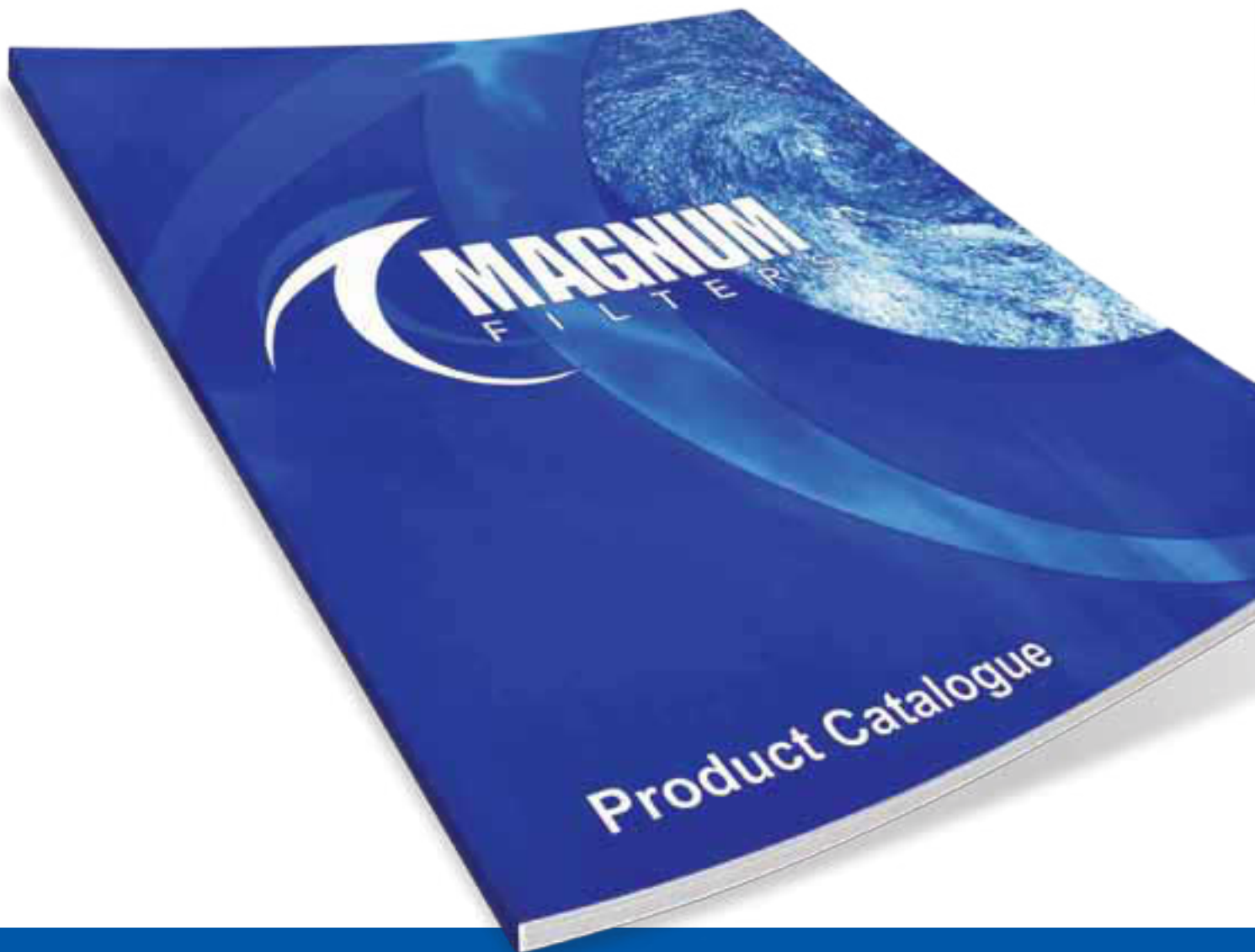


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Establishing credibility

Marco Longley, author of *The Ultimate Hot Tub and Pool Sales Book*, offers the next instalment in how to sell hot tubs and spas.



Max Collins from Compass Pools Victoria, SPASA Victoria Retail Salesperson of 2010, shows off his credibility wall

The prospect in front of you may genuinely never heard of your store or the brands you carry, which is why you need to establish that you are a credible business with history. Lead them into the area of your store that physically demonstrates your credibility as a company, which is your Credibility Wall (posters, awards, letters of recognition, involvement in the community). Do you have a Credibility Wall? It's an incredibly effective sales tool and very powerful to show the prospect that they're dealing with a credible business.

Start the presentation about your store – not your products. Quiz Time. Why should a prospect do business with your store? Give yourself two minutes and write down why the person standing in front of you should do business with you. Tick, tick, tick....

Well, I bet that's one quiz many of you will have struggled with. Only on a rare occasion have I met a business owner or salesperson that gave me a good presentation about why anyone should do business with them. Once you discover it, practice saying it – especially when overcoming the "I want to think about it" objection.

Earlier I suggested some very useful suggestions to transition into talking about spas and your store. I hope now that you have practiced "selling your store," you can tell me many things about it, all of which will help you close more sales.

How does this sound for a store description?

"Let me tell you a little bit about our store (use the store name) so that you can better understand who we are and what we have to offer. We are a full service company from delivery to water testing, all the way through to factory trained technicians. We look after you before and after your investment with us. This store has been here since XX.

"We were in a similar situation as you many years ago when we decided to start selling hot tubs. Just like you, we did a lot of research as well. Do you know there are almost 100 spa manufacturers in the industry? Each company claims they're the very best with the most unique features. We chose the XYZ Spa Company. And the reason we did, was their XX years of expertise in spa manufacturing. We couldn't find a better-built spa to sell to our customers – and they are a local company located in XX. If you

went out and talked with our customers, most would say purchasing their hot tub was one of the best investments they ever made. I often hear comments from new spa owners like, "Why did I wait so long?" and "I've never slept better." ("Bash the Snake's Head" – more on that later in *Overcoming Objections*.)

"Our customers tell us that their hot tub gives them a higher quality of life and they are confident the quality will be there year after year. Does that sound like the kind of company you would do business with? Yes? Well, we feel exactly the same way."

Credibility Builders

- Memberships in associations
- Photos of happy customers
- Lifestyle images to let your prospects know they're in the right place
- Manufacturer's POS materials
- Water test lab

Credibility Wall

A credibility wall is an absolute must-have in your showroom. It offers credible testimonials from satisfied customers. It's said that a customer's testimonial is one thousand times more effective than what the salesperson says. One of the goals of your presentation, and especially this valuable chapter on credibility, is to not only be credible, but to be unique and different from your competition. Be memorable to your prospect in every aspect of your presentation.

A great credibility wall should contain several items: professional recognition, photos, awards, testimonials, delivery and/or ownership maps.

Designate a section on one of your main showroom walls in a well-lit, easily accessible area – NOT in the back of your store, away from the showroom, down the dark corridor, next to the dirty washrooms and garbage cans overflowing with debris, discarded pumps and assorted old plumbing manifolds and bits. (Can you tell that description is based on a dealer I visited?) You should have a dedicated section of wall space to proudly display your community awards, professional memberships and any other recognizable certificates.

Photo “Wall of Fame”

The main area of the credibility wall will be pictures of happy families enjoying the spa they purchased from your company. When you receive a picture from a happy customer (more about getting those important pictures in the “Follow-Up” section), have a 3” x 5” card with “What our spa means to us” typed across the top, and below that, the family name, i.e. “The Johnson Family.” Have your happy customers fill it out in their own handwriting. You are building up huge credibility here AND silently overcoming objections.

How? When the 3 v 5 card is complete (you may even want to write a few of your own cards, based on the positive comments other customers have shared with you), attach it below the picture you have been given. These testimonials will tie in with the picture your prospect is looking at and become a terrific silent salesperson.

Imagine if your biggest objection was “I need to think about it.” You probably don’t have to imagine for long, as this is one of the most common objections we all face. Suppose your satisfied customer had written something like “I can’t believe I spent five years thinking about getting a hot tub. It is one of the best things I have ever done for my family, and I have never slept better. I should have done this five years ago.” When this small little testimonial is placed under the appropriate picture from your customer several amazing things happen.

First, get your photographic film developed (Okay, I just dated myself) or more accurately with today’s technology, your latest pictures “downloaded.” What is the very first thing you look at when reviewing the pictures? If you are like 90 per cent of people, you will look at yourself first, then the others in the picture. Call it ego, call it pride, it really doesn’t matter what you call it; let’s call it a selling tool. People enjoy seeing pictures of themselves, especially if it is with their families. How proud will your customer be to see their family up of the wall of fame?

