



REAL PEOPLE



SINCE 2011

COMPLETE



# WHO WE ARE

## Complete Parts and Equipment Solutions - Real People

NATIONAL SUPPLIER OF MINING AND EARTHMOVING COMPONENTS, USED PARTS AND MACHINE OVERHAULS TO THE AUSTRALIAN MINING INDUSTRY.

### WHAT DO WE DO?

With a strong focus on excellence, we are a leading specialist in the procurement, sale, and dismantling of used Earthmoving and Mining Equipment. Our expertise extends to supplying top-quality new, used, and reconditioned parts, as well as performing comprehensive machine overhauls for the Mining and Civil Industries, both in Australia and worldwide. As an industry leader, we take pride in providing employment opportunities for a dedicated team of over 180 professionals. With our extensive range of services and commitment to customer satisfaction, we strive to exceed expectations and drive success in the industries we serve.

### WHERE ARE WE?

Our journey began in the prestigious Hunter Valley of New South Wales, where we established our roots in the mining industry. Since then, we have experienced remarkable growth and expanded our operations to the Queensland Coalfields, with a strategically located facility in Mackay. These locations have been carefully chosen to provide optimal access and convenience for the mining sector, enabling them to fully utilize our diverse range of services and extensive inventory of parts. Situated in prime positions, our businesses are poised to cater to the evolving needs of the mining industry, delivering comprehensive solutions and unparalleled support. In late 2024, we are excited to further extend our reach with the opening of a new facility in Perth, enhancing our ability to serve our clients across Australia.



[www.completepartsandequipment.com.au](http://www.completepartsandequipment.com.au)

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# LOCATIONS



PERTH BRANCH  
COMING SOON

MACKAY BRANCH  
18 John Vella Drive  
PAGET  
QLD 4740

SINGLETON  
1 Casswell Terrace  
SINGLETON  
NSW 2330



NSW

QLD



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## NEW SOUTH WALES - SINGLETON

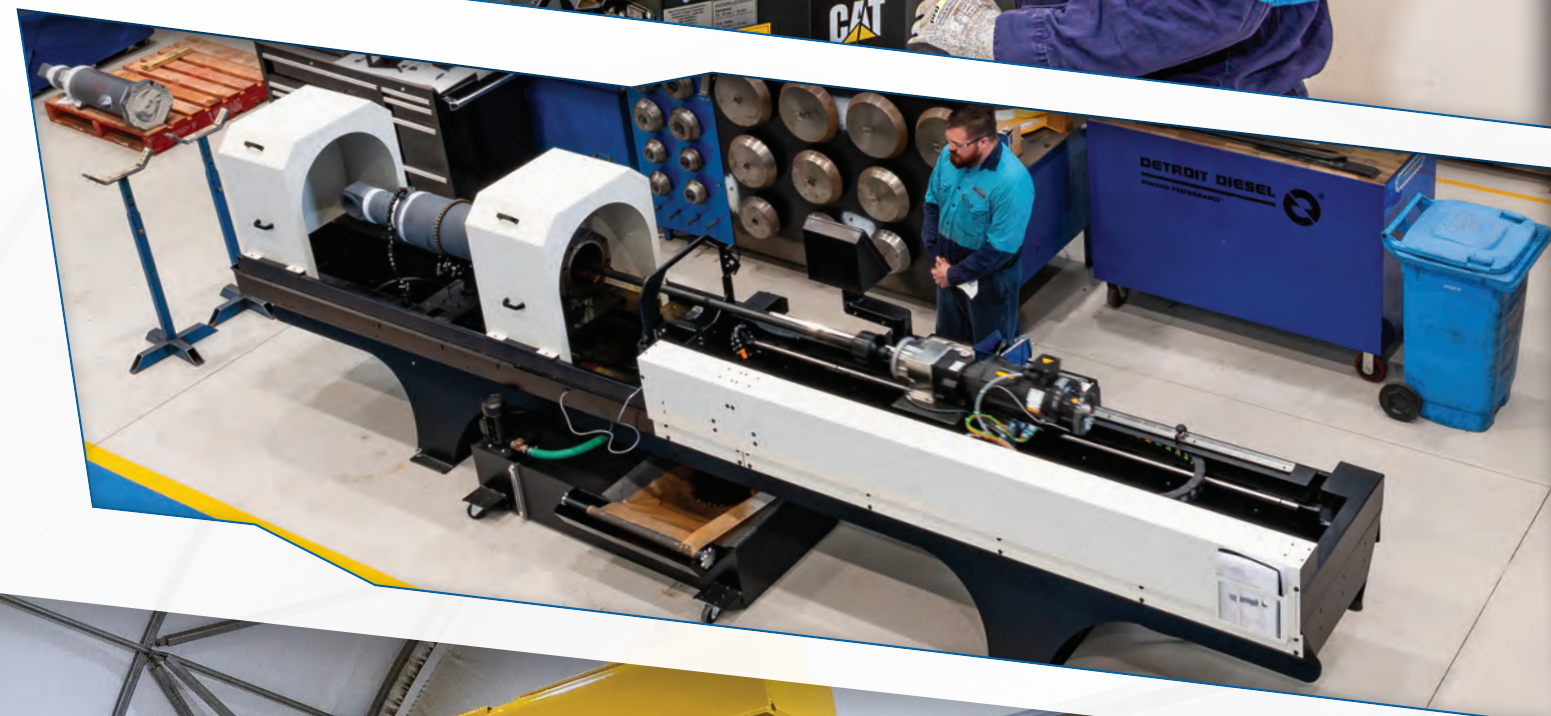
Located on an expansive 18-acre site, our NSW branch features over 5,000 square meters of indoor space and operates around the clock, providing extensive service coverage including weekends. Our facility, designed for peak performance, includes ten specialized assembly bays for powertrain components, three machine rebuild bays, and a comprehensive internal wash bay, supported by fourteen overhead cranes for efficient equipment handling.

