



# Capability Statement

Delivering quality products and innovative engineered maintenance solutions to the Australian Mass Transit Industry

## Industry Leader

*Established in 1985, Coachair is recognised as a pioneer in the Australian HVAC market. It remains the only 100% Australian company to design, build and manufacture Air Conditioning Systems for the Australian Mass Transit Industry.*

With over 30 years experience Coachair remains committed to delivering a superior performing product with exceptional product support.

Our approach is not a 'one size fits all', we are dedicated to offering tailored service solutions to our bus, coach and rail customers.



## Our Vision

The Coachair Group is committed to be a growing organisation, designing, producing and delivering quality products and innovative engineered maintenance solutions to the Australian Mass Transit industry. We value, respect and engage our stakeholders and carry on business in a safe manner at all times. Customers choose to partner with us because of the exceptional service they receive, and our focus on helping them deliver an outstanding experience to their passengers.

Our aim is to provide our customers with a superior, reliable product at a lower cost, weight and power consumption. This is then backed by a comprehensive platform of aftermarket support, spare parts and ongoing maintenance.

We understand the role our product plays in providing maximum comfort for a pleasant passenger journey. We partner with you for the entire journey of the product.

## Our focus

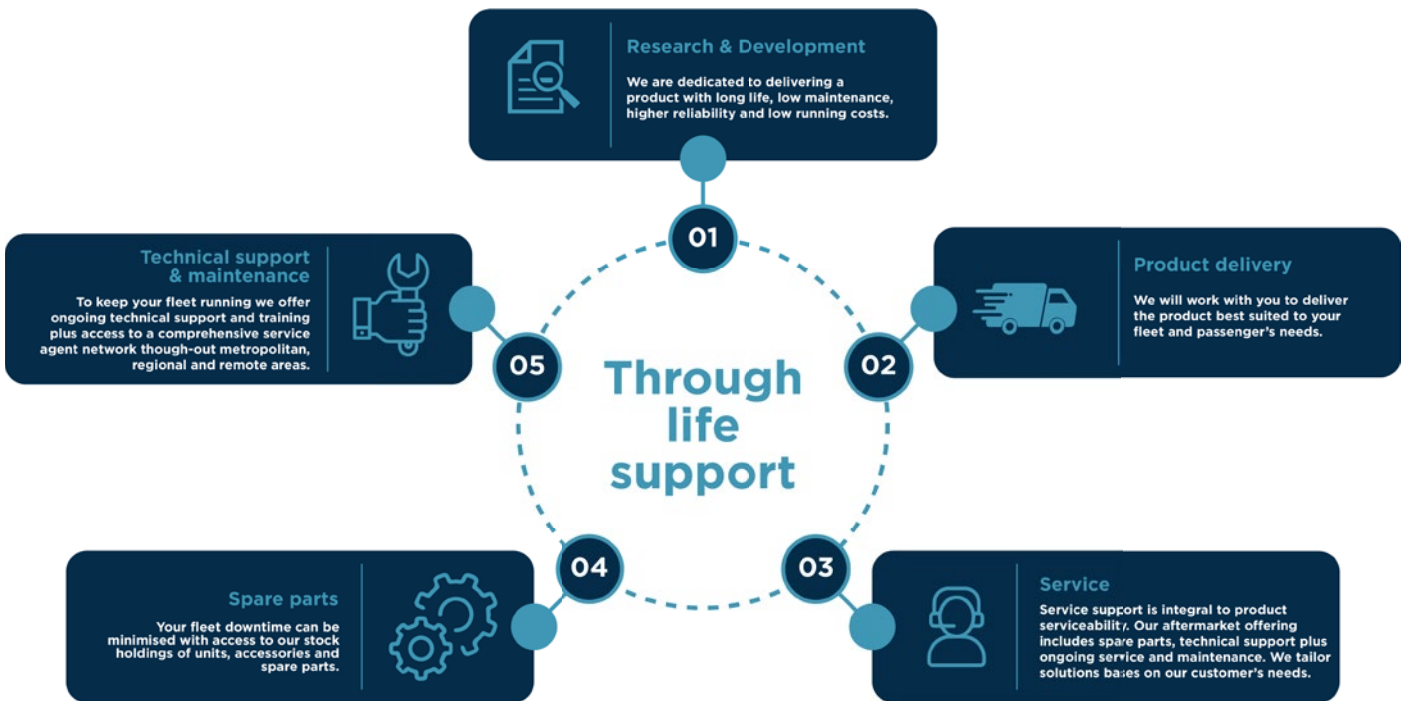
We are proudly 100% Australian owned. Our Headquarters is our engine room where Research, Development and Engineering work hand in hand developing quality products and maintenance solutions for the Australian Mass Transit Industry.

Our solutions-based approach identifies the needs of each and every customer, providing a custom fit complete solution, encompassing the entire product journey.

From product design to delivery and beyond we provide comprehensive aftermarket support including technical assistance, spare parts and access to a national service and maintenance network.

# Core capabilities

With an OEM's DNA we understand the engineering behind a vehicle's design, but as an aftermarket service provider, with a strong Australian engineering team, we offer true "through life support", to continually improve your system's reliability, and reduce operating costs.



## Case study

### Simple and cost effective solutions to resolve end of life parts.

**Challenge**  
An OEM was unable to provide a viable solution at a reasonable cost and timeframe to resolve a PLC's replacement.

**Solution**  
Coachair engaged its engineering team with the PLC OEM to develop a simple drop-in replacement. The software was reversed engineered and maintained the same operation as the previous PLC ensuring a relatively seamless transition to the new device.

**Outcome**  
Coachair provided a solution for end of life parts. The project included complete installation and maintenance details so that any future service providers, including the OEM, can maintain this fleet.

## Case study

### Solutions that fix identified problems and deliver a lower cost outcome.

**Challenge**  
Operator's fleet was a problem particular to one of the chassis / AC configurations that accounted for the majority of in-service failures and ad-hoc repairs.

**Solution**  
Coachair identified that the system operated on R407c but was designed for R134a and therefore was imbalanced. Further, the screw compressor was directly mounted to the engine and effectively became a heat sink causing it to run at higher temperatures. The screw compressor was not designed for Australia's extreme temperatures. Coachair developed a cost-effective solution that provided a lower cost outcome and effectively eliminated the in-service failures.

**Outcome**  
As a result of this program, buses were no longer pulled from service due to high-pressure trips. In addition, the compressor overhaul/replacement program increased from two to six years and the need for ad-hoc repairs was significantly decreased on these vehicles.



To see more examples of our work, visit: [www.coachair.com/case-studies](http://www.coachair.com/case-studies)

# Our future

*With expertise ranging from product development and technical support to customer service, engineering and after sales support we are able to tailor solutions to meet your specific needs.*

Our leadership and experience across the mass transport markets of bus, rail and air has led to the forging of strong global partnerships. For global companies needing a local presence, we offer expertise and strong leadership to represent your business interests.

Our dedicated on-line customer portal strengthens our aftermarket offering. With a simple click you can:



**Download technical documents**



**View individual product ranges**



**Book a service**



**Purchase spare parts**



**View service network**

Traditional customer service will not take a back seat to our on-line offering. Our Technical and After-sales Support team are only a phone call away to offer specific tailored support.

# Our customers

Coachair service a range of customers across the mass transport industry including multinational and independent coach and bus companies as well as freight and passenger rail operators and maintainers.



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