What happens if you are in your store alone, or are the only person on the sales floor, with a prospect, when the telephone rings or another person walks in the store? If you tell your prospects to “hang out”

or look around until you have the time to speak with them, this is dead and absolutely wasted time. It is not the best way to deal with this situation. It’s a lot like being put on hold when you’ve called someone with call waiting and you’re left waiting for them? How powerful would it be to suggest to your prospect the following:

“Mr Prospect, I must apologise. We’re a bit short-staffed this morning. Do you mind if I take a moment to answer the telephone? Here is something we are very proud of; it’s our wall of fame. You will find it very interesting while you are waiting. These are some of our happy hot tub owners. Take a moment to see if you recognise any of your neighbours.”

You have just bought yourself some time and the testimonials on your wall will act as silent salesmen.

I have seen prospects spend ten minutes or more reading EVERY word and comment on the photo board while checking to see if they recognise anyone. When prompted to continue with the presentation, I have been told, “We are not finished reading yet.” What a terrific way to start overcoming objections and planting very positive buying “seeds” in your prospect’s mind. Your prospect may

even recognise a friend or workmate who owns one of your spas. How would that be for instant credibility?

Create testimonial cards that overcome common objections and the benefit that resulted:

“When we initially looked at your spas, we hoped we might get some more time with our teenagers, as we never knew where they went at night. Now we can’t get them and their friends out of the spa. We always know where our kids are.”

Now if you have teenage kids that are a bit on the wild side, you may not see this as a benefit nor want them in your hot tub every night. All kidding aside regarding the teenagers, a testimonial connected to a photo will substantially increase your credibility.

Don’t have any pictures from existing customers? Have a free draw for customers that repeatedly return to your store for water testing, explain you are collecting photos for a contest and the winner will receive a prize. Inform them their pictures can be physically brought in or emailed. Give away a small in-store credit as a draw prize.

“When you receive a picture from a happy customer, have a 3” x 5” card with ‘What our spa means to us’ typed across the top, and below that, the family name, i.e. The Johnson Family.”

Maps

What area do you deliver to or send techs out on a service call? Do your prospects understand this service? Have a delivery/customer map riddled with pushpins. If you have a map of your delivery area and dozens, if not hundreds, of push pins, with each pin representing a delivery or a happy customer and it covers two-thirds of the map, what message does that send to your prospect? If you say your store has more than 2000 (your particular number) satisfied customers, say it with a map covered with 2000 pushpins. If you really want to get creative, make each pushpin colour correspond to a different spa model purchased.

How about a set of delivery photos? Many prospects have no idea what is involved in a delivery. Display a series of photos showing all aspects of delivery from the moment the spa leaves your store and arrives at the customer’s house. Display pictures of your more challenging installations – cranes or even helicopters.

Recognisable client names

Do you have a strong relationship with well-known customers or perhaps a customer your prospects would recognise? I consulted for a mid-western pool/spa dealer that had all the city pools and several of the most expensive hotels as their clients for pool maintenance. There was nothing in their store that would indicate this. One of the first things I suggested they did to increase their credibility was to have very large poster-size pictures of the city pools and stunning hotels up on their wall as a testimonial. When the sales staff started their credibility statements, they went something like this:

“Mr Prospect, are you familiar with the ABC hotel (probably the most expensive hotel in the city), and the DEF hotel (probably the second most expensive hotel in the city)? Well, those hotels, and all the city pools, are our clients for water testing. We are the only pool/spa store in the city that looks after them. Why do you think that is?”

What do you think that did for the store’s credibility? I am not saying to lie and fake this – just take advantage of the fact your store may have some very recognisable clients with very discerning tastes and budgets that could have spent their money anywhere.

And they spent their money with you.

For more information go to <http://top-10salesandconsulting.com>. SPLASH! will be featuring more of Marco’s tips in future issues.



Packing punch. Triton GLX-R's 2.5 litre diesel boasts variable geometry turbo-charging and coupled with the five-speed Smart Logic automatic box proved a winning combination for effortless and economical towing

Pullin' Power

With a view to evaluating the serious towing credentials of Mitsubishi's top-shelf 4x4 Triton, *Diesel* editor Paul Matthei hitched up a well-loaded trailer and headed up the notoriously tough Putty Road north of Sydney.

Having been presented with "four wheel drive ute of 2009" gongs by two leading 4x4 magazines, there's no doubt Mitsubishi's latest dual cab Triton is a formidable force off road. Yet considering a good chunk of its buyers are tradies also needing a tough work tool with a gutsy towing capacity, we thought it a worthwhile exercise to try one out hauling close to its maximum weight capacity on one of the more demanding routes leading out of Sydney.

Put simply, the Putty Road linking Windsor in north-west Sydney and Singleton in the Hunter Valley has more ups and downs than a hyperactive yo-yo combined with enough sharp curves to give a boa constrictor motion sickness, along with some relatively straight stretches signposted at 100 km/h. In other words, the trek of around 150km encompasses most blacktop situations you'd find anywhere in Australia.

The Triton we tested was a top of the tree GLX-R powered by Mitsubishi's robust and reliable 2.5 litre common-rail VGT (variable geometry turbo) diesel that delivers 131kW at 4000rpm and 350Nm at 1800rpm. This is coupled to the brilliant new INVECS II five-speed automatic transmission sporting intelligent adaptive shift control and a three element torque converter with lock-up function for fuel efficient operation.

It's this sweetly matched engine and transmission combination that makes the GLX-R the cream of the Triton 4x4 crop when it comes to serious towing because lower spec versions are fitted with a less sophisticated four-speed automatic with significantly wider steps between gear ratios and a shorter 4.1:1 final drive ratio compared to the GLX-R's 3.9:1. Given that both variants share a 0.73:1 overdrive top ratio, the GLX-R also offers more relaxed highway cruising at lower engine rpm than its four-speed siblings.

Additionally, the five-speed unit features Smart Logic, enabling the system to 'learn' individual driving styles and, using engine and foot brake application data, adapt the shift pattern to suit. Another attribute we found particularly useful when towing is the adaptive shift control which enables the transmission to intuitively downshift during descents, thus maintaining optimum engine braking and reducing reliance on service brakes. Furthermore, the shift lever has a Sports Mode position allowing the driver to select gears manually for ultimate control during sharp climbs and descents. Other features that make this vehicle ideal for capably towing heavy loads include the surefooted stability that comes with a 3000mm wheelbase combined with generous front and rear tracks of 1520mm and 1515mm respectively. Yet in

spite of these burly dimensions, the GLX-R still boasts a surprisingly compact kerb-to-kerb turning circle of 11.8 metres.

The suspension is also well up to the task having a robust leaf-sprung rear axle with a maximum capacity of 1.8 tonnes and coil springs with double wishbones and stabiliser bar at the front. These are attached to a full length chassis incorporating Mitsubishi's reinforced impact safety evolution (RISE) design which the company says "... combines an energy absorbing front section with a strong, rigid occupant cell to provide outstanding passenger protection in the event of an accident." This is coupled with a rigid ladder frame, side impact bars and collision absorbing joints with the whole package earning the vehicle a four-star ANCAP crash rating.

Also on the safety front, the GLX-R has standard driver and front passenger airbags supplemented by side and curtain airbags for both front and rear seat occupants. The former inflate from the sides of the seats to protect the torso while the latter are deployed from the ceiling to protect the head. The front seatbelts also include pretensioners and force limiters that combine to minimise the potential for serious injury in the event of a head-on collision.

Meanwhile, in the braking department it was certainly a surprise to discover the



ancient art of drum braking still exists on the Triton's rear axle complemented by single piston discs at the front. However, in every other respect the stoppers are state of the art, furnished as standard with ABS (anti-lock) and EBD (electronic brake-force distribution) as well as active stability and traction controls. It's also well endowed where rubber meets road, having 17 inch alloys shod with 245/65R17 tyres suitably filling each wheel arch and applying generous footprints to the pavement.

Getting hitched

While single cab Triton models have a towing capacity of up to three tonnes, the double cab versions are restricted to 2.7 tonnes with a 270kg maximum tow-ball down-force. This is due to the extended rear overhang which incidentally has addressed a criticism of the previous series that the load compartment was too short. Thus the new load tub with overall length and width dimensions of 1505mm and 1470mm respectively had ample room for 250kg worth of bagged sand we threw in as ballast for the towing exercise.


With my much-loved WB Kingswood ute suitably straddling the trailer's tri-axle group, initial driving impressions suggested a supremely well balanced combination and this was confirmed by a split weigh-in showing Triton and trailer tipping the scales at close to 2.5 tonnes apiece – comfortably below the manufacturer's maximum GCM of 5.7 tonnes.

Once out on the road, the combination of a strong, responsive engine and smooth shifting automatic made the tow seem like a Sunday drive with the Triton feeling well within its considerable capabilities at all times. During the first steep ascent I resisted the temptation to manually intervene in gear changing in order to see how the auto would manage when left to its own devices. And I wasn't disappointed. Top torque of 350Nm – on tap all the way from 1500rpm to 3500rpm – combined with the five closely spaced forward ratios to give the Triton ample scope to seriously hook into the hills.

