



Global news

The National Swimming Pool Foundation (NSPF) had to evacuate its headquarters in Colorado Springs in July following devastating bushfires sweeping the region. "We are very fortunate," said Tom Lachocki. "The firefighters did a great job and our headquarters (and my home) were spared. We got to move back in after a week of evacuation and relocation of our operations to an alternative site a friend was kind enough to donate. It is heart warming that so many people reached out to us."

A US pool builder, Thomas Hodak, has been found guilty of deceptive practices and related crimes and is currently in a Pennsylvania jail awaiting sentencing. US magazine Pool & Spa News reports that Hodak was found to have taken a \$2000 deposit to build a swimming pool, but abandoned the project after completing only a fraction of the work. Hodak had been ordered to pay money in previous civil cases.

The Express Tribune reports that a rare parasitic disease called Naegleria has led to four deaths after the victims swam in water bodies including farmhouse swimming pools that were not properly disinfected. The parasite amoeba fowleri enters the body through the nasal passage and infects the brain, causing acute Meningoencephalitis.

Acquisition

Neptune-Benson buys ETS

USA-based commercial aquatic filtration manufacturer Neptune-Benson has acquired the business of Engineered Treatment Systems (ETS), a leader in UV Technology for aquatic, industrial and municipal applications.

The ETS acquisition follows Neptune-Benson's recent purchase of Lawson Aquatics, furthering progress towards the company's strategic growth objectives.

"ETS makes a perfect addition to our growing organisation," says Barry Gertz, Neptune-Benson CEO. "Their reputation within the world of aquatics is unsurpassed and the experience they bring in the industrial and municipal arenas opens up even more

growth opportunities for our filtration systems.

"The combined capabilities of our organisations will further increase our ability to deliver quality products and services to our global customer base."

Meanwhile, Neptune-Benson has appointed Brad Weir as the Australian representative for their award-winning Defender regenerative media filters. Weir is well known to the Australian industry from his 25 years in a variety of service and manufacturing roles in the aquatics industry including 16 years as joint owner and director of Hurlcon, as well as serving as President of SPASA NSW.

He can be contacted on 0407 484 847 or by email at bweir@defenderau.com.

Manufacturing

Solarwise brings manufacturing back to Australia

Solarwise has reversed the current trend, deciding to bring the manufacturing of its Miracle heat pump back to Australia.

Company development manager Chris Fitch says that now all Solarwise heat pumps are made in Australia.

"We have always made our Exclusive range here," he says. "But the Miracles were getting made in China."

He said that quality control was the main reason they brought them back onshore, as that is the best

way to ensure the proper materials and processes were being adhered to.

"We can ensure a much higher quality if we make them here," he says. "Sometimes with China you never know what you are going to get. They once gave us 204 stainless steel instead of 304 stainless steel and we had issues with rust and we had to replace the casings."

"In general, assuming you can do it at a reasonable cost, it's good to make your products here and offer people an Australian-made product."

Superior pump

Koller Whirlpool recently approached New Fluid Technology (NFT) to design, build and test a better spa/whirlpool pump. The company is run by spa bath industry icon Rudolf Koller (left in the picture at his factory in Austria) who was one of the earliest pioneers to introduce nozzles and jets in baths back in the 1950s. The NFT pump was exhibited at SPLASH! on the Gold Coast and will be soon available globally in 240V and by early 2013 in 110V.





Waterco's EnviroPro range: pool equipment that not only maximises your time in the pool, but also delivers energy efficiency and water savings



Waterco's pre-filter **MultiCyclone** technology not only allows you to save thousands of litres of water per year, it also reduces your filter maintenance. Or for the ultimate convenience

and maximum water savings, the **MultiCyclone Ultra** is an easy to use, highly efficient centrifugal filter and cartridge filter all in one.



The **Hydrostorm ECO** pump uses up to 70% less electricity than a regular pump, you can also switch to off peak electricity tariffs at night due to its quiet operation, saving you even more on your energy bills.



The **Micron ECO** allows you to enjoy the convenience of back-washing your pool, whilst using 30% less water. Its hydraulic efficiency facilitates the use of energy saving pumps.



Manufactured from pure glass, **Glass Pearls** are a new generation of filter media, capable of saving water and providing water of superior clarity.

The **Opal XL** cartridge filter eliminates back-washing, saving you water. Its oversized filter cartridge, minimises filter maintenance.



Admiral robotic pool cleaners, ensures your pool will be sparkling and effortlessly clean using less power than required to illuminate one halogen pool light.

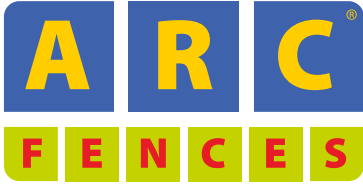


The **Zane Solar Gulfpanel** and the **Electroheat** heat pump not only enable you to save on your energy bills, you can extend your swim season conveniently and cost effectively.



