

SURF LIFE SAVING  
**NEW SOUTH WALES**



# **Surf Life Saving New South Wales**

Approved Radio Communications Service Agents

## **A Resource for Clubs**

Updated: July 2016

# Why does SLSNSW need approved Service Agents?

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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?

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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

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### 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:mtuck@surflifesaving.com.au)

# SLSNSW Radio Service Providers

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## **KARERA Communications**

*SLSNSW Approved & Calibrated*

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

## **Northern Communications**

*Pending Calibration*

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

## **Gencom**

*SLSNSW Approved & Calibrated*

Newcastle Office (Head Office):  
180 Hannell St,  
Wickham NSW2293  
02 4920 3333  
  
Sydney Office  
1/42 Canterbury Rd  
Bankstown NSW 2200  
Ph: 02 9790 6305  
www.gencom.com.au

## **Northern Rivers Communication**

*SLSNSW Approved & Calibrated*

88 Victoria Street  
Grafton, 2460, NSW  
(02) 6642 7287

# Provider Quotes

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## KARERA

*Pending Calibration*

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

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<b>Servicing Programming</b>	<b>SLSNSW Price</b>
Radio Servicing	\$32.50 (per radio)
Radio Programming (including selcall)	\$17.50 (per radio)

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\*All costs are exclusive of GST

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# Provider Quotes

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## Northern Communications

*Pending Calibration*

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

<b>Servicing Programming</b>	<b>SLSNSW Price</b>
Radio Servicing	\$40.00 (per radio)
Radio Programming (including selcall)	\$15.00 (per radio)

\*All costs are exclusive of GST

# Provider Quotes

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## MASTERCOM

SLSNSW Approved & Calibrated



136 Railway PdeGranville NSW 2142  
(02) 8821 9555  
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

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

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\*All costs are exclusive of GST

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# Provider Quotes

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## 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

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

\*All costs are exclusive of GST

# Provider Quotes

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## JET RESCUE

*SLSNSW Approved & Calibrated*

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

<b>Servicing Programming</b>	<b>SLSNSW Price</b>
Radio Servicing	\$30.00 (per radio)
Radio Programming (including selcall)	\$15.00 (per radio)

\*All costs are exclusive of GST



# Provider Quotes

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## GENCOM

SLSNSW Approved & Calibrated



Newcastle Office (Head Office):

180 Hannell St,  
Wickham NSW2293  
02 4920 3333

Sydney Office

1/42 Canterbury Rd  
Bankstown NSW 2200  
Ph: 02 9790 6305  
www.gencom.com.au

Gencom is a leading supplier of 2 Way Radio systems and products in NSW.

With over 30 years' experience Gencom is a specialist in both digital technologies and analog solutions. We are a one stop shop for all your two way radio requirements supporting most brands. These include Motorola, TAIT, Hytera, Simoco, Kenwood, Icom, GME, and Vertex.

Whether its radios, batteries, microphones, accessories or service you're after Gencom can support you from its offices in both Sydney and Newcastle.

### Servicing Areas:

- NSW - STATE WIDE

Servicing Programming	SLSNSW Price
Radio Servicing	\$60.00 (per radio)
Radio Programming (including selcall)	\$25.00 (per radio)

\*All costs are exclusive of GST

# Provider Quotes

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## NORTHERN RIVERS COMMUNICATIONS

*SLSNSW Approved & Calibrated*

88 Victoria Street  
Grafton, 2460, NSW  
(02) 6642 7287



Northern Rivers Communications have been involved in the Radio Communications Industry based in Grafton for the past 26 years. We are able to provide sales and service to Simoco, Tait, GME, Hytera equipment.

### Servicing Areas:

- Far North Coast
- Mid North Coast
- North Coast

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Servicing Programming	SLSNSW Price
Radio Servicing	\$45.00 (per radio)
Radio Programming (including selcall)	\$20.00 (per radio)

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\*All costs are exclusive of GST

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