Put simply, the auto transmission's intelligence, optimum ratio spread and slick shifting capability enabled every one of those 350Nm to continuously play hard during each climb, as the engine consistently spooled up to 3500rpm before changing up and conversely lugged down to 1500rpm before shifting down. This characteristic combined with virtually zero turbo lag thanks to the VGT kept the torque delivery as seamless as any I've experienced in an automatic light diesel vehicle.

The smart shifter made good use of its adaptive shift control to gear down appropriately and make best use of the engine braking. Again helping out here is the VGT, which by its very nature of restricting intake airflow during deceleration tends to heighten the engine braking effect. On the steepest descents, Sports Mode was selected allowing second gear to be locked in for ultimate control after which only a few light applications of the service brakes were needed to maintain engine rpm around the 3500 mark.

Once onto the straights, the GLX-R eagerly loped along at 100km/h with the rev counter resting comfortably on the 1800 mark. As for fuel economy, after covering 225 km of seriously challenging terrain with all-up weight around five tonnes, we managed to squeeze just 32.5 litres of fuel into the 75 litre tank. That's an astonishing 6.92 km/litre or 19.55 mpg! At this rate a distance of 450 km could be easily achieved between refills.

Returning home with a tailgate view of 'old faithful' in the rear vision mirror gave rise to a reflection of just how far the humble ute has progressed in the past three decades. During this test the diesel powered Triton GLX-R automatic had proven beyond any doubt it has the goods to safely and economically take the toughest of towing tasks in its stride. 



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SPLASH!

COMMERCIAL

Image shows how the London Olympic Aquatic Centre will look after the Games are over and it is open to the community as well as elite swimmers

In SPLASH! Commercial we focus on big and small commercial swimming pools including resort pools, water parks, competition pools and municipal projects. We examine issues of importance to commercial pool builders, designers, management and staff, while taking a look at some of the latest aquatic happenings around the region and the world.

COMMERCIAL NEWS AND FEATURES

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The hotel is perched on the edge of a gorge with an exquisite Pura Penataran Dalem Segara Temple on the opposite cliff

All's good in Ubud

A place of perfect relaxation in Bali's hills





Water plays an important part in Balinese life, and the villas with their pools replicate the traditional forms of a local kampong, or village

IT'S long been the case that when you get to Bali and need to escape from the madness of Kuta, you head to the hills. There, in the luxurious forests of Ubud, you can finally unwind and drink in the famous Balinese serenity.

Ubud is 35km northeast of Denpasar, and only an hour from the hectic shopping strips and bars of Kuta and Legian. Although some people complain that it's "not as relaxing as it was 20 years ago," it's worth considering that twenty years ago different people were saying the same thing. It was recently voted the most fascinating city in Asia by Conde Nast Traveller.

“There are 38 individual heated infinity plunge pools, set high in the rice terraces overlooking the Ayung river.”

Ubud is nearly 300 metres above sea level and surrounded by rice fields, which makes it noticeably cooler than other tourist destinations in Bali. Neighbouring villages are well known for unique bamboo crafts, furniture, carved ornaments and stone statues. Hindu-Balinese ceremonies take place on a nearly daily basis, especially in the European summer, which is the driest and coolest season.

THE RESORT AND ITS POOLS

UBUD Hanging Gardens is a beautiful paradox: a modern resort built in the traditional style; a large hotel designed as an individual hideaway.

This Orient-Express-owned hotel is perched on a gorge with an exquisite temple (Pura Penataran Dalem Segara) on the opposite cliff. Its luxury pool villas have been designed to replicate a Balinese village.

Each villa has its own private plunge pool, where you can be enveloped by nature – looking over the jungle-covered mountains, breathing the aroma of the exotic gardens, taking in the peaceful ambience of the surrounding rice paddies. All the pools are heated infinity plunge pools, set high in the rice terraces overlooking the Ayung river.

The property's architect is Popo Danes, and his roots remain firmly planted in his native Balinese culture and community.

He maintains his roots by reinvesting in education and supporting young talent for the benefit of the island and its future generations. He strives to ensure that any development blends into the surroundings, the community and the spiritual aspects of the space it occupies.

Ubud Hanging Gardens has 40 pools – 38 of them individual pools attached to the villas. Each pool is sanitised using an ionisation water treatment system, without the additional use of chlorine or salt.

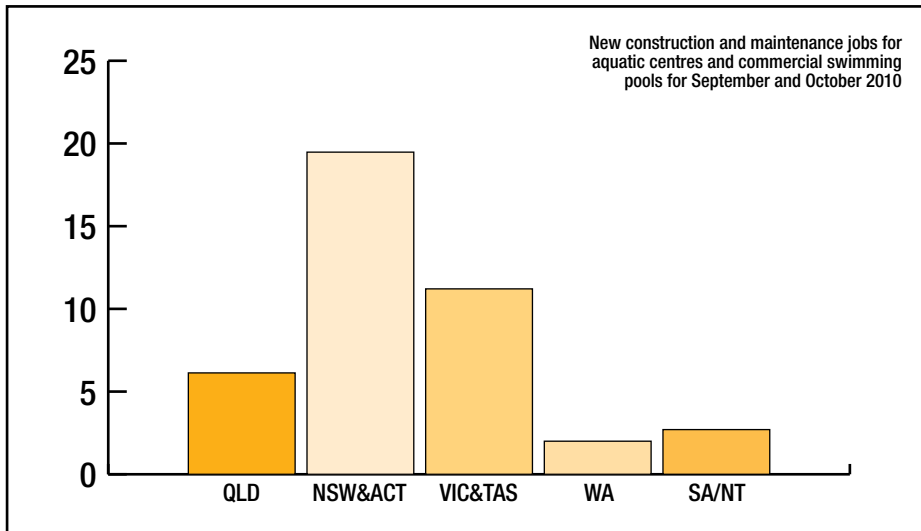
Latest commercial tenders

CORDELL Information has released data showing new tenders for public swimming pools and aquatic centres for September and October, 2010.

The figures show both construction and maintenance jobs for aquatic centres and commercial swimming pools.

Only new business opportunities have been included, not jobs that have been previously advertised.

The figures show tender numbers at 41 in total compared with 65 for the previous period. New South Wales (19) and Victoria (11) had the most tenders.



Tenders of the month

Project: Design And Construction Of The Redevelopment Of Sugarworld Water Park Revised Closing Date: 21 December, 2010
Tender To: Cairns Regional Council
Contract No: 55236

Tenders are invited for the Design and Construction of Redevelopment at Sugarworld Water Park, Edmonton, Cairns. The work includes, but is not limited to, design and construction of water play infrastructure including water slides, tipping bucket and interactive water play equipment integrated into existing water leisure facilities.

Additional Information: Tender documents are available from the Contracts Administrator, Works and Services, Cairns Regional Council.

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Fitness industry survey looking for input

SURVEY OPEN FOR CLUB OWNERS AND MANAGERS TO HAVE THEIR SAY.

Council reserves the right to change the tender specifications prior to making a decision on the tenders submitted in response to this invitation. The Council will invite all tenderers to change their tenders to take account of any changes in the tender specifications.

Tenders will not be opened publicly. The lowest or any tender not necessarily accepted.

A list may be posted on Council's website of those taking out tender documents showing company name, contact person and phone number unless tenderers request otherwise. All enquiries relating to the Tender for Contract No. 55236 should be directed Cairns Regional Council's Contracts Assistant Scott Kalac.

For more information on Cordell Information's commercial tender reports, call 1800 674 120.

SHOULD you be using social media tools to talk to your members? The Australian Fitness Industry Survey (AFIS) may be able to offer advice on that decision.

AFIS is run by Ezypay and is now in its fourth year. If you participate in the survey you are guaranteed a free copy of the results.

This year the Australian and New Zealand Fitness Industry Survey will focus on the hot topic of communicating to members using social media channels like Facebook, LinkedIn and Twitter.

"We will be asking members about their use of these channels and more importantly their receptiveness to communication in this channel," says Simon Hall, Marketing Manager, Ezypay.

This survey is one of the biggest of its kind in the world and has been

presented across the world by industry experts. Hall says it is unique because it provides an insight into fitness clubs and also their members. To date, more than 14,000 members have completed the survey, sharing their thoughts and feelings about many issues relating to their fitness club.

"Surveying both owners and members allows us to align the responses and compare the information in a way that creates greater data credibility and insight," he says.

"We have also produced an expert discussion series available in PDF and video, and have also created an annual trend report and ongoing trend alerts for the industry.

To find out more information go to www.facebook.com/fitnesssurvey or to www.splashmagazine.com.au for a Quick Link.