The **BriteStream Multicoloured LED** lights not only look great, but they operate on a mere 15% of the electrical power required for the halogen equivalents.





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Distribution

Maytronics picks up AquaCal and Autopilot

Maytronics is now the exclusive Australian agent for two of Team Horner's most popular products – the US-made AquaCal heat pump and the Autopilot commercial chlorinator.

Australian distribution for AquaCal had previously been handled by Poolrite.

Dan Kwaczynski, Managing Director of Maytronics Australia says that AquaCal is the number one heat pump in the

world with more sales globally than any competitor.

"That's why we're excited, to have a product that so closely matches what we stand for – quality, superior features, all supported by a strong global company like Team Horner," he says.

To support the launch, Maytronics has moved into new premises in Brisbane, upgraded the Melbourne facility and

appointed two new key staff members in Sydney.

Jason Van Putten joins Maytronics as National Technical Support with a particular focus on providing back up, assistance and support to customers for AquaCal heat pumps, Autopilot commercial chlorinators and Blue I commercial and residential chemical controllers. Karen Scheinflug will support the team as National Administration Coordinator.

Appointment

Bipin Gangadharan joins Pentair in Australasia

Bipin Gangadharan has moved to Australia as Sales Manager for Pentair Aquatic Products, Australia and New Zealand. For the past six years Gangadharan had been Sales Manager for Pentair in Thailand.

Steven Lelli, Managing Director of Pentair Australia and New Zealand, says he is very happy to have him on board.

"Bipin brings a high level of sales management and expertise, and a focussed approach to sales and business development," he says.

Gangadharan will be joined by Robert Sterland in October, who will report to him as Product Manager for Aquatic Products for Australia and New Zealand. Sterland is a product engineer who was already based in Australia with Pentair, and has been promoted to this role.

Hugh Smith will take an expanded focus into Pentair's commercial sector, energy-related opportunities, strategy and also training for the Asia Pacific region including the Australian and New Zealand market.

In August, Pentair moved to new headquarters at Dandenong South in Victoria.

Costing more than \$8 million and covering 6800 square metres, the new facility is now the site of the manufacturing, spare parts,

and research and development for brands including Onga, Flotec, Everpure, Sta-Rite and Shurflo.

Lelli is excited about the move. "It's fantastic," he says. "It's great to have a facility all under one roof where we can provide better customer service and improved efficiency."

The new building developed to Pentair Water's specifications includes a state-of-the-art just-in-time manufacturing facility, a warehousing operation that includes almost 5000 pallets of spare parts, consumables and built products, together with an innovative new R&D and product testing laboratory incorporating

an 8000L internal swimming pool for developing and testing new pool pump, pool cleaning, filtration and water quality products.

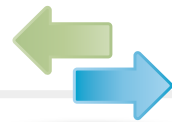
It also includes a 45,000 litre rainwater collection system for the R&D test lab and additional rainwater collection for the site's landscaping.

A key feature of the new project is the creation of a new business philosophy which incorporates the just-in-time process under Pentair's own internal ICAT project team (ICAT standing for Improving the Company As a Team).

The new complex is in the M1 Industry Park at 1-21 Monash Drive, Dandenong South, Victoria.



Pentair Water's Australasian managing director Steven Lelli (left) with Pentair USA's President of Flow Technologies Gary Witt at the opening of the new headquarters.



Industry moves

Sider-Oxydro has made its name easier to pronounce by changing it to Sider-Crete. The company retains the same product line, service, management and location, with the only change being half its name, and therefore its email address: sales@sider-crete.com and website: www.sider-crete.com. Sider-Crete products are available from Aquamaid at 290 Boundary Road, Braeside Victoria. For enquiries e-mail aquamaid@aquamaid.com.au.

Leading New Zealand pool equipment manufacturer and supplier Filtermaster (NZ) Ltd has moved to larger premises at 45-47 Paul Matthews Road, Albany (Auckland) in response to the company's recent growth in the NZ and Australian markets. Managing Director Steve Budden says the larger warehouse space will create efficiencies and increase speed of distribution. The new contact details are: phone (09) 415 1499; fax (09) 415 1498; email filtermaster@xtra.co.nz.

Brian Stott has joined International Quadratics (IQ) as sales account manager. Stott has more than two years experience in the aquatic industry as an account manager looking after retail pool and spa shops. His role with IQ is to take the complete chemical and robotic cleaner range and support retail shops and builders with high end customer service and technical advice. He can be contacted on 0418 861 220 or brian@interquad.com.au.

Associations

Changes at SPASA and SPRAA

Michael Robinson from Australian Outdoor Living has assumed the seat of President at SPASA South Australia, following the resignation of Lindsay McGrath, who had been President of the organisation for the previous two years.

