

BRAUD GRAPE HARVESTERS
CROPLANDS SPRAYERS
ARVIPO BATTERY PRUNERS
BERTHOUD SPRAYERS

PROVITIS CANOPY EQUIPMENT
MECALOR GREASE & WASH SYSTEMS
RABAUD (POST KNOCKERS)
VARIOUS MULTI-FUNCTION EQUIPMENT



RESEARCH & DEVELOPMENT ENGINEERS PTY LTD

A.B.N: 59 007 938 025 ARC No: AU34220

Trading as: Braud Australia

TO: Braud Australia Customers
FROM: Braud Australia Management
DATE: 7th February 2023
SUBJECT: Service and Spare parts Emergency call outs

Dear Customer,

As we all prepare for the upcoming Vintage 2023, we would like to remind you that Braud Australia are always here to assist you on a 24hr/7day-a-week basis. Staff across all three of our branches are fully equipped and competent for any emergency you may encounter.

Refer to second page for contact details of your local dealer network and outside regions to South Australia.

Please see a list of our contact details, respective of South Australian regions ONLY for our Service and Spare Parts departments during and after business hours:

REGION	Business Hours 7:00am – 5:00pm	After hours SERVICE	After hours PARTS
Adelaide Plains	08 8139 7250 (Gepps Cross)	0427 741 164	0451 531 973
Adelaide Hills	08 8390 3017 (Summertown)	0427 741 164	0451 531 973
McLaren Vale	08 8390 3017 (Summertown)	0427 741 164	0451 531 973
Langhorne Creek	08 8390 3017 (Summertown)	0427 741 164	0451 531 973
South East	08 8762 0123 (Naracoorte)	0417 856 855	0417 856 855



Gepps Cross 569 Grand Junction Road, Gepps Cross SA 5094 **T:**+ 61 8 8139 7250 **F:**+ 61 8 8139 7251
Naracoorte (PO Box 207), 4 Lucindale Road, Naracoorte SA 5271 **T:** +61 8 8762 0123 **F:** +61 8 8762 0614
Summertown 1069 Greenhill Road, Summertown SA 5141 **T:** +61 8 8390 3017 **F:** +61 8 8390 3404

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****The following rates are exclusive of GST****

Phone consultation/diagnosis fees:

Invoices to customer

- a) \$50.00 per 20-minutes, as long as the conversation continues
- b) These fees will be void if staff are required on site, please see below fees.

Spare Parts Call Out Fees:

Invoiced to customer:

- a) \$160.00 flat rate call out fee
- b) \$140.00 per hour for every hour spent (includes delivery & travel time)
- c) Plus part(s)
- d) Customer responsible for all other freight charges

Service Call Out Fees:

Invoiced to customer:

- a) \$160.00 flat rate call out fee
- b) \$150.00 per hour for a 4-hour minimum (\$150.00 x 4 = \$600.00)
- c) \$150.00 per hour after 4hrs (includes delivery & travel time)
- d) Plus part(s), oil, etc.

BRAUD AUSTRALIA DEALER NETWORK

Each dealer below will have their own call out fees and terms & conditions. Please contact directly for further information.

DEALER	LOCATION	PHONE
Busselton Machinery	Margaret River (WA)	08 9752 1522
Cadmac	Albury-Wodonga (NSW)	02 6059 7100
	Riverina (NSW)	02 6921 2148
Codemo Machinery	Griffith (NSW)	02 6962 6244
Echuca Rural	Echuca (VIC)	03 5482 2788
ND & JA Giles Machinery	Langhorne Creek (SA)	08 8536 3733
Ronco Motors	Riverland (SA)	08 8584 5575
	Mildura (VIC)	03 5024 5858
South Burnett Machinery	Burnett Valley (QLD)	07 4168 1411
Southern Machinery	Kingston (TAS)	03 6229 1133
Vater Machinery	Saddleworth (SA)	08 8847 5000
	Barossa Valley (SA)	08 8563 2008



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We wish you all the very best for a happy and successful Vintage 2023!

If you have any further queries or concerns on the above, please don't hesitate to contact us in the meantime.

Kind regards,

Braud Australia Management



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