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Royal Life Saving releases State of the Industry Report

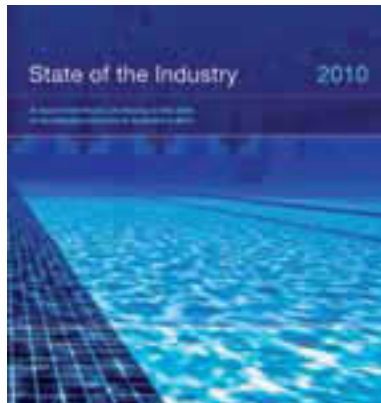
RLS HAS SIFTED THROUGH DATA FROM 428 AQUATIC FACILITIES TO ANALYSE THE STATE OF AQUATIC SAFETY NATIONWIDE. WHILE THE RESULTS ARE LARGELY POSITIVE, SIGNAGE IS STILL A SERIOUS SAFETY ISSUE.

THE 2010 State of the Industry Report provides an interesting insight into the aquatic industry's compliance with established safety standards. The data at the heart of the report comes from the results of 428 Aquatic Facility Safety Assessments (AFSAs) conducted by Royal Life Saving over the past three years.

AFSAs gives facilities a Safety Score based on their compliance with 227 individual assessment questions, which evaluate the level of compliance with industry standards from the Guidelines for Safe Pool Operation, Australian Standards and relevant State and Territory legislation.

The overall 2010 results are positive with an increase in the average Safety Score compared to 2008.

However, signage continues to be identified as an area of weakness in aquatic facilities as compliance with signage related criteria reporting 10 per cent lower than the average compliance of all assessment questions. Signage is an important component of swimming pool safety due to its role in informing patrons of dangerous behaviours and common risks



within the swimming pool environment.


Matt Griffiths, National Manager of Aquatic Industry Services for Royal Life Saving says that despite the overall positive results, there is still a lot of work to be done.

"The AFSA is a compliance assessment and ideally we would like to see facilities scoring 100 per cent or very close to it. Although a mean score in 2010 of 82 per cent initially looks like a great result, it means that as an industry we are still well short of full compliance."

The Report demonstrates a clear benefit to participating in the Aquatic Facility Safety

Assessment with facilities who conduct an assessment every year achieving a Safety Score almost 18 per cent higher on average than those assessed only once. Unfortunately, the results show that less than two per cent of public swimming pools are audited every year.

To download a copy of the report or for more information about Aquatic Facility Safety Assessments, go to www.splashmagazine.com.au and click on the Quick Links.



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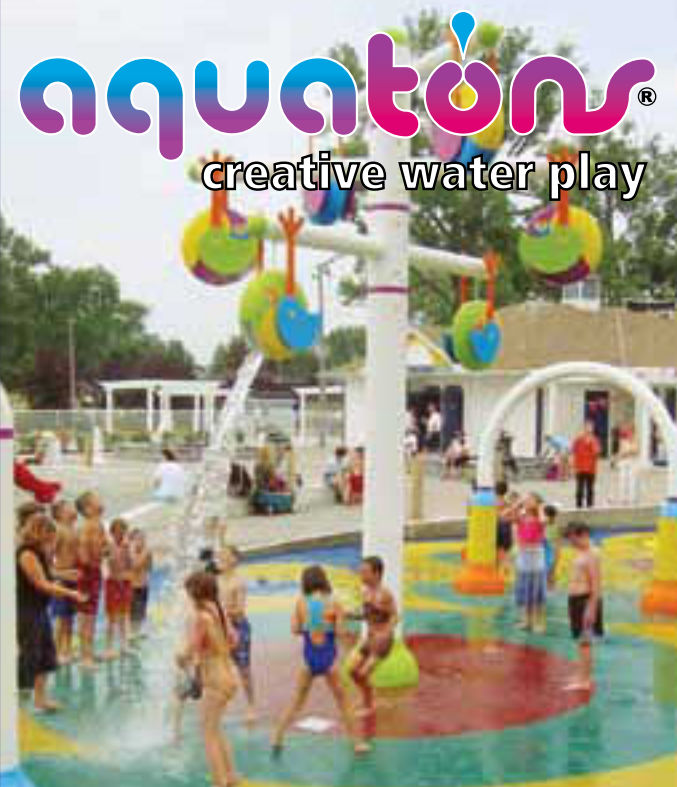
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Beat it

AFTER recently receiving more than \$1 million in funding from the Federal Government, the Australian Diabetes Council has announced it will expand its Beat-It Physical Activity and Lifestyle program nationally with a focus on Local Government Areas (LGAs).

Beat-It is a program where the Australian Diabetes Council trains appropriately qualified exercise and health professionals to deliver an individualised group based physical activity and lifestyle education program.

The program involves 12 weeks of exercise classes, held twice a week and fortnightly lifestyle education sessions. Exercise classes include progressive resistance training and aerobic exercises and increase in intensity as participants increase their fitness. If you would like to be involved in the Beat-It program, contact Australian Diabetes Council on 1300 342 248 or bronwynp@australian-diabetescouncil.com. Australian Diabetes Council can provide more information and assist you in your application.

AIS to host leading swimming science forum

THE Australian Institute of Sport (AIS) recently formed part of a successful bid to host the XII International Symposium on Biomechanics and Medicine in Swimming in 2014 (BMS 2014).

The AIS, in partnership with Swimming Australia, the John Curtin School of Medical Research and the Canberra Convention Bureau, won the rights to host the event, which will be the first time in its 40-year history that the BMS will be held in the Southern Hemisphere.

The Institute's detailed proposal and reputation for hosting congresses and conferences convinced the Symposium's steering group that the AIS was best placed to deliver a high quality program in Canberra in 2014.

AIS Head of Aquatic Testing, Training and Research, Dr Bruce Mason, was

instrumental in ensuring the international symposium was secured for Canberra. He personally travelled to Oslo to table the bid. "To secure an international event of this standing is a wonderful achievement for everyone involved in putting our proposal together," he says.

"The success of our proposal would not have been possible without the strong support of the Canberra Convention Centre, Swimming Australia, the Australian Government, the ACT Government and the John Curtin School of Medical Research at the Australian National University. "One of the major reasons the BMS2014 conference was given to Canberra was the high standard of aquatics research conducted here. The new technology pool at the AIS is regarded internationally by aquatics scientists as a premier international aquatics research laboratory as well as an excellent training facility for elite swimmers."

The Symposium is expected to bring more than 500 delegates to Canberra, providing a significant boost to the tourism sector.

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London pool on its way

FOSTER LAYS FIRST TILES IN LONDON 2012 AQUATICS CENTRE POOL



Construction is well underway on the London 2012 Aquatic Centre

OLYMPIC swimmer and former world champion Mark Foster laid the first tiles in the London 2012 Aquatics Centre pool in September.

More than 180,000 white tiles, with blue tiles marking the lanes, will line the 50m competition and training pools and the dive pool, which have already been tested with 10 million litres of water. In total, more than 850,000 ceramic tiles will line the pools, poolsides and changing rooms.

Work is also underway cladding the curved ceiling with more than 30,000 individual sections of timber and on the two 1600 tonne temporary seating stands that will boost the venue to 17,500 seats for the Games.

With a unique 160m long wave-shaped roof, the Zaha Hadid designed Aquatics Centre will be the main "Gateway into the Games", hosting swimming, diving, synchronised swimming and the swim-

Project Details

Architects: Zaha Hadid

Project Director:

Jim Heverin

Project Architect: Glenn

Moorley, Sara Klomps

Sports Architect: S+P

Architects (London)

Structural/Services:

Ove Arup & Partners

(London, Newcastle)

Client: Olympic Delivery

Authority (ODA) 2012

London Olympics

Area: Site: 36875 m²

Olympic:

Basement 3725 m²

Ground Floor 15402 m²

First Floor 16387 m²

Seating Area 7352 m²

Footprint Area 21897 m²

Legacy:

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Ground Floor 15137 m²

First Floor 10168 m²

Footprint Area 15950 m²

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After the Games it will become a 3000 capacity venue providing two 50m swimming pools with moveable floors and separation booms, a diving pool and dry diving area for the full range of community and elite uses.



The fluid shape of the centre is combined with temporary seating "wings"



After the games, the pool will be used for the community and elite swimmers

2010 Telstra Swimmer of the Year Award Winners

THE 2010 Telstra Swimmer of the Year Awards were held at the Melbourne Convention Centre in November in front of more than 550 people.

Five-time Commonwealth Games gold medallist Alicia Coutts has capped off a remarkable year by winning the 2010 Telstra Swimmer of the Year Award, while Geoff Huegill's swimming renaissance was solidified winning three major awards at Swimming Australia's night of nights.