David Hutton from Waterco has been nominated as Vice President, while Trent Moran remains as Treasurer. Also on the committee is Bruce Cox from Pentair, Roger Russell from

Freedom Pools, Frank DeLisio from Viva Pools, Dave Eyles from Natural Pools and Richard Johnston from Adelaide Balustrade & Fencing.

The committee thanked McGrath for his time at the organisation and in particular his involvement towards the formation of SPASA Australia and the huge undertaking of helping to steer the committee of the Construction and Property Services Industry Skills Council (CPSISC).

As he is no longer a SPASA board member, McGrath has also stepped down from the SPASA Australia board. Earlier, Brendan Watkins stepped down as SPASA Australia Secretary and was replaced by Cal Stanley, President of SPASA Western Australia.

Meanwhile outgoing SPRAA President Peter Barr stood aside at the SPRAA meeting at SPLASH! on the Gold Coast to concentrate on his new Poolwerx franchise.

He has been replaced by Gary Nye of Clark Rubber as the new SPRAA President with Simon Isherwood of Neptune Pool Care taking the Vice President role. Other board members are Treasurer Luke Gervais of Rode Pool Services, Secretary Chris Fitzmaurice of Swimart, Steven Humphris of Focus, Lindsay McGrath of BioLab, John O'Brien of PoolWerx and Sean Ralph of Pool Pro.

Education

CPD for pool safety inspectors

Continuing professional development (CPD) for Queensland Pool Safety Inspectors (PSIs) has formally commenced. Generally six CPD points will be required for licence renewal however PSIs who are also licensed building certifiers will only need four CPD points. The CPD scheme consists of professional memberships such as SPASA (two points) and activities relevant to the functions of a PSI.

The point value of activities will be determined by the PSC and published on the department's website. Recognised membership organisations are: the Australian Institute of Building Surveyors, RICS Australasia Pty Ltd and the Swimming Pool and Spa Association of Queensland.

There will be three month's grace during which no CPD points will be needed to renew or restore a licence. From December 1, two CPD points will be required, four CPD points will be required from January 1, 2013 and six CPD points will be required from February 1, 2013.

Education

Reinventing careers and gaining qualifications

In August, SPASA NSW held an open day as part of National Skills Week.

The aim of National Skills Week is to raise the status of practical and vocational learning, enabling all Australians to gain a greater understanding of the opportunities, their potential and how they contribute to a successful and modern economy.

It was the first time the swimming pool and spa industry had played a role in the National Skills Week and SPASA placed an advertisement in the Sydney Morning Herald "Reinventing your Career" supplement to help drive interested people to the open day.

Spiros Dassakis says the day was a success not only with people who turned up at the office, but also from people who had arranged a series of half-hour phone meetings as part of the event.

"We had a really good turnout," he says. "Twenty-two people scheduled telephone conferences from interstate – I had 16 from Victoria, four from South Australia and two from WA. They knew there was no licensing regime in their state but wanted the recognition of formal qualifications."

Ten percent of the total number of participants were new entrants to the industry looking for a career and nine high school kids popped in with their mums.

"We also advertised in the 2012 career guide and the day was marketed through the national skills website which was great," he says.

In total, 57 people either attended the day or participated in the phone meetings.

"It might seem like a modest number," says Dassakis. "But I was thrilled with the response, it was the first time it had been done in Australia. We had a debrief with the National Skills Week people and we've been invited to participate again next year."

"We're already rolling out the units of competency for the new qualifications, and we're well advanced. We are now providing online learning materials and also blended courses with online and face-to-face delivery, as well as correspondence only – and we're in early discussions to provide an online learning platform Australia-wide," he says.

Meanwhile, SPASA NSW announced that Zodiac Group Australia has reached an agreement to conduct the Unit of competency SPASA3001A

(Chemically Treated Swimming Pools & Spas) for the Certificate III in Swimming Pool Repairs, Servicing and Interior Finishes under the association's auspices. In addition to this, Zodiac Group Australia will also be able to offer the comparable Units of Competency within the new Certificate III and IV when they become available.

Kathy Howard will be conducting the training as a qualified trainer and has more than 25 years experience in the industry.

It was also announced that the Building Services Authority (BSA) in Queensland has given the green light to the SPASA NSW to deliver the Certificate III in Swimming Pool Repairs, Servicing and Interior Finishes and Certificate IV in Swimming Pool and Spa Building nationally accredited courses in Queensland.

SPASA Queensland CEO Adrian Hart says that while NSPI is in abeyance, this is a good way to provide training to Queensland members.

Hart has also set up a LinkedIn online network called Qld Pool & Spa Professionals, and encourages everyone to join and constructively participate.

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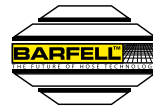
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Retail

Aussie service failing the test

A majority of Australian consumers regard customer service as an important factor when it comes to deciding where they shop, however recent findings indicate retail customer service is not living up to these standards.

