



Siganto Air

Service + Solutions

CORPORATE PROFILE

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OUR UNIQUE STRENGTH

Siganto Air delivers a reliable, cost-effective service to optimise the efficient operation of all air conditioning systems.

Siganto Air takes pride in their fully integrated service capability which includes installation, maintenance, repair and performance management of residential, commercial and industrial air-conditioning; as well as refrigeration and building management systems across South East Queensland.

With a strong commitment to NABERS for all our clients, we at Siganto Air employ industry best practices throughout all of our Engineering, Project Modelling and Management as well as Tailored Preventative and Predictive Maintenance programs.

Siganto Air is one of SEQ's oldest and largest family owned air conditioning companies.



Established in 1967, Siganto Air has been providing quality post construction maintenance and repair services for over half a century! Providing a full range of HVAC and refrigeration services across SE QLD and Northern NSW, we are proud to be a supportive part of this community!

Managed by a member of the Siganto family, the Siganto Air business model delivers quality services at competitive rates, whilst our focus on improvement and innovation means we are constantly looking to the future and how we can better our service to our clients.

We take a pro-active approach to managing your HVAC assets to reduce costs, maximise investment and support sustainability.



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Our experienced technicians are available 24/7 to respond to clients' needs.

OUR SERVICES

Preventative Maintenance is just the beginning.

Maintenance

Whilst maintaining most HVAC and refrigeration assets, Siganto Air specialises in:

- ✓ Powerpax Chillers
- ✓ Centrifugal Chillers
- ✓ Reciprocating Chillers
- ✓ Cooling Towers
- ✓ Central Station Chilled Water Systems
- ✓ Central station DX Plants
- ✓ Chilled Beam Systems
- ✓ Air-Cooled DX Systems
- ✓ Air & Water-Cooled Package Units
- ✓ Compressor Replacements
- ✓ Essential Services Testing
- ✓ Building Management Systems
- ✓ Switchboards
- ✓ Refrigeration
- ✓ Equipment Asset Management
- ✓ Installations & Refurbishments



Preventative Maintenance

Siganto Air uses a modern, cloud based digital platform, AroFlo, to program all maintenance requirements. Once all of the assets under maintenance provided by the client (as defined in the maintenance contract) are loaded into AroFlo, a periodic schedule is set up ensuring comprehensive planned maintenance according to the requirements of each asset.

Our AroFlo software provides a simple modern customer portal that allows the client to access and view current works, outstanding quotes and to print compliance forms, service results and check sheets. It also allows for unlimited users in the customer's organisation and flexible access rights within.

Regular, direct contact between management, technicians and our customers is very important to us and is one of the many ways we ensure customer satisfaction.

For all new clients, an audit will be completed of all identified assets and a condition report prepared that will help both Siganto Air and the client create a baseline for services. This way both parties understand the scope and condition of the assets from day one.

Our technicians all utilise electronic check sheets aligned with the DA19 requirements in the AIRAH Manual for HVAC Maintenance. These can also be modified to suit individual client requirements and completed check sheets are available for customer distribution if required. Job sheets, chiller logs, water testing reports and more, are all provided, and we can accommodate your work order or job management system.

Our maintenance services also include reviewing and evaluating existing HVAC installations, monitoring equipment and technology improvements and providing performance and efficiency improvement recommendations.



Essential Services Testing

We can manage all of your essential services testing, including:

- Fire damper compliance tests.
- Stair pressurisation systems.
- Smoke control systems.
- Safety Instrumented Function (SIF).

**Providing World Class HVAC Services
Across SEQ for Over 50 Years**



Break Down, Repairs & Quoted Works

Reporting breakdowns and asking for repairs is simple. Reporting is done through our service email inbox (sasservice@sigantoair.com.au) or by phoning 07 3859 7111. Both are monitored by multiple administration staff meaning that at any one time, there is someone able to schedule a technician to attend the breakdown or repair.

Project Services

Our project team can deliver all HVAC aspects of new builds, refurbishments, minor modifications, and major fit outs to suit the needs of both the tenant, and the building owner as well as delivering projects that have been designed by an external party, or on a Design and Construct model.

Some of the recent projects our team have undertaken include;

- Major upgrade & refit to a large corporate HQ.
- Replacement of air handling units at a large regional hospital.
- Replacement of air handling units with EC plug fans at a large transport hub.
- Construction of a cold room for a food manufacturer.