- Telstra Swimmer of the Year Award – Alicia Coutts
 - Telstra People's Choice Award – Geoff Huegill
 - Telstra Swimmers' Swimmer Award – Geoff Huegill
 - Telstra Multi Class Swimmer of the Year – Peter Leek
 - Telstra Open Water Swimmer of the Year – Melissa Gorman
 - Speedo Golden Moment –
- Geoff Huegill
 - Telstra Coach of the Year – John Fowlie
 - Singapore Airlines Short Course Swimmer of the Year – Leisel Jones
 - Australian Sports Commission Discovery of the Year – Katie Goldman
 - Swimming Australia Media Award – Gerry Collins, ABC Grandstand
 - Telstra Multi Class Coach of the Year – Graeme Carroll
 - Open Water Coach of the Year – Ken Wood
 - The Age Group Coach of the Year – Michael Palfrey
 - The Australian Unity Club Leadership Award – Blair Evans
 - Australian Unity Club of the Year – Sydney University
 - Roger Smith Technical Official of the Year – Ryan Arblaster and David Gregory

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Understanding healthy water

Alan Lewis reports on exciting research developments at the World Aquatic Health Conference, held in October at Colorado Springs.



Associate Professor
Judy LaKind PhD

There is something about a relatively small city of less than half a million set in a very rural environment that breeds a feeling of comfort, courtesy, sociability and above all, hospitality.

Colorado Springs is a city where even the deer can feel at home munching the grass on the verges or feeding off the carefully tended front gardens. The resident dogs bark at them while keeping a respectful distance.

The character of this city is somewhat unique – the setting provides plenty of opportunity for physical and healthy outdoor activity from rock climbing and white water rafting to

trout fishing, mountain bike riding and hiking through the beautiful terrain.

There are also many interesting attractions within easy distance such as the 20km cog rail ascent to the nearby Pike's Peak (4300m above sea level – half the height of Everest!), the Garden of the Gods, the Cave of the Winds and the carefully preserved red Manitou cliff-dwellings which are somewhat reminiscent of the famous Petra site in Jordan.

Despite all these undoubted attractions, the place of most interest in Colorado Springs during October was the World Aquatic Health Conference (WAHC).

This was a carefully prepared and well orchestrated conference with 289 registrations from seven countries and 44 US states. Twelve months of planning by the National Swimming Pool Foundation (NSPF) CEO Tom Lachocki and his team had been painstakingly invested in its successful implementation.

The presenters of the seminars were world class academics and professionals and their material was totally absorbing and of vital import.

An original commissioned and juried art exhibition was also held, depicting themes of swimming pools and/or aquatic health, adding an artistic lustre to the conference.

Rounding all this out were the inspiring keynote speakers: Chuck Wielgus and Byron Embry who, at the opening and closing of the conference, delivered impressive and moving oratories reinforcing the worth of the industry.

Of further interest was a lunchtime speaker Jeff Wiltse, Associate Professor of History at the University of Montana, who gave an overview of his book "Contested Waters" which in essence is a Social History of Swimming Pools in America. Amongst other things, this introspective look at the role of the swimming pools in the USA finds many parallels in the social history of Australian communities. In particular, the relationship between the white and black peoples of both countries, in the way they have dealt and still deal, with the interracial conflict.

Wiltse called upon members of the industry to be receptive to broader social and cultural trends, to be sensitive to how aquatics helps people move throughout their lives, including how they are able to get around better as they age, or continue to participate in sports.

This WAHC 2010 was distinguished by a wide range of more than 40 topical seminars in six main streams.

Available space on these pages only allows a rough outline of the more important and exciting of the presentations. However, readers can discover more at the National Swimming Pool Foundation website (www.nspf.org).



Healthy Pools and Healthy People?

This well-known authority presented a wonderfully balanced toxicological assessment of the risks associated with swimming in indoor heated swimming pools.

The Centre for Disease Control (CDC) in the US has found that 1 in 8 pools may pose an infection risk. One wonders what this figure would look like today in Australia (if we had a CDC to study this). Given that we are entirely devoid of current research in this area – how can we know?

LaKind also points out that



Friends across the Pacific, your correspondent with Tom Lachocki

The centrepiece seminar was Disinfection By-Products (DBPs), a crucial topic which has attracted the attention of serious researchers in pool, spa and potable water around the world.

With international research effort in this stream, concern is escalating as more and more DBPs are identified and the suspicion deepens as to the detrimental health effects on children, elite swimmers, operating staff and swim teachers. No wonder this stream was very well attended.

The DBF seminar

The Disinfection By-Products seminar was presented by Judy S LaKind, President of LaKind Associates, Associate Professor in both University of Maryland School of Medicine and Adjunct Associate Professor of Penn State College of Medicine (she also has skills in environmental science; risk management; assessment of health risks; and much more...)

Her presentation was entitled The Good, the Bad, and the Volatile: Can We Have Both

budget and time restraints curtail the depth of the research and minimal measurements – so much so, that at times serious omissions in analyses can lead to misleading conclusions.

Nevertheless, we continue to confound the public with the message that, on the one hand swimming is a healthy activity; while on the other, disinfection is vital to public health. The crux of this presentation was that, although it may take many years before scientists will reach a comprehensive understanding of all the potential dangers from DBPs through inhalation, ingestion, and dermal absorption, there is much we can do to minimise detrimental effects on bathers.

These include:

- Public acceptance of the need to reduce bather contamination by taking a pre-immersion short shower;
- Public education of the need to refrain from swimming while ill; to report faecal accidents to operators; and an awareness

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and avoidance of swimming in contaminated water;

- Ensuring adequate but effective disinfection in public pools liable to suffer diaper leakage or from diarrheal contamination;
- Providing adequate bathroom breaks for children, adults and swim teams in training;
- Mitigating the development of undesirable DBPs by reducing their precursors where known;
- Encouraging better design of disinfection regimes and their management;
- Promoting and conducting longitudinal studies on the effects of chloramines; THMs and N-Nitrosamines on swimmers – particularly in regard to asthma, and bladder and liver cancer.

Of course, at a conference organised by the NSPF (which actively encourages and financially supports such research) these messages are very likely to resonate and eventually stand a good chance of implementation. The same cannot be said for Australia, where no serious effort is made to raise funds for research from the aquatics industry. This is despite the fact that the industry should be most interested in knowing how to relate to the evidence that DBPs are indeed a problem with potential liability implications.

Cutting trihalomethane and chloramines

Ole Gronborg, PhD, gave a seminar titled Reducing Trihalomethane and Chloramines in Swimming Pools.

His credentials are comprehensive and impressive: an MSc in Environmental Engineering (Aalborg University, Denmark); full-time lecturer in Process and Waste Water Treatment in Aquaculture; Project Head

in Innovation and New Water Treatment Technology, and Director of Skjolstrup and Gronborg Aps, Ultraaqua and more.

His presentation differed from common and accepted ways of tackling various problems. Appropriately enough, his ideas have been supported by the Danish Government and applied now in five Danish public indoor pools. His systems reduce chlorine demand by 50 per cent, backwash water by 90 per cent (compared to sand filters) and energy consumption by 50 per cent.

The Danes are justifiably considered one of the countries that have successfully invested money and resources into minimising waste of water, chemicals and energy. There is much to learn from them and from Gronborg in particular.

Danish research has shown that human skin cells shed by swimmers range from 10 micron to 30 micron. When caught in a sand filter they are reduced by the oxidants resulting in unwanted chlorinated DBPs. To minimise these, Gronborg has relied upon:

- The Danes – like their German neighbours – insisting that every bather showers before entering a pool or spa, and this requirement is followed religiously by all swimming pool patrons;
- A drum filter (manufactured in Sweden by Hydrotech) which backwashes a few times every hour for a few seconds only. This is done with sprays which wash the collected particles from the inside of the drum to waste. The drum filter has no media but its unique membrane (micro-screen) removes all particles down to 10 micron as do most good sand filters. This technology works by gravity only – there is no pressurised filter vessel. The filter therefore, ceases to be

a “chloramine factory” – with the filtered water returning to the balance tank by gravitation minus 90 per cent of the skin cells and other undissolved solids;

- The inorganic chloramines are then treated with medium density UV, while a side loop takes out any finer undissolved suspended solids (<10 micron) using ultrafine filtration membranes (common in potables water treatments);
- This meticulous process does not end there. By means of an ingenious configuration of the pool gutters – any trichloramine or trihalomethane gases which develop at the surface of the pool are sucked across the wet-edge drains and removed from the hall air space;
- Furthermore, where there might have been some residual trichloramines still dissolved in the pool water and about to become gaseous, there is yet another simple and inexpensive process used to encourage the transformation of liquid NCl_3 to gas, which is then also extracted together with the drawn-off surface air. This is accomplished with a “THM and trichloramine splash stripper” which consists of a specially designed drum where water splashes gravitationally over vanes while air (including the trichloramine and THM gases), is blown back up the drum and disposed of safely to the external atmosphere;
- Gronborg claims that these processes cost no more than other far less effective pool circulation and disinfection processes – but do save in running costs (energy and chemical) as well as water;
- The pH range for this process is 6.8-7.2, thereby making the most of the chlorine that is injected and reducing the overall cost of chemical markedly. Furthermore, the return spigots in the pool ensure that the water flows upwards evenly from the floor and into the wet edge gutters surrounding the pools. Horizontal spigots are positioned at a depth of 1.2 metres wherever the pool exceeds that depth. The majority of the spigots are spaced across the floor to ensure that there are no “dead” areas in the circulation of the pool.