The 2012 Global Customer Service Barometer from American Express shows 72 per cent of Australian consumers are willing to spend more to get better

service. The reason for this is because they see value in excellent customer service.

At the same time, across all markets, over half of consumers indicate that they are willing to spend more with companies that they believe provide excellent service – significantly more consumers in India (87%), Mexico (82%) and Australia (71%) say they are willing to do so.

However, 36 per cent of Australian consumers think Australian companies are “paying less attention to customer service” in the current economy compared to other countries.

Similarly, 13 per cent of Australian consumers believe that businesses are generally not going the extra mile for customer service and “don’t care about their business”. This is in com-

parison to France that recorded a 21 per cent rating while Italy rated 12 per cent.

And these consumers are not afraid to tell others about their poor customer service experiences. Out of the 11 countries that were surveyed, consumers in Australia and Mexico (64 per cent and 68 per cent respectively) were more likely to do so than in any other country.

Regulation

Builder fined \$850,000 for nonexistent pools

The Federal Court in Brisbane has ordered Metricon Homes Qld Pty Ltd to pay \$800,000 in penalties and \$50,000 towards the Australian Competition and Consumer Commission (ACCC) costs after it agreed that some of its advertising and promotional

material was false or misleading.

“Home building companies should take the penalties ordered in this case as a serious warning,” says ACCC chairman Rod Sims.

“Photographs and glossy brochures that promote products should be of what the consumer

will be supplied at the advertised price, not an upgraded package that would ultimately cost the consumer much more.”

The ACCC was particularly concerned with some photographs in Metricon Qld’s brochures that included swimming

pools and Bali huts adjacent to the house, when Metricon Qld does not supply these features or include them in packages to its customers, and Metricon Qld did not make it clear that these features were not part of the package.



Top Territorians

Alice Pool and Spa Centre has won the Micro Business Award at the annual Northern Territory Business of the Year Awards. Darren Burton bought the Alice Springs pool shop and overhauled the business, purchasing new premises, growing his knowledge of the industry and becoming one of the Territory’s largest stockists and suppliers of pool and spa equipment. Judges said the business has a strong, well-communicated vision, was well organised and has an outstanding use of database, customer segmentation and technology. Burton is seen here accepting the award with manager Tracy Sullivan and wife Marion Burton.

Southerners shine

Victorians scooped the major awards at the Jim’s Pool Care conference held recently on the Gold Coast. The National Franchisor of the Year award was won by Adam Post from Victoria South East Region whilst Sean Kershaw from Jim’s Pool Care Brighton, covering Melbourne’s bayside suburbs, won National Franchisee of the year award. The national conference was well supported by franchisees from the 54 Jim’s Pool Care franchises all around Australia.



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Gold Coast hosts “best ever” show

After winning the coveted EEAA award for the Best Show in Australia for the 2010 SPLASH! show, everyone wondered if the 2012 show could stand up to the hype.

The resounding answer was “yes” after a highly successful week of seminars, exhibitions, workshops and festivities including the Andrew Simons Golf Day and the SPLASH! Environmental Awards Dinner.

More than 1800 members of the swimming pool, spa and aquatics industry attended SPLASH!, which is the only national (and international) Australian trade show for the industry.

The doors opened to more than 100 exhibitors, over 40 hours of education, a welcome reception, a site visit to Paradise Resort, the SPLASH! Environmental Awards Dinner hosted by Olympian Duncan Armstrong and the ever popular golf day.

On the final day of SPLASH! Week at the Andrew Simons Memorial Golf Day, Paul Simons from Lo-Chlor said – in a Juan Antonio Samaranch moment – “I’ve been to a lot of shows over the years and I’ve got to tell you honestly, this was hands-down the best show ever.”

Exhibitor Tim Batt also praised SPLASH! 2012, saying it was among the best shows he’d attended in Australia over the past 30 years.

“My visitor from the USA was equally impressed,” he said. “It will be very beneficial for our businesses, we’re sure. These events take a massive amount of planning, organisation and marketing to make them a success and the result shows that Interpoint got that right in almost every respect.”

The SPLASH! Environmental Awards were again a highlight, and on the eve of the Olympics, former world record holder and gold medallist Duncan Armstrong presented the prestigious awards and spoke about the central role swimming plays in Australian culture. There is a full report on the awards on page 38.

The 1803 attendees came from Australia, New Zealand, Belgium, Canada, China, Czech Republic, Indonesia, Italy, New Caledonia, Singapore, South Africa, Thailand, United Kingdom, United States and Vietnam.



