



MULTI-SITE ELECTRICAL MAINTENANCE

How to Coordinate Electrical Maintenance in 2026

Coordinating electrical maintenance across multiple commercial sites takes more than a list of contractors and a reactive call-out system.

This guide summarises the frameworks for structuring preventative and reactive maintenance, setting escalation protocols, tracking assets and measuring contractor performance — for any retail, aged care, government or corporate portfolio.

KEY TAKEAWAYS

- Preventative maintenance reduces emergency call-outs and extends the lifespan of critical electrical assets across all your sites
- Reactive maintenance protocols require clear escalation paths and response time commitments to minimise operational disruption
- Consistent reporting methods and testing equipment ensure uniform service quality regardless of which site receives attention
- Platinum Electricians offers single-point-of-contact coordination for multi-site electrical maintenance with 24/7 emergency support
- Asset tracking systems and regular audits keep your facilities audit-ready and compliant with Australian electrical standards

WHAT IS MULTI-SITE ELECTRICAL MAINTENANCE?

Multi-site electrical maintenance is the systematic care of electrical infrastructure across two or more commercial locations under a unified service agreement — consolidating contractor relationships, standardising service delivery and creating economies of scale for testing, repairs and upgrades.

For facilities managers overseeing retail chains, healthcare networks, government buildings or corporate portfolios, it eliminates the complexity of separate contractors per location — replaced by consistent service standards, centralised reporting and a single point of accountability.

Preventative, Reactive — and the Budget Between Them



Preventative maintenance

Scheduled inspections and testing that identify potential failures before they cause downtime



Reactive maintenance

Rapid response protocols that resolve faults and emergencies quickly and restore normal operations



Balance the budget

Target an 80/20 split favouring preventative work — if reactive spend exceeds 20%, strengthen the preventative program

EMERGENCY ESCALATION TIERS

TIER	RESPONSE COMMITMENT	EXAMPLE ISSUES
Tier 1 — Critical	Immediate dispatch	Complete power loss, electrical fires, safety hazards requiring isolation
Tier 2 — Urgent	Four-hour response	Partial power loss or equipment failures affecting operations
Tier 3 — Standard	Next-business-day	Faults needing attention but no immediate safety or operational risk

Document these tiers in your service agreement so expectations are clear from the outset.



BUILD YOUR MULTI-SITE MAINTENANCE SCHEDULE

1 Audit your current electrical assets

Catalogue switchboards, distribution boards, lighting, RCDs and specialised equipment at every site, with installation dates and condition

2 Determine maintenance frequencies

Apply AS/NZS 3760 and AS 2293 minimums, then factor in manufacturer guidance and equipment age

3 Build your annual calendar

Group geographically close sites to cut travel time, and build in contingency for emergency call-outs

4 Establish review cycles

Quarterly reviews check planned versus actual work; annual reviews assess whether the strategy is delivering results



Essential Qualifications to Verify

- Current electrical licences valid in every state you operate in
- ISO 9001, 45001 and 14001 certification
- Master Electricians accreditation
- Public liability and professional indemnity insurance — ask for evidence, not verbal assurances

ASSET TRACKING & COMPLIANCE DOCUMENTATION

Track asset type, location, install date, maintenance history and condition for every site. Retain test results for compliance-critical assets like RCDs and emergency lighting — Australian standards typically require seven years — and use dashboards that flag overdue or upcoming work to stay audit-ready at all times.

KPIs Worth Tracking

- Response time adherence across urgency tiers
- First-time fix rate for reactive jobs
- Preventative compliance rate against the schedule
- Monthly reporting and quarterly review meetings, without needing to chase



MATCH THE PLAN TO THE FACILITY TYPE

FACILITY TYPE	PRIORITY	WHAT TO PLAN FOR
Retail & shopping centres	Minimal trading disruption	After-hours work windows; lighting reliability is critical to the shopping experience; clear demarcation between common areas and tenant fit-outs
Healthcare & aged care	Uninterrupted power	Redundant supplies and regular generator testing; scheduling that works around resident routines. Platinum Electricians services 30+ aged care facilities
Government & education	Public accountability	Formalised, compliant procurement; major works scheduled during school holidays, urgent-only during term
Corporate & multi-tenant	Consistent standards	Centralised reporting and a single point of accountability across every leased or owned location

A partner with national coverage can apply these frameworks consistently, whichever facility types make up your portfolio.

TECHNOLOGY SUPPORTING MULTI-SITE MAINTENANCE



Job management systems

Platforms like simPRO coordinate technician dispatch and job tracking. Client portals give 24/7 access to bookings, quotes and records.



Asset management platforms

Store equipment data, track maintenance history and flag upcoming service, with barcode or QR scanning to keep records current.



Analytics & reporting tools

Trend analysis flags high-failure equipment and demanding sites. Dashboards summarise portfolio-wide status with drill-down detail.

IN CONCLUSION

Establishing effective multi-site electrical maintenance

Coordinating electrical maintenance across multiple commercial sites demands systematic planning, clear processes and capable partners — preventative programs that reduce emergency call-outs and extend equipment life, reactive protocols for swift resolution when faults occur, and asset tracking that maintains audit readiness year-round.

Success means selecting a partner with demonstrated multi-site capability and relevant certifications, and building genuine partnership over time. Platinum Electricians brings ISO triple certification, 20+ years of industry experience and management of 57,000+ assets nationwide — frameworks that apply whether you manage retail outlets, aged care facilities, government buildings or corporate portfolios.



FREQUENTLY ASKED QUESTIONS

What's the difference between preventative and reactive maintenance?

Preventative maintenance is scheduled inspection and testing that catches issues before failure; reactive maintenance addresses faults after they happen. Most facilities managers target an 80/20 split favouring preventative work.

How often should systems receive preventative maintenance?

It depends on equipment and environment. RCDs typically need six-monthly testing, emergency lighting six-monthly inspection with annual duration testing, and switchboards annual thermographic scanning.

What qualifications should a maintenance contractor have?

Current electrical licences in every operating state, ISO 9001/45001/14001 certification, Master Electricians accreditation, and adequate public liability and professional indemnity insurance.

What should a multi-site service agreement include?

Scope, covered sites, response-time commitments, reporting requirements and KPI targets, plus escalation procedures and a review-meeting schedule.

Can one contractor handle maintenance across different states?

Yes — a contractor with national coverage and technician capacity in each region can standardise service quality and consolidate reporting across state boundaries.



MULTI-SITE ROLLOUT

One call organises your maintenance program across every site.

Platinum Electricians brings ISO triple certification, 20+ years of industry experience and management of 57,000+ assets nationwide to multi-site commercial maintenance programs — with a dedicated account manager as your single point of contact.

- Preventative & reactive maintenance
 - Asset tracking & compliance reporting
 - 24/7 emergency response, 200+ vans nationwide
 - Contractor KPI reviews & consolidated reporting
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Call us on 1800 752 846 | service@platinumelectricians.com.au