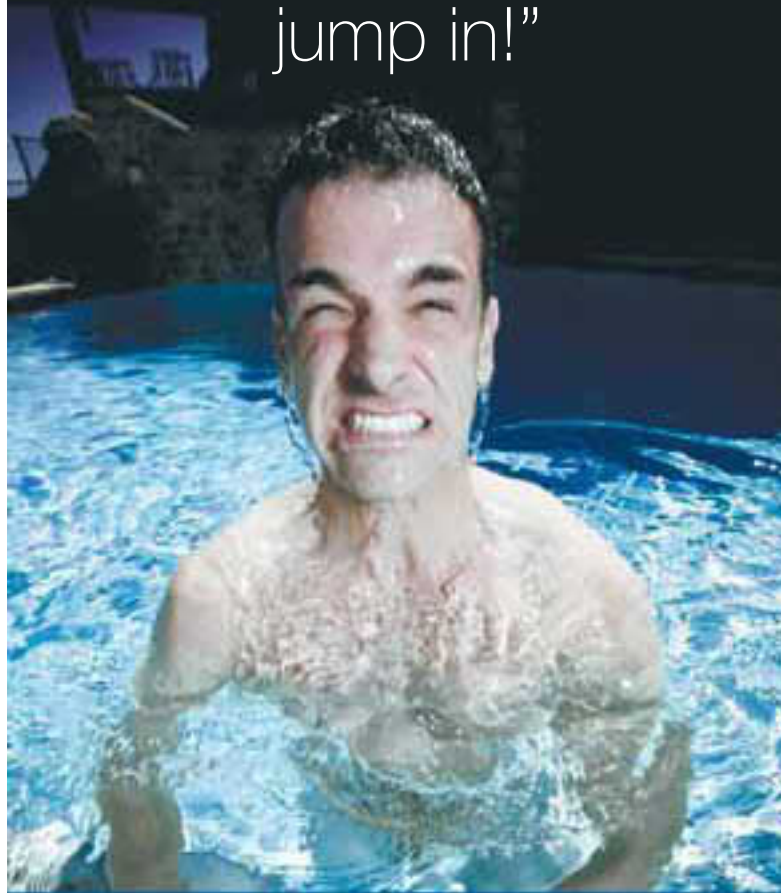
The sum total of this comprehensive design leads to what must be the highest standard of any in the world today and one which deserves the most serious study, admiration and emulation. In Australia we have many aquatic centres which, in spite of expensive designs, have not achieved anything like the efficiency and disinfection levels that these clever Danish measures have managed with



Associate Professor Ole Gronborg PhD



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Professor Ernest (Chip) R. Blatchley III PhD

an invaluable tool in the research of chlorinated swimming pool water.

Blatchley’s detailed exploration of the air quality in chlorinated indoor pool halls dovetails well with the work of Gronborg. Indeed his work also answers some of La-Kind’s appeals with regard to further in-depth analysis of how and under which conditions asthma and other respiratory problems, eye irritations or the development of bladder cancer might be exacerbated.

He too studied ways and means of extracting the

trichloramine (and THM) gases from the air above the water surface and avoiding stagnant zones in the hall space. Much emphasis is placed on removal of the air immediately above the surface where competitive swimmers must take air into their lungs. Clearly it is the swimmers themselves who hasten the transformation of trichloramine from liquid to gas, as their strokes splash and promote that liquid-gas transfer.

It is important to note that Prof Blatchley has proven in this part of his research that the traditional method of breakpoint superchlorination or “shock” treatment in public pools is counter-productive in that it is ineffective for the oxidation of the ever present urea which is the common precursor of trichloramines, and the dominant source of organic chloramines (nitrogen leading to trihalomethanes). This is true, even though it does oxidise the inorganic chloramines. To be effective, public pool water treatment needs to reduce the precursors of the undesirable DBPs.

less expenditure. We can safely say that Judy Lakind’s dreams may have come true with these forward thinking measures.

Air quality in chlorinated indoor pools

Ernest R Blatchley III, PhD, of Purdue University gave a seminar titled Factors Affecting Air Quality in Chlorinated Indoor Pool Facilities.

“Chip” Blatchley is not new to the world aquatic health scene. Since 1988 he has been involved in research and teaching, related to physio/chemical processes of environmental engineering. His group has focused on ultraviolet photolysis and/or halogens. His special contribution to this area of research has been the development and application of the Membrane Introduction Mass Spectrometer (MIMS) which is best known for the readiness with which it can differentiate between the mono-, di- and tri-chloramines, as well as identifying various THMs of significance. This has proven



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Byron T Embry, closing keynote speaker

In summary

Since it is impossible here to do justice to all of the other streams in this conference, I shall discuss some of the more outstanding features of this rich and informative meeting of minds in future articles.

In the Health Benefit Seminar there was much to learn from experts dealing with methodologies for helping people suffering from many stressful common physical and mental health problems, and the social benefits of keeping people healthy and able to function better in their daily pursuits.

My impression is that in Australia we place too little emphasis on this area of aquatic activity, in spite of the well proven benefits expounded by US scientists and practitioners whose research and achievements in this area are impressive indeed.

The New Technologies in Industry stream dealt with some vital issues – notably the “Impact of Ozone as a Secondary Disinfection System in Public Pools” by Beth Hamil; “The Use and State of the Art UV” by Jon MacClean and Ron George; “Emerging Energy Standards, Regulations and Incentives” by Michael Orr; a fascinating presentation by Dr David Knighton dealing with the enlistment of sphagnum moss in purification of pools and spas; and several others worthy of renewed scrutiny as the knowledge and applications move forward – such as the presentation by Dale Polk:


ment principles; and rescue statistics for water park environments.

The Recreational Water Illnesses Prevention seminar drew much attention due to the fact that the CDC, after years of discussion and preparation, were finally able to present a Model Aquatic Health Code (MAHC) – now posted on the web for all to comment on.

This new code is aimed at unifying the recommended practices of circulation and filtration; disinfection and water quality; ventilation and indoor air quality; operator training; and an analysis of the lessons learned from events involving recreational water illness prevention by Michelle Hlavsa, CDC; James Amburgey, University of North Carolina-Charlotte and others.

Finally, various aspects of future facilities and regulations were presented by an elite selection of leading personalities who have figured prominently over many decades in the US aquatic industry in one way or another – as builders, designers, consultants, inventors, researchers, microbiologists and regulators in the ever burgeoning US industry. These leaders continue to dedicate their efforts and knowledge to the ongoing improvements and advances in the world aquatic industry.

It is now time for the Australian aquatic industry to step back into this arena and contribute at least on a proportional scale with the impressive vitality of the US involvement in the advancement of world knowledge and practice in the aquatic recreational field.

Learn more at www.nspf.org (seminars are available on line for a small charge).

“Large Composite Technology Makes Parabolic Solar Water Heating a Green Reality”.

The Risk Management seminars included further examination of oxidiser classifications, tests and criteria; codes and enforcement practices in the transport, storage and handling of pool chemicals; saving lives with new field practices linked to risk manage-



Chuck Wielgus, Executive Director of USA Swimming and opening keynote speaker

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LUXAPOL'S NEW COLOUR SPECTRUM

Australia's leading brand of two-pack epoxy swimming pool paint for domestic pools, Luxapool, has just released a new spectrum of colours based on their cool-pigment technology.

According to manufacturer Colormaker, the cool pigment technology extends the life expectancy of the coating by reducing infra-red radiation absorption. This keeps the pool cooler in summer, reduces evaporation and therefore helps to save water.

As well as a comprehensive range of standard colours, Luxapool is now available in a range of rich hues including Tahitian, Turquoise and Deep Ocean. Luxapool Epoxy can be applied over a variety of surfaces, including cement render, marblesheen, fibreglass or previously painted epoxy.

Luxapool was developed in Australia by leading manufacturer of surface coatings Colormaker Industries and has a track record of nearly 40 years under the harsh Australian sun. For more information call (02) 9939 7977 or go to www.luxapool.com.au.



NEW SOLAR PANEL

Waterco has released a new solar panel – the Zane Gulfpanel. This is the latest addition to Zane’s range of solar products, complementing the original strip absorber form of solar pool heating, the Zane Gulfstream.

Zane Gulfpanels are precision injection-moulded from a high-grade formulated polymer, which was selected for its outstanding heat transfer properties and its exceptional durability. The design and materials also ensure the Gulfpanel system withstands extreme weather conditions, is resistant to bird and wildlife attacks, is easy to install and use, and is UV stabilised.

Zane says that the Gulfstream strip absorbers are best for custom installations on multiple roofs and odd shaped roofs as they cover the entire surface of the roof, whilst the Gulfpanel solution is ideal for a standard roof configuration.