The seminar and conference program ran for four days and included the National Swimming Pool Foundation (NSPF) Instructor School and Certified Pool/Spa Operator Certification; the ALFA Queensland State Conference; a full day Hydraulic Workshop with Cal Stanley & Hugh Smith; the Swimming Pool Retailers Association of Australia meeting; Pool & Spa Water Chemistry with Alex Antoniou; Pool Heating & Energy Management with Roy Netzer; a discussion panel on warranties led by Lindsay McGrath; a marketing seminar Don’t Do It Better – Do It Different by Mark Creedon; a National Occupational Licensing briefing from Jason Smith of the BSA; the Future of Pool Efficiency by Jake Brandish of Focus; Swimming Pool Legislation and the relevant Australian Standards by Richard Gedz of SPASA NSW; a Pool and Spa Cover Association of Australia (PASCAA) meeting; Managing Recreational Water Illnesses with Alex Antoniou; Controlling Surface Scale and Plaster Dust on Pool Surfaces with Marvin Rezac; a briefing on Swimming Pool & Spa Technician qualifications by Lindsay McGrath; Marketing Strategies with Tess Schembri of Focus; and Achieving Energy Efficient Indoor Pool Design by Shane Carmichael. Spiros Dassakis moderated Wednesday’s informative sessions.

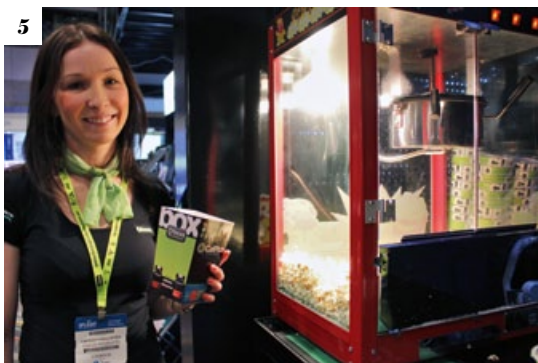
The show was sponsored by Focus Products, Pentair Water and Poolrite; and the golf day was sponsored by Lo-Chlor.

The SPLASH! team is now working on Piscine SPLASH! Asia which will be held in Singapore on May 20–21, 2013. More than 1500 attendees from over 20 countries are expected to attend.

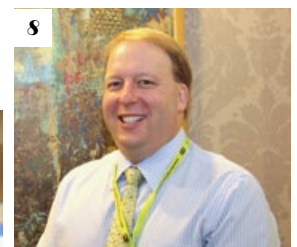
In this article we have presented some of the people and exhibits at the show. We apologise to all the people we didn’t cover, but there were just too many things to see and write about, and only so much space! ■

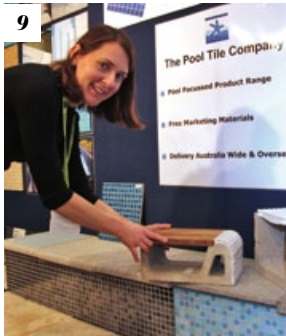
Go to splashmagazine.com.au to view a video of the Gold Coast event.





1. The Bathing Beauties added some dynamic colour to the show and reminded everyone how to get to the Pavilion.
2. One of the companies in the Pavilion was Ezzari Australia, who showed off their new tiles including the upmarket collections from Spain such as the Volcano range with stripes of colour running through the tesserae.
3. Zodiac was also kept busy on their stand. As well as dispensing information, they served up approximately 1500 espresso coffees. Roy Spotswood says the most popular item on their stand – apart from the coffee – was the V3 all-wheel drive robot. “The new version can climb up steps and do the waterline tiles, making it the complete package. You’ve got a choice on the transformer whether you select bottom only or bottom and walls. We’ve also improved the tracks and brought the recommended retail down below the two thousand dollar mark.”
4. Alex Antoniou (pictured) and Steve Lintz came over from the NSPF in Colorado to conduct the Certified Pool Operator and Instructor courses. The program went well, and though the Instructor class was small, their teachers said the graduates were of a high calibre. The CPO course had 17 students – with 100 per cent of the participants graduating.
5. Hayley Hollister with a cup of the popular Focus popcorn: they went through 25 kilograms of popcorn kernels – the equivalent of about 20 laundry baskets of popped corn. They also served approximately 600 slurpees.
6. CompuPool showed off their Australian Design Award 2012, won the Friday before the show for their C-Series range of salt water chlorine generators which were specifically developed for commercial swimming pool applications.
7. The newest member of the pool industry seemed impressed by the newest release from Waterco. Maybe it’s the vibrant blue colour! The Hydron split-tank filter is a large commercial filter specifically designed for the retrofit market. It gives the ability to fit a large commercial filter through a doorway because it comes in two halves. This is a 1200mm (ID) version but they go up to 1800mm and are 4-bar rated. Goh said as well as the residential customers, he was pleasantly surprised by the number of serious commercial customers from all over Australia.
8. Jason Smith from the BSA updated delegates on the status of national licensing for swimming pool builders. He said that while it is still going ahead, it’s a couple of years away and nothing will be certain until the release of the regulatory impact statements. Policy meetings have confirmed the need for a national licence for swimming pool builders but have not decided whether it should be broken up into builders and maintenance contractors and the like. It’s been put on the backburner while they first work through some of the other industries, such as gasfitters, plumbers, refrigeration, air-conditioning and electricians.
9. Steve Lelli, Managing Director Pentair Australia/New Zealand, said that the large numbers of genuinely interested visitors at the show was a sign of improving confidence in the market. “The market’s been tough, there’s no doubt,” he said. “Construction is down, pool permits are down, but in the last three months we’ve seen some really positive signs and when we talk to our customers there’s a level of customer buoyancy that we haven’t seen for a while. So we’re looking like it’s turned the corner – predominately in Victoria, NSW and WA. In Queensland not as much but even today at SPLASH! talking to some of our Queensland customers they’re saying it’s not going to be as bad as they thought. SPLASH! has been excellent for us. It’s the first time I’ve been here – I’ve only been with Pentair for eight months – but we’ve actually had some excellent outcomes, especially with access to new customers.”