We are committed to delivering exceptional quality, demonstrated by rigorous in-house testing of all transmissions and hydraulic pumps using our advanced AIDCO test cell. Our workshops are equipped with state-of-the-art facilities for hydraulic overhauls, including a Tuxco Cylinder Bench that handles cylinders up to 36 feet in length. We have recently enhanced our capabilities with the addition of an all-electric Sunnen HTA Tube Hone, significantly improving the efficiency and precision of our cylinder honing processes.

Our extensive in-house capabilities encompass hydraulic cylinder honing, fabrication, auto electrical services, line boring, sandblasting, painting, and hydraulic hose manufacturing, ensuring we meet all operational needs under one roof.

Our primary focus remains on providing a large inventory of reconditioned and used parts and equipment, offering cost-effective alternatives to new components and reducing operating costs for our clients.

Looking ahead to the end of 2024, we are excited about our expansion plans which will further enhance our capabilities and reaffirm our position in the industry. This includes acquiring an additional 10 acres of land and integrating innovative services such as our machining division and large cylinder overhauls, ensuring our continued growth and commitment to excellence in the industry.





## QUEENSLAND - MACKAY

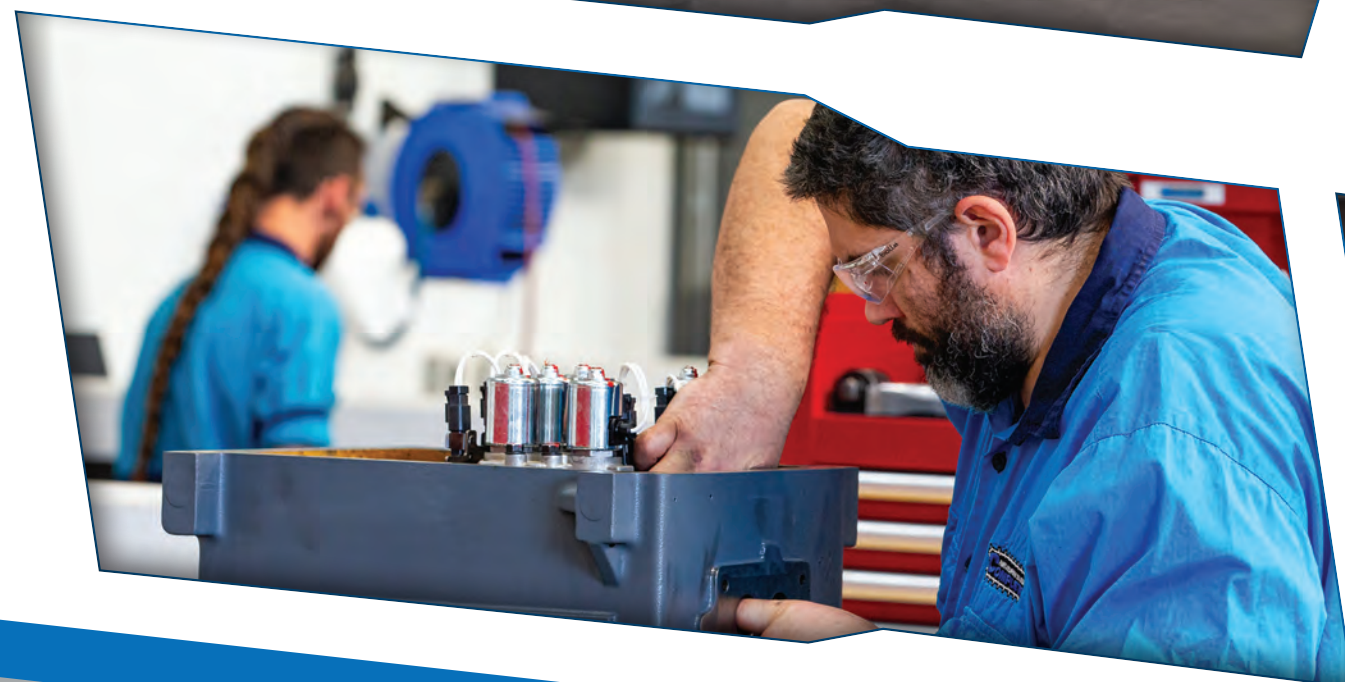
Mackay represents our latest expansion, joining our esteemed family of facilities. Encompassing approximately 7,500 square meters, with 2,000 square meters under roof, this meticulously designed location operates for 12 hours a day, seven days a week. Our commitment to excellence is reflected in the setup of this facility, which includes a Tuxco Cylinder bench, honing bench, five component assembly bays, one machine rebuild bay, and dedicated paint and fabrication bays.

We have transformed this space to replicate what we built in Singleton. Implementing the same systems and process that have provided our business success for the past 12 years, Mackay provides the same exceptional quality and service that our customers are accustomed to and expect from us. We have invested in creating an environment that aligns with our commitment to excellence and ensures that our customers receive nothing but the best.

At Mackay, we maintain a separate inventory of reconditioned and used parts and components. To optimize the utilization of our inventory across both regions, we have implemented a standard freight run twice weekly between the two sites. This efficient logistics solution allows us to seamlessly access and leverage inventories from both locations, ensuring a comprehensive and readily available selection of products for our valued customers.











## MANAGING DIRECTOR/OWNER

With a background as a fitter machinist and extensive experience in the mining industry, I established Complete Parts and Equipment Solutions. Our company is dedicated to providing comprehensive services to mining and civil customers across Australia, leveraging our expertise in component rebuilds, workshop management, and sales advisory roles. We are committed to delivering tailored solutions to meet the specific needs of our valued clients.

**SEAN DYSON**



## NATIONAL MANAGER

Diesel Mechanic by trade and have now spent more than 30 years in the mining industry, 20 years in the Caterpillar dealer network in multiple product support, customer service positions. Joined the team in January 2017 as the General Manager.