To determine the best solution, Zane uses an advanced computer sizing program to calculate a cost-effective tailored solution suited to the size of the pool, the specific conditions of the pool and its location, and the owners’ unique requirements regarding swimming season and the desired temperature.

The custom-designed Gulfpanel has a number of key benefits:

- Its modular design means the system can be easily and quickly installed;
- Each Gulfpanel consists of a multitude of miniature solar absorber tubes to maximise the surface area exposed to the sun. The result is outstanding heat transfer;
- The Zane Gulfpanel is moulded, therefore the dimensions of the strips have been reduced, increasing the exposed surface area to the sun;
- The Gulfpanel is rigid, making it capable of withstanding attacks from birds and other animals;
- Each panel is a solid, one-piece construction without joins, and each panel is connected by a barrel union system which is unique to Waterco.

Like the Zane Gulfstream system, the Zane Gulfpanel features a computerised solar controller, ensuring the pool’s temperature is constantly monitored without the need for direct supervision. For more information go to www.waterco.com.au.



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Untreated glass is highly porous and as a result it absorbs contaminants, which causes deterioration and discolouration as the glass ages. To ease the nuisance of frequent scrubbing with harsh chemical cleaners and to guard against staining and etching, EnduroShield have developed a protective coating for glass.

EnduroShield is an ultra-thin, non-stick coating that completely adheres to the glass surface and provides protection that will both repel stains and reduce cleaning time.

EnduroShield Protective Coating for Glass is suitable for all glass surfaces, including windows, shower screens, solar panels and car windscreens.

EnduroShield also has the ultimate solution for glass which is already heavily stained and scratched. The exciting new EnduroShield Glass

Restoration & Scratch Removal System eliminates built up minerals such as iron, calcium, lime scale and hazing while also removing scratches and etching which can be impossible to lift using conventional methods and domestic household cleaners. Glass that has been damaged during installation or simply from daily wear and tear can be restored to a near new finish.

The EnduroShield Glass Restoration System is able to restore all glass surfaces to their original lustre and is perfect for both commercial and residential use. A large volume of glass is wasted before it even reaches the installation stage as a result of scratching during fabrication and transport. This glass no longer has to be discarded – EnduroShield can remove scratches from all types of glass, allowing companies and installers to reduce their waste and save money. Post-installation, even shower screens up to 15 years old with a heavy build up of soap scum and body fats can be fully restored.

EnduroShield then protects and seals the porous surface and reduces cleaning time by up to 90 per cent. It is backed by a 10-year written warranty.

All EnduroShield products are Australian made. For more information, contact EnduroShield on 1300 720 050 or visit www.enduroshield.com.



Swimming to the Aquabeat

BOTH pro and fitness swimmers will enjoy the ability to listen to their favourite tunes while following the long black line.

The Speedo Aquabeat is submersible to three metres, a compact design with a sleek look, weighing just 35g.

The ergonomic buttons allow ease of use and it can be attached to goggles, board shorts, bikinis, one-piece swimsuits and wetsuits.

If you happen to drop the Aquabeat into water before attachment – no problem, it floats!

The 1GB model is available in pink, lime green or black and the 2GB model in grey, blue and purple. The 1GB model will hold up to 500 songs, the 2GB will hold up to 800 songs. It supports MP3 and WMA files which can be easily loaded via USB cable.

The included playlist editing software allows quick and easy adding and sorting of your favourite music. The Aquabeat gives you playtime of up to 18 hours and can be easily and quickly recharged by plugging it in to the USB port of your PC or laptop. There is an optional armband available which is useful for joggers, body boarders and a wall/carcharger is also available.

For more information contact Kodor on (02) 9681 5972 or by email at info@kodor.com.au.



LONGREACH RESCUE DEVICE

While this isn't a device for swimming pools, it's worth mentioning to demonstrate some of the current Aussie innovation in water safety.

The Longreach is a great idea – a portable device that can send a rescue buoy more than 150 metres to people in distress.

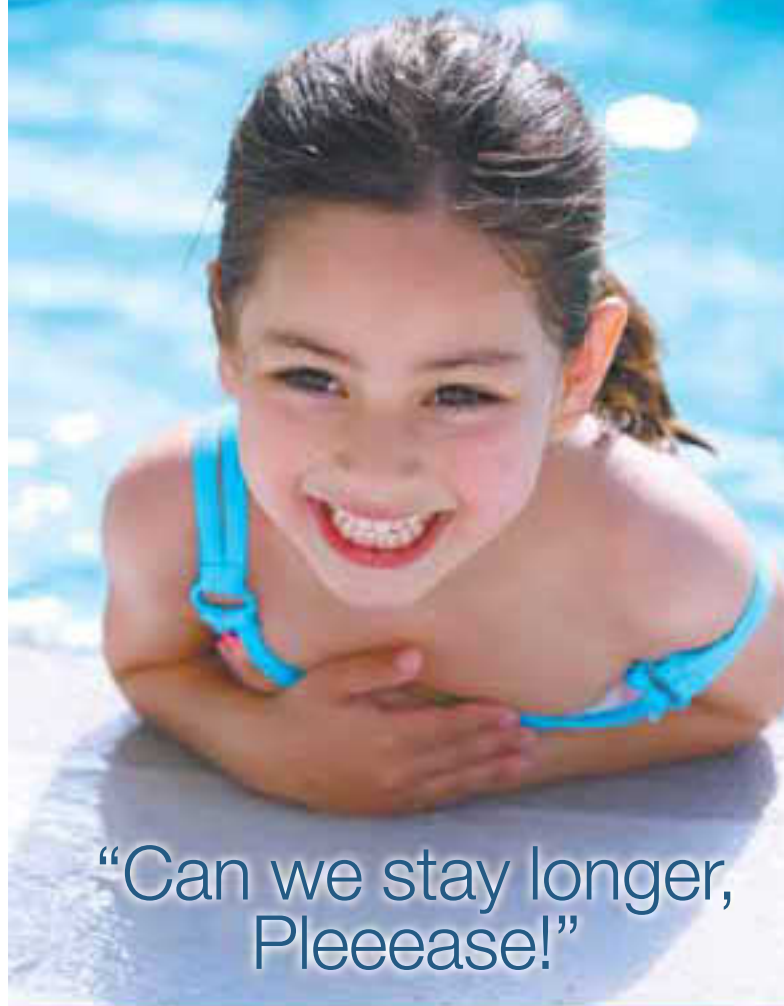
It is designed to allow a victim to remain buoyant while rescue personnel prepare the appropriate response to the situation. The rescue package uses hydrophobic or rapidly expanding foam to provide buoyancy once the package contacts the water. This allows the package to be vastly smaller in size than any currently existing buoyancy device.

Every year hundreds of people are drowned in situations where rescue systems are present, but unable to reach the victim in a timely fashion. Longreach is designed to accommodate a wide range of users from the beach and small fishing boats through to super tankers.

Longreach is currently in the prototyping and testing phase and is due to start field trials with Surf Life Saving NSW in the coming months.

Designer Sam Adejoju won the James Dyson International Design Award for this invention.

As well as being a graduate student at the University of NSW, he is also a private with the University Regiment. He came up with this idea after a military training session when he realised how grenade launchers could be used to launch all sorts of other things – in this case, something to save lives rather than take them.



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New from IQ

SWIMFIN

Swimfin is now available exclusively through International Quadratics. It is a patented swimming aid, developed in the UK and now sold in more than 60 countries around the world. It can be used as a buoyancy aid, learn-to-swim aid or simply a fun water toy. The Swimfin has been endorsed by many international learn to swim instructors and swimming associations. It has been hailed as the first truly new swimming aid developed for decades. Not only does it provide as much or as little buoyancy as required by the swimmer, it also promotes the correct body position for swimming. Kids find it fun and acting out "shark" games encourages proper swimming and breathing techniques.

OODLES OF FUN WITH ZOODLES

Zoodles are a new idea in noodles – a swimming aid for teaching, training and fun. They can be used in aquarobics, hydrotherapy and learn-to-swim schools, and are also a fun toy for kids.

Zoodles are available in four different sizes and multiple colours. They're made in Australia from the highest quality solid core foam and high-tech welding methods.

Zoodles are available exclusively from International Quadratics.

For more information contact IQ on (02) 9774 5552 or visit www.interquad.com.au.



NITRO WALL SCRUBBER

Waterco has released the next generation Nitro Robotic Wall Scrubber pool cleaner.

A robotic cleaner, it operates independent to the pool's pump and filter system, and is self-driven by three internal motors.

Without a suction cleaner attached to the pool skimmer, the skimmer is left free to skim the top of the pool. Removing restrictions on the skimmer also increases the pool's turnover rate, improving water clarity.

And the Nitro not only cleans the pool's floor, it also climbs and scrubs the pools steps and walls. No installation, hoses or additional equipment is required, just turn it on and it will vacuum, scrub and clean your pool's floor and walls up to the waterline in three hours.