1. Just some of the 47 guys from Jim's Poolcare who attended the show: "We love SPLASH!, we come down every two years, mate. It's been excellent. Lots of new products, and lots of free giveaways which the guys get really excited about."

2. Eliza Voshege of Remco with their polycarbonate range of slats which are very popular because they allow you to look through it and see your tiles and lights. Remco was also promoting their Swimroll Foam-Filled which has greater insulation, buoyancy and hail-proof characteristics than standard slats.

3. Bernie Skelton from Lo-Chlor with Sentinel, a patented product that removes biofilm from pool surfaces. "Simply adding sanitiser doesn't kill all the bacteria and algae, because 99 per cent of it resides in the biofilm. Sentinel is a one-tablet process added weekly that prevents the biofilm forming, allowing sanitisers to work 60-70 per cent more efficiently."

4. The large Pool Controls team were kept busy promoting their Chemigem controller/chlorinator combo and their brand new SteriSel product.

5. Terry Day (pictured holding his new spa blower) and Brian Bambach from New Fluid Technology said this is the last time they'll come to SPLASH! as a standalone entity: not because it hasn't been successful, but because they've completed everything they set out to achieve – having their technology picked up by a couple of global majors. "It's a great Australian success story," said Bambach. "SPLASH! has been the cheapest and least expensive way to show our wares and reach the whole industry and especially participants who have the financial clout to make it happen. Quite honestly, we couldn't have done it any other way."

6. Rob Saville from Hydrocare with his extra-wide wet deck grating. Not only does it come in sizes up to 600mm but it's made in a parallel pattern. This stops the wave action crossing the trench. "That's important," he said, "because once the water hits the outside of the deck it's considered contaminated water. Inside the tile and grating it's still pool water, which is valuable as it costs you 40c per litre to clean and heat it." Saville said the show was very successful for him, picking up a job worth in the vicinity of half a million dollars on the first morning.

7. Callum Ross from AstralPool said this was by far the busiest SPLASH! show they'd experienced. "We haven't stopped talking the whole time – the stand's been flooded with guests. We've had half a dozen employees on the stand the whole time, and we just haven't stopped." AstralPool were releasing new cleaners including the Max 3 and Max 5, as well as a bevy of other new products. "We timed the releases well because people turned up in droves."

8. Valeri Orlingis of AIS talked about some new products in the pipeline including a smaller version of the Ecoline for the residential market. "It will work for the average backyard swimming pool to about 60,000 litres of water, and works on the same principle as Ecoline. The lifespan will be seven years and it will be a little dearer than our Autochlor range, because it's a much more complex machine."

9. Amanda James from The Pool Tile Company showed another innovation to help with wet decks: a preformed concrete block for creating the channel. "It makes the job for the contractor far simpler as you don't have to be as fussy when forming it up. You get it basically level, then when you're laying the channel you get it dead level." The block is made by Spanish company Rosa Gres, who supplied the system for the Shanghai pool for the FINA World Championships, and is available for both commercial and residential pools.

10. John from Focus with the Sta-Rite Intellipro. "It's a genuinely variable speed pump, where you can actually set eight speeds to suit the various applications. Other variable speed pumps on the market have the three speeds already predetermined, but with this you determine what speed you want for the application it's to be used for. So with filtration you may want to put the flow right down – and the beauty of that is that you run the pump for a longer period of time, but you're drawing less current so you're saving money. It's also very quiet so you can program it to run the filtration cycle at night to take advantage of the off-peak tariffs."

