

SURF LIFE SAVING
NEW SOUTH WALES



Surf Life Saving New South Wales

Approved Radio Communications Service Agents

A Resource for Clubs

Updated: July 2015

Why does SLSNSW need approved Service Agents?

SLSNSW are owners of a state wide communications network. This communications network supports over 150 lifesaving services through radio communications. To ensure that the network is robust it is essential that all radio equipment from clubs and branches are serviced and programmed to a high level.

Clubs and branches are only to purchase and have their radios serviced through SLSNSW approved agents.

How to become an approved Service Agent?

To be an approved service agent the all applicants/ companies must meet all requirements below:

- Fill in the Company & Quote information sheet (attached)
- Be an approved dealer for a Tier II DMR manufacture
- Provide collaboration certificates for test equipment with application,

Calibration certificates must less than 24 months old

*When SLS NSW migrates to a full DMR network, service agents are to have DMR Test Equipment, again calibration certificates to be provided

*All approved agents will be asked to supply this information annually in June of each year.

Process

For Branches/Clubs

Before each lifesaving season (starting July – June) SLSNSW will release its approved dealers list to its services and clubs.

For Agents

After the cut-off date (30 June) SLSNSW will provide updated frequencies (radio profiles) & selcall (ANI) numbers and procedures to the approved agents

All dealers needed to submit information each year to ensure that:

1. They are still able to service clubs, branches & State owned equipment
2. Prices are up to date so clubs can make informed decisions.

Applications are sent to

[Michael Tuck mtuck@surflifesaving.com.au](mailto:Michael.Tuck@surflifesaving.com.au)

SLSNSW Radio Service Providers

KARERA Communications

SLSNSW Approved & Calibrated
Unit 2, 49 Gavenlock Road Tuggerah
NSW 2259
02 4355 1599
www.karera.com
sales@karera.com

Northern Communications

SLSNSW Approved & Calibrated
120 Casino Street, South Lismore, NSW, 2480
02 6622 1651
sales@northern.com.au

MasterCom

SLSNSW Approved & Calibrated
136 Railway Pde, Granville, NSW 2142
(02) 8821 9555
(02) 9682 6763
service@mastercom.com.au
sales@mastercom.com.au

Jet Rescue

SLSNSW Approved & Calibrated
Shop 8 / 75 Montague Street
North Wollongong 2500
1300 49872346
0411 10 20 33
www.jetrescue.com

Mowbray Radio

SLSNSW Approved & Calibrated
115 Fuller Street Collaroy Plateau 2097
(02) 9982 2376
0427 240 995
rjrich@ozemail.com.au

Provider Quotes

KARERA

SLSNSW Approved & Calibrated

Karera Communications
Unit 2, 49 Gavenlock Road Tuggerah, NSW, 2259
(02) 4355 1599
www.karera.com
sales@karera.com



Karera has evolved into a leading provider and integrator of Radio Communications and Infrastructure products designed to meet specific organisations needs through understanding customer requirements and providing flexibility. Karera has grown this expertise to develop specific solutions to customer requirements. This has resulted in the company designing then integrating equipment for a long list of clients over a span of 30 years. Our business is built on reliability, innovation and expertise. Our products, processes, and people complement each other to achieve stable and cost effective solutions for both the operation and management of radio networks. Every product solution undergoes regular improvement reviews to further enhance system capabilities. Our team is dedicated to understanding and using the latest technological advancements and to the changing needs of our clients.

Servicing Area:

- NSW - STATE WIDE

Servicing Programming	SLSNSW Price
Radio Servicing	\$30.00 (per radio)
Radio Programming (including selcall)	\$15.00 (per radio)

*All costs are exclusive of GST

Provider Quotes

Northern Communications

SLSNSW Approved & Calibrated

120 Casino Street, South Lismore NSW, 2480
(02) 6622 1651
sales@northern.com.au

Northern Communications has been servicing the Far North Coast for over 20 years. We pride ourselves in keeping up to date with the latest technologies and doing the job right first time.

Servicing Areas:

- NSW - STATE WIDE

Servicing Programming	SLSNSW Price
Radio Servicing	\$40.00 (per radio)
Radio Programming (including selcall)	\$15.00 (per radio)

*All costs are exclusive of GST

Provider Quotes

MASTERCOM

SLSNSW Approved & Calibrated



136 Railway PdeGranville NSW 2142

(02) 8821 9555

(02) 9682 6763

service@mastercom.com.au

sales@mastercom.com.au

Mastercom are innovators of loud and clear radio communication solutions. Specialists in digital and analogue two way radio technologies, two-way radio networks and data application integration – we make industry flow - mobilising productivity and visibility through two way radio communications and infrastructure.

Our longevity is testimony to our success; we've been designing, building and commissioning custom communication systems in Sydney for more than 45 years and are proud to lead innovation in the Australian two way radio industry.

Servicing Areas:

- NSW - STATE WIDE

Servicing Programming	SLSNSW Price
Radio Servicing	\$75.00 (per radio)
Radio Programming (including selcall)	\$35.00 (per radio)

*All costs are exclusive of GST

Provider Quotes

Mowbray Radio

SLSNSW Approved & Calibrated

115 Fuller Street Collaroy Plateau 2097

02 9982 2376

0427 240 995

rjrich@ozemail.com.au

Mowbray Radios, Sales, service and installation of two way radios.

Supplier of batteries, antennas, bags, accessories, megaphones, PA systems,

Local supplier, Personal service. Loan and hire equipment available, after hours service available

Servicing Areas:

- SYDNEY NORTHERN BEACHES

Servicing Programming	SLSNSW Price
Radio Servicing	\$80.00 per hour
Radio Programming (including selcall)	\$45.00 (per radio)

*All costs are exclusive of GST

Provider Quotes

JET RESCUE

SLSNSW Approved & Calibrated

Service Agent Only

Shop 8 / 75 Montague Street

North Wollongong 2500

1300 49872346

0411 10 20 33

www.jetrescue.com

Our aim is to invent, develop and manufacture a range of robust products and cost effective solutions to assist your mission, lower your operational risks and save you dollars. We rigorously test our products in simulated and real life emergency rescue situations to assist our engineers continuously improve and further develop our public safety equipment solutions.

Servicing Areas:

- NSW - STATE WIDE

Servicing Programming	SLSNSW Price
Radio Servicing	\$30.00 (per radio)
Radio Programming (including selcall)	\$15.00 (per radio)
Hardware	SLSNSW Price
*All costs are exclusive of GST	
