to again host world class entertainment for the enjoyment of those lucky enough to be there, and all who can watch it on television.

Two further Nilsen landmarks of the many, Australia wide.

GROWING, GROWING...

It's not just our business that is growing, but also our range of engineering services.

We pride ourselves on being more than just contractors, communication providers and switchboard builders. As well, we are one of Australia's largest "one stop shop" for possibly the widest range of Engineering Services. Just look at the list:

1. Compliance testing for legal, OHS and Safe Workplace requirements.
2. High voltage cable testing, inspection and maintenance.
3. High voltage switchgear testing, inspection and maintenance.
4. High voltage switchgear rebuilds, refurbishment, repair, retrofit and replacement.
5. Transformer and transformer tap changer testing, inspection and maintenance.
6. Transformer oil sampling, testing, analysis, monitoring and reconditioning.
7. Electrical installation testing, inspection and maintenance.
8. Power supply protection relay discrimination grading, testing and inspection.
9. Thermographic surveying of all electrical, mechanical and other plant.
10. Medium voltage switchgear testing, inspection and maintenance.
11. Medium voltage switchgear rebuilds, refurbishment, repair, retrofitting and replacement.
12. Motor inspection, testing and reporting.
13. Motor vibration analysis monitoring and reporting.
14. Motor rewinding, repairs and maintenance.
15. Emergency lighting inspection and testing.
16. Exit lighting inspection and testing.
17. Power condition monitoring and power conditioning.
18. Power factor correction installation and servicing.
19. Testing for the presence of PCB's, their removal and safe disposal.
20. Switchgear asbestos removal and supply of non asbestos component replacements.
21. Earth testing and earth system improvement.

Too Hot?

Likewise?

"All in all, we've identified more than 60 Engineering Services to improve your profitability by increasing reliability"

Don't leave your power supply at risk!

WAS IT A BIRD?

No! Was it a plane? No! It was a super customer!

We often get our customers to call by and drop things in, to look us over, to get something done.

So, what's so unusual about this customer dropping in? Well usually our customers drive down the road. But not Andy Peppercorn of Consolidated Construction, he chose to drop in on our WA people by helicopter! But, unfortunately, we can't take full credit for that. We're not that popular.

What happened was Andy was celebrating his birthday and as one of the presents, a rather unique one, he was given a helicopter tour and made a point of finding our place at Bibra Lake! And, to mark the occasion he took a photograph which certainly looks good on our office wall!

Birdseye view of our WA premises

HELP!..HELP US WITH OUR SEARCH!

Yes, a search! And a chance for some giveaways for those who take the trouble to respond.

So, what are we searching for?

Well, after more than 85 years in the business, we'd like to delve back into our history. So, we are looking for the oldest Nilsen label in each State for our archives.

After all, as we intend to still be in business in another 85 years at least (that's until at least about the year 2086 or so!) we thought we'd better start collecting some memorabilia now, before it's too late.

To help, please either send your oldest label, (or a good photo of it) to the Nilsen office in your State. See the back page for addresses. In the next issue we hope to publish a collection of them. And as for the giveaways?

Your preference! A wine pack or a free survey of your switchgear, for the oldest label tracked down in each State and the same for one lucky submitter in each state chosen at random, regardless of the age of the label submitted.

Do you have an older one?

NILSEN PEOPLE

Our strength is our people. We have many opportunities for those who would like to grow with the company. To put a face to a name, the most senior appointments in the past few months are:

Mark Nilsen. After completing an MBA at Melbourne University's prestigious business school, Mark rejoins the group as "Executive Director, Corporate Projects', to take over some key responsibilities for the Group. Mark previously held the position as Division Manager, Communications Division in Melbourne and we welcome him back in this new and senior role.

Michael Purnell. Michael has joined Nilsen Electric (Vic) in early July as its General Manager. In this role, Mike will be looking after the companies business both in Victoria and New South Wales.

David James. David has been the Area Manager of our Darwin office for a number of years and has developed this as a vital part of our group activity. David has now accepted the challenge of further developing our Queensland Activities and we wish him success in his new position.

Mick Galletti. Mick joins us as our new Area Manager in Darwin, where he will be taking over from David James. Mick has much experience in work in the Northern Territory and has recently also spent time in East Timor. Mick, welcome to Nilsen, we hope you enjoy working with our NT team.

Bob Harris. Bob, the manager of Nilsen Technologies (Australia and New Zealand) has now also taken on the added responsibility of our revenue meter manufacturing operation, with both facilities now combined at our Heidelberg facility. We wish Bob well in his dual roles.

John Attard. John joins the Metering Division of Nilsen Technologies, to help optimise our production activities. John has a great depth of experience in this industry and we hope his expertise will assist the division to further develop its competitive edge. Welcome John.

Eddie Ramsden. Eddie joins Nilsen Technologies NATA calibration section and will be supporting the IMV range of equipment. Eddie comes to us having been with a major Australian Technology organisation for 17 years in many capacities.

Anthony Pitt. Anthony also joins Technologies in the newly created position of Sales Engineer, FIAMM batteries. Anthony, originally from Sydney, has been in Melbourne for 5 years, working in the power supply industry. Anthony's background will ensure our customers get the batteries they need.

Derek West. Derek joined us in Darwin as Construction Manager, just as the last Nilsen Review went to the printers, so he is already an old hand. Derek moved from Gladstone to join our NT team and we wish him well in helping our NT team delivering the projects.

Richard Slater. Richard joins Switchboards, as its WA Major Accounts Manager and is stationed at our Nilsen offices in Western Australia. Richard has a tremendous depth of experience in the switchboard industry and is highly respected by all major switchboard specifiers in WA.

Frank Freson. Frank joins Switchboards, as its Qld Major Accounts Manager. At the same time also representing Qld Contracting. Frank is stationed at our Nilsen offices in Queensland. Frank has had an excellent grounding in both switchboards and contracting in Queensland.

Rob Matthias. Rob has taken on the role of Operations Manager in our fast growing Melbourne Switchboard Division, moving from the role of major Accounts Manager. Rob's wide range of experience in the switchboard industry and his keen awareness of our customers needs will ensure our Melbourne operations tick along well.

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JMA 6246