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11. Brett Steinbruck from Becs (with distributor Tim Batt): "I came over to Australia to get a feel for the market, meet some people and help support Tim who's off to a splendid start as our new distributor. Historically, we made the Strantrrol range of controllers and we worked with Tim for 15 or 20 years when we were developing that range, but now we've launched our own brand with lots of new features including the ability to send out texts and emails if there is an issue with the pool; and remotely monitor system flow, pressure, vacuum, filtration, heaters and TDS. In the US and here, people are expecting more from their controllers." Steinbruck said he was impressed with the show. "Yesterday we were busy from the time it opened and they had to push us out at the end!"

12. Dan Kwaczynski from Maytronics (with Anna Meldrum) is seen here showing an interested visitor the new Dolphin Hybrid which converts suction power to electric power. "It's got a price point that goes against suction cleaners, but uses robot technology, so it scans and maps the pool, cleans into every corner and never gets stuck. It's going to change the way people think about cleaners."

13. Merve Smith from Sunbather with their hail-proof foam-filled slat, the Coverex. It comes in four different colours and has a five-year warranty. Smith says being hail-proof is important following some severe weather this year in Victoria. Sunbather is the exclusive distributor.

14. Loren Bartley, Executive Officer of ALFA, attended the show to meet existing and potential members, and also hosted the ALFA Queensland meeting on the Tuesday morning.

15. Russel Fine from aquatic fitness equipment supplier Aquabuzz is seen here on the Hydrorider. "In water there's little or no impact and your core temperature is kept down, so you can work out longer and harder with less side effects. We've had a lot of interest here at SPLASH! from a big diversity of people – even the Australian Army came through to have a look at it, as well as pool shop owners, architects, builders and of course aquatic centres."

16. Lindsay McGrath from SPRAA presented a well-attended seminar on the new national qualifications for pool service technicians.

17. Warwick Heathcote (far right) of Pool Systems said the visitors at the show had a highly positive attitude. "Our stand was packed to the eyeballs, with most people interested in the next bout of hot weather, believing the corner's been turned and there's a good season on the way."

18. As well as presenting a seminar about cogeneration, Shane Carmichael of Air Change talked to delegates about the new project at Morgan Valley resort, where they supplied energy recovery ventilators for each of the resort's 30 cabins. "They use exhaust air from the pool to preheat the outside air through a heat exchanger. So on a 0 degree day, it will bring it up to about 20 degrees. And that's essentially free energy by recycling the heat."

Talking point

One of the topics that created some interest at the show was the vexed issue of the internet; and in particular manufacturers selling to "internet-only" retailers. The discussion began at the SPRAA meeting and spread onto the show floor, and took hold in quite a few conversations at the welcome drinks. Bryan Goh made the observation to SPLASH! that some categories of product should not be sold without installation or the proper sizing. "Without that it can become a real headache for manufacturers," he said. "Especially if the retailer washes their hands of the customer, the customer then doesn't know where to go. They end up chasing the manufacturer, and manufacturers aren't really set up to deal with the end consumer and the trade as well. So it sometimes puts the onus of proof of warranty back onto the manufacturer and sometimes these guys can be at very far distances from any of our service centres. So a sale for an online retailer could end up becoming a headache for the manufacturer."

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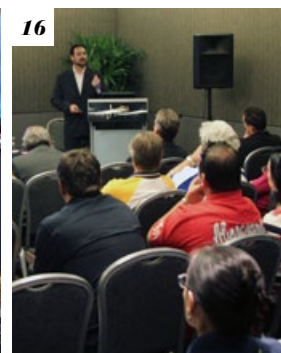
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1. Spiros Dassakis, CEO of SPASA NSW, was the moderator for Wednesday's seminars and information sessions.

2. Magnum Filters celebrated their 30th birthday at SPLASH! on July 26 and were absolutely rapt at the crowd. Peter and Rhys Hogg are seen here with their orange filters made especially for Fontaine Spas, a massive company in Holland. Peter: "I went up to their stand in Lyon and asked if they wanted orange filters. Within a week they had them. We can even do them in green and gold, or yellow, if you want." Rhys: "That's how we position ourselves, especially in the European and American markets, as a niche manufacturer. We can put your logo, custom brand and custom colours on the cartridge."



3. David Paterson from Niagara – seen here showing the new retrofit, colour-changing Spa Electrics EM series light – was excited by the atmosphere at the show. "This is the best show in Australia. So whatever you're doing, just keep doing it."

4. Mal Jensen from Continental Water is showing the new Riva and Stella swim systems: "They're retro fit. No need to cut any holes in your pool, just hang it over the side of the pool, bolt it to your coping, plug it in and you've got yourself a swimjet."