**CRAIG TANZER**



## BRANCH MANAGER-SINGLETON

A seasoned mining professional, began his career as a mature age apprentice Plant Mechanic at Westrac before progressing to a Field Service role at Mt Thorley. With over 8 years at Glencore Ravensworth, he advanced to Tier 1 planner for Cat 6090 & 6060 fleet. As Maintenance Superintendent at Emeco Rental, Mark oversaw Hunter Valley operations. Since June 2022, he had excelled as Operation and Maintenance Manager at Empire Machinery, showcasing a calculated approach, empathetic personality, and open-mindedness.

**MARK INNES**



## BRANCH MANAGER-MACKAY

With over 20 years of experience in the civil earthmoving and mining industries, I bring extensive expertise in component rebuilds, parts sales, manufacturing, and service. As a seasoned branch manager and production manager, I have successfully led operations in multiple locations across the eastern states. Recently, I joined Complete as the Mackay Branch Manager, committed to driving success in the mining sector with my industry knowledge and leadership skills.

**SHANE PERRY**



## BRANCH MANAGER-PERTH

Starting as Complete Parts and Equipment Solutions' first apprentice, Scott brings hands-on experience and leadership to the Perth branch. His background in Plant Mechanics, along with time in CRC and Machine Rebuilds, built a strong technical foundation. A move into sales added commercial insight and a client-first mindset. Today, he leads the Perth operation with a focus on quality, service, and building lasting relationships.

**SCOTT HARRISON**



## GLOBAL PARTS AND EQUIPMENT MANAGER

Over 10 years' of Caterpillar experience in the mining industry, including diagnostics, new equipment builds, rebuilds and various supervisory roles.

**LUKE CAMPBELL**



## SALES MANAGER

Fitter by trade, has worked in mining industry for 22 years across multiple sites and positions with Xstrata and Glencore sites. Worked for Caterpillar dealer for 7 years. Dealer experience in New South Wales.

**MICHAEL UPWARD**



## SALES SPECIALIST

With over 20 years of experience in Parts and Service, Ryan brings extensive OEM background from industry leaders.

**RYAN CALKIN**



## SALES SPECIALIST

With 20+ years in the Bowen Basin, I've supported clients and OEMs in service, technical support, site management, and account management.

**ASHLEY BERRIGAN**



## WORKSHOP MANAGER

A trade-qualified Plant Mechanic with over two decades in mining, including 15 years with Caterpillar Dealers in NSW. Brings experience across supervision, asset management, and workshop leadership.

**LEE NEUSS**



## SALES SPECIALIST

Working on CAT equipment and components since 2008. Service for CAT OEM comprised of component rebuild centre, plus field service open cut mines & 7 Years working permanent onsite.

**JAI M<sup>C</sup>ALISTER**



## SALES SPECIALIST

Caterpillar dealer trained Plant mechanic with 25 years of dealer experience in the mining and construction industries covering a variety of roles.

**BRETT WARD**



## SALES SPECIALIST

Diesel Fitter by trade with 15 years' experience in the mining and resources industry. Specialises in maintenance, planning, and customer support, backed by an OEM background. Focused on delivering effective service solutions that drive customer satisfaction and operational efficiency.

**MARK HAIN**



# OUR GOAL

## OUR PURPOSE, OUR GOAL, OUR MISSION!

At our core, we embody a unified team working towards a common goal a goal that may seem cliché, but one we wholeheartedly embrace. With the collective wisdom of decades of experience spanning all aspects of our business, we take pride in our ability to identify the optimal solutions for our clients and ensure timely delivery.

Our commitment is to be your trusted partner, the first call you make whenever you require assistance. We understand the significance of establishing and maintaining strong relationships with our clients, and we strive to exceed expectations with every interaction. With a customer-centric approach, we are dedicated to providing unparalleled service, offering tailored solutions that align with your unique requirements.

Rest assured, our team is driven by a shared vision of excellence and a relentless pursuit of customer satisfaction. Together, we work diligently to make your goals a reality, ensuring that we consistently deliver results that surpass your expectations.



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