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OUR EXPERIENCE

Transport and Logistics



Brisbane Airport:

Brisbane Airport has two major terminals providing service to 26 airlines and more than 20 million passengers annually all passing through more than 420 businesses at Brisbane Airport with a combined workforce greater than 19,000 people.

Siganto Air currently maintain both the International and Domestic Terminals and all surrounding BAC owned properties within the airport precinct with a dedicated team of technicians performing all preventative maintenance and reactive repairs; providing integral 24/7 support for this valued customer.



Port of Brisbane:

The Port of Brisbane is a busy working port with a range of different facilities, all of which are maintained by the Siganto Air team. As part of the monthly account management meetings, Siganto Air has worked closely with the Port's facilities management to devise a program of upgrade and renewal to ensure the optimization of the use and life of HVAC assets.



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TriCare Limited Aged Care

Siganto Air maintains 25 Aged Care facilities and Retirement Villages for TriCare. Sites maintained are located from South East Queensland (including Hervey bay, Bundaberg and Toowoomba) to Hastings Point in NSW. Our team provides service and maintenance of approximately 1500 assets.

We also provide on-call and call-out services regularly to sites across the entire area serviced on a 24 x 7 availability. All coordination of services operates from our head office in Rocklea, Brisbane. We use local providers to maintain some of the facilities, where appropriate. While we maintain excellent relationships with the local providers we use, we ensure their work is regularly checked and assessed by our Service Manager.

TriCare is extremely happy with our attention to detail and our interaction with staff, patients, and residents. We understand the issues of working in sensitive environments and understand how important politeness, care and attention is to the residents. Our technicians have recently received exceptional feedback from the customer regarding the work ethic displayed.



Redland City Council Government Facilities

Siganto Air maintain 140 assets across 31 sites, and provide routine maintenance requirements, reactive repairs and split system replacements. This contract requires us to schedule each site separately providing the client with a minimum of 24 hours entry notice. Adherence to the Redland City Council Health and Safety regime is paramount and our performance is closely monitored to ensure we continually comply. As several sites are located on Moreton Bay Islands, and accessible only by barge, our scheduling of attendance and customer communication must be extremely accurate.

OUR TEAM



Dr. Jodie Siganto
Director / Owner

Jodie has been involved with the Siganto family businesses for many years in addition to establishing and operating Bridge Point Communications Pty Ltd, an IT networking and data-security company for nearly 10 years. She is an experienced company director and lawyer and has been involved with managing the Siganto Air business since 2014.



Sharon Logan
General Manager

With a strong business background, Sharon manages the back-office staff at Siganto Air and has recently stepped up to take on general oversight of the business, supported by a strong technical senior management team.

Sharon directly supervises the administration team of three. Together they work with her on the scheduling of works, co-ordination with clients, invoicing and reporting. Sharon's calm and pleasant manner and customer focus ensure that customers are provided with highest level of service, while any issues are resolved promptly with the clients' needs always being the most important consideration.



Michael Goonan
Service Manager

Michael is one of Queensland's most highly regarded HVAC technicians, who brings his many years of experience to the Siganto Air technical team. At Siganto Air, Michael manages the technicians and is responsible for ensuring the technical team deliver services that exceed customers' expectations. Michael's attention to detail and 'can do' attitude means that no problem is left unresolved and all works are completed to the highest standard. In addition to working closely with customers, Michael is focused on developing and mentoring the technical team, ensuring they deliver a consistently high standard of workmanship.



Matt Richardson
Project Manager

Matt has been with Siganto Air for over 10 years, starting as an apprentice Refrigeration Technician and progressing through to Project Manager. Matt has successfully managed a range of HVAC related jobs including Council Library upgrades, Hospital AHU replacements, and the removal and replacement of chillers. His detailed technical knowledge as well as strong relationships with a range of high-quality sub-contractors and excellent interpersonal skills make Matt an outstanding project manager who has proven himself in delivering complex projects on time and on budget.



Trent Lewis
Client Services Manager

Trent is a dual trade technician holding both Refrigeration and Air Conditioning and Electrical Qualifications. As a specialist customer service manager, Trent works closely with Siganto Air clients in a variety of capacities including on-boarding new clients, carrying out dilapidation reviews and asset reviews, pricing repairs and upgrades and dealing with more innovative requests including energy efficiency initiatives and performance optimisation. Trent's own first-class diagnostic and fault-finding skills are complemented by his collaborative approach to all works ensuring that customers are aware of activities at all times, while receiving the outcomes they expect.

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