Nitro's Wall Scrubber has two sets of continuous traction wheels to enhance its climbing performance. Its dual Gel-pro brushes are gentle enough for vinyl liners, yet rugged enough to clean the dirtiest concrete and fibreglass pools. Cleaners are suitable for vinyl liner, fibreglass, tile and concrete residential pools up to 9m x 12m.

For more information to www.waterco.com.au.

NEW SOLAR PUMPS

Melbourne-based manufacturing company Reltech has recently launched its SS series Sunsol Solar and AB booster pumps to the market. These pumps are dedicated to provide the solar industry with reliability and constant water flow. Reltech individually balances each impeller to keep head pressure and water flow consistent with each size pump.

Reltech says that the introduction of the Fasco motor has allowed them to match the quality of their wet-end and give consistent flow rates that are applicable to the solar industry. Noise levels are substantially lower whilst keeping running costs to a minimum.

The SS Sunsol Solar pump range consists of 0.5hp, 0.75hp, 1.0hp and 1.25hp motors.

For more information contact Reltech on (03) 9459 3838, email office@reltech.com.au or visit www.reltech.com.au.



Now, the splash-proof turtle

Safety Turtle SOS is a new version of the Safety Turtle personal immersion alarm. While activating within one second of complete immersion, Safety Turtle SOS will not false alarm due to heavy, prolonged rain or splash that characterises marine and some outdoor work and pet environments. Safety Turtle SOS is not recommended for young children. For more information contact www.safetyturtle.com.



Supreme cover gets the Mark

Supreme Heating's Heatseeker Diamond solar pool covers have been accredited with the Smart Approved WaterMark – Australia's water saving labelling program for products and services that help reduce water use outside the home.

Supreme says their innovative, diamond-bubble shaped solar pool covers will increase heat retention by up to 75 percent while almost completely eliminating evaporation and reducing running costs in terms of maintenance and pool chemical consumption.

For more information call 1300 787 978 or go to www.supremeheating.com.au.

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Quick and accurate pool shop testing



Pool shops now have access to LaMotte's WaterLink Express system, which is being used by more than half of all the pool shops in the US. According to Vendart, the WaterLink Express is up to three times faster than a conventional photometer using tablet reagents and just as

accurate. Vendart says it uses a patented reagent delivery system which eliminates the time needed for tablets to dissolve properly. Another benefit of this patented reagent delivery system is that it removes most of the tricky steps that lead to operator error with a conventional photometer. The WaterLink Express is therefore simple enough for use by unskilled operators. Every WaterLink Express is supplied as standard with LaMotte's popular DataMate software which enables pool shops to store information about their customers and their test results, and to produce reports telling their customers what chemicals they need to buy and how to use them. For more information call (02) 9450 0466 or email info@vendart.com.au.

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BOWMAN UNVEILS NEW HEAT EXCHANGER

EJ Bowman, one of the world's premier manufacturers of heat exchangers, launched a new and improved range of swimming pool heat exchangers at Piscine Lyon in November.

The new range now includes stainless steel and titanium units capable of heat transfer rates of up to 320kW and these new products complement Bowman's existing cupro nickel range, which is suitable for heat transfer up to 1050kW.

Bowman say the impressive strides forward mean the units achieve required pool temperature up to three times faster than most other models, reducing both energy consumption and CO2 emissions.

The heat exchangers are suitable for resort type complexes, domestic pools, spa pools and hot tubs, are manufactured using corrosion resistant materials. End covers and tube stack can be simply removed for ease of maintenance.

Bowman is looking to expand its distribution network – including throughout Asia – and would be pleased to welcome potential stockists' enquiries. For more information contact info@ejbowman.co.uk.



Aqua Corkit

Niagara is now distributing Aqua Corkit. You can use Aqua Corkit for long lasting quality repairs, after which you can drill, sand, paint and machine it. It won't run or drip, will stand temperatures up to 150 degrees C and moulds to any shape. For more information call (02) 9648 6022 or (03) 5522 0226.



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TERALBA EXPANDS RANGE OF HEAT EXCHANGERS

Teralba Industries has expanded its range of Mueller plate heat exchangers. They now have heat exchangers to suit heating, cooling, regeneration, pasteurisation, energy recovery as well as other heat transfer applications.

Mueller Accu-Therm plate heat exchangers are quality units engineered in the USA and assembled under licence in Australia by Teralba Industries to suit exact client requirements.

Teralba says these plate heat exchanger units are renowned for their highly efficient thermal performance and versatility. Each plate heat exchanger is selected using state-of-the-art software to match the specific performance requirements of individual applications. These units also incorporate an expandable design enabling an increase of heat transfer surface area without any changes to the unit foot print.

For more information call (02) 4626 5000 or email sales@teralba.com.



How long is the water testing queue in your pool shop?

If your pool shop's testing station is too slow, try **LaMotte's WaterLink Express** laboratory. WaterLink Express can perform the seven common pool water tests in **under 3 minutes**.

What's more, your tests would be **accurate**. Unlike tests strips, which can be read quickly but are not sensitive enough, or tablets, which are too slow to dissolve, the patented dry reagent powders used by Waterlink Express are both quick to dissolve and sensitive.



WaterLink Express is **easy to use** and operators therefore **need very little training**.

Waterlink Express is a pool shop water analysis laboratory comprising a photometer, reagents and the pool industry's best pool shop software, **DataMate**. More than half the pool shops in America use WaterLink

Express.

To find out more, **contact Adam or Vijay at Vendart** on the number below.

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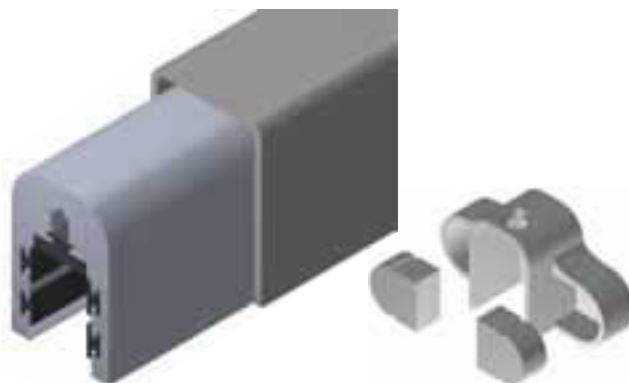
For more information on how we can help you email: tolsales@cordell.com.au

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CALIBUER

Calibeur Measurements has released two new products for the swimming pool and spa industry. The first is a Wireless Floating Thermometer (RF-705). It has a transmitting frequency of 433MHz over three channels, can transmit and receive up to 30m and is UV-proof. Its operating range is 32°F to 122°F. They also have a swimming pool and spa pH and Cl2 tester (PC-101). It is easy to operate, and the company says it is a good choice for swimming pools, saunas and spas. It has a safety measure range for chlorine levels of 1.2ppm to 1.7ppm, and for pH of 7.2 to 7.8. For more information email export@calibeur.com or go to www.calibeur.com.



NEW GLASS HANDRAIL SYSTEM

Techno Glass Designs has released a new glass handrail system that requires no welding and no screws.

The handrail suits 12mm glass and is suitable for both indoor and outdoor applications. The compact shape ensures minimum disruption to the view.

The 316L stainless steel cover fits over the handrail to provide a mirror finish when required.

The silver anodised aluminium handrail has two rubber buffers on each side of the glass and one on top to ensure a snug fit on the glass with no metal-to-glass contact.

For added strength you can apply structural adhesive between the glass and aluminium handrail. All products have a three-year warranty. For more information call (02) 8878 3888, email info@technoglassdesigns.com or go to www.technoglassdesigns.com.

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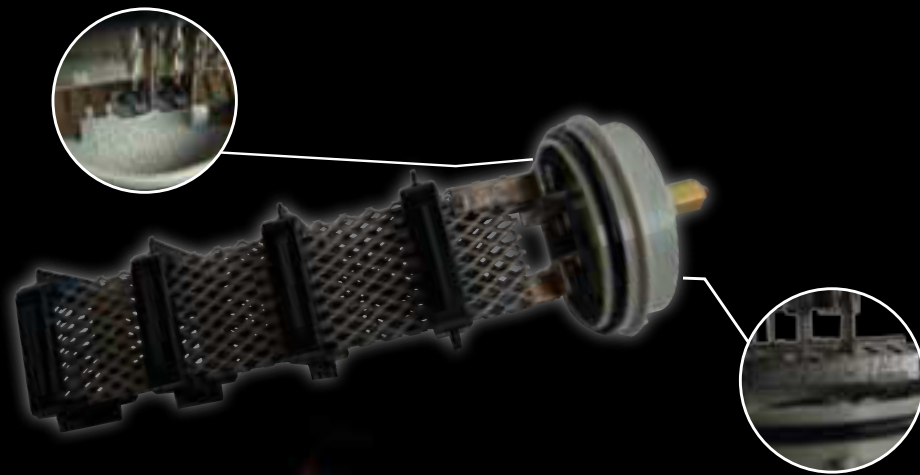
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