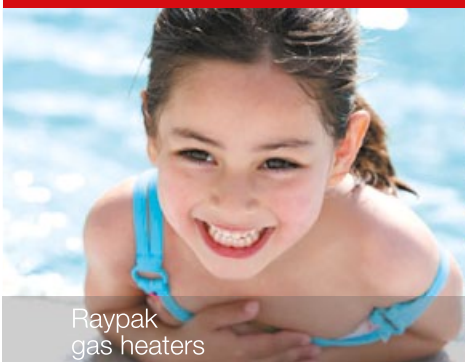


5. Craig Doncon from Supreme Heating in WA showing the evacuated tube system they recently installed in Bunbury. "This system has been in Europe for about 40 years as the mainstream medium for heating domestic water. We've adopted the technology to the pool market. The tubes have a double layer of glass – and in between those layers is a vacuum – and heat loss doesn't occur across the vacuum. So even when wind hits the system, it doesn't lose any heat. It's used for preheating at the Bunbury Centre and they had an almost \$4000 dollar reduction in their June gas bill."

6. Geoff Harvey with Davey's commercial salt chlorination unit. "The idea is for community pools to convert from chlorine injection to salt chlorination, which can give them a substantial saving by generating the chlorine themselves. A lot of swim schools want to go to salt now. It's Australian made so we're very proud of it."

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7. Gary Stutt with the new EnviroSwim unit which has now dispensed with the ultrasonics. "It's a lot more user friendly for maintenance now. The show has been very good. We're really impressed with the response from local people and also from overseas - from Europe, Italy, SE Asia, Singapore, China. It's great because the people from overseas had done some research before they came. So that's an opportunity to grow new markets for us."



8. Paul Wheeler from Emaux with the new filtration combo box which includes a pump, sand filter, chlorinator and a small bilge pump in case water gets inside. "Builders are already digging a hole for the pool, so digging another couple of cubic metres for the filtration box isn't a problem. All the pipes are exposed for easy connection and aesthetically it blends in with the garden. This has been an excellent show, we've had a lot of interest in our commercial filters and our new range of three-inch and four-inch valves and overall it's been an excellent result."



9. Candy Gold from AquaQuip said the show was absolutely fabulous. "A lot of people came through and we had a lot of interest, especially in our surface mounted conversion lights. They're retrofit, multi-voltage, and suit up to 16 different lights on the market." She says the interest came from all over Australia, New Zealand and from the Asia Pacific region.

10. James Horn from Hayward showing the On Command 4-channel remote control system. "It can control three actuators, your heating, lights, waterfalls, whatever you want to put on it. And you can access it from anywhere."

11. Steven Nicholas from Magnor is seen here with his new 316 stainless domestic ladders for aboveground pools with decking. "We've got three styles for aboveground and inground pools. This is the first time we've come here - the show's been fantastic."



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1. Narong came down from Thailand: "There were plenty of good products – more products even than before. It was especially interesting to see so many commercial salt chlorinators."

2. One of the items Stuart Crane and Julie McCarthy from Triselys were promoting was their new storage cabinets. They can be made as large as 250 litres, and are all-polyurethane so you don't have the issue of the acid fumes rusting components.

3. Michael Turner from Neptune Benson (with Brad Weir): "We just announced Brad as our new rep," he said. "Australia is our largest market outside North America and we needed someone here to handle our customers, supply stock and technology. Everyone knows Brad – he's been out of the industry for five or six years but he's getting back into the commercial side of the business and this is a perfect fit. This is an excellent show, well attended and glad to see all of our designers, engineers and consultants here, as well as a lot of prospects. A really good show for us."



4. Terry Evans of Legend said the show was fantastic. "I love to catch up with old friends, new friends and just enjoy what I call 'my family'. Because the pool industry is my family – I've spent 35 years in it and I intend to spend another 35 – if I keep waking up!"

5. Adrian Hill and Neil Bumford from Dolphin Pacific in NZ: "It was really good, everyone was helpful – and there were quite a few Kiwis here!"



6. Scott Cox from Formworks Product Design was looking for companies to assist with design and development and help them with export. "I was very impressed with some companies like Pool Systems for example," he said. "Quite an interesting show, lots of new innovations – it was quite exciting."

7. John Sanson from Bellson was pleased with his first appearance at SPLASH!, showing the new Pal Colourtouch. "It's the first light in the world that we know of that actually works with a complete remote control function – that is, you have complete control over the colour, the brightness, the speed of the colour change and we can give you a number of selected modes. It has a range of up to 100 metres. The unit will also remember the colour you selected when you turn it back on. We now have a design patent on the lens to protect people copying us – which has been a problem before, where people have had Chinese knock-offs done and they look similar but they're nowhere near equivalent to a Pal."



8. Andrew White from Total Pool and Spa and John Paul Williams from Mediterranean Pools, both came up from the ACT. Andrew: "I came for the trade show and I've been before. There's something new every show, so it's worthwhile coming each time."

John Paul: "This is my second time. I specifically came down to do seminars and went to the marketing one, which was good."



9. Peter Moore from Sunrise Pools (and SPASA NSW) said the show was great. "A good rollup – a lot of people. I've been catching up with a few people, and seen some new developments that suit our niche market."

10. Ben Norris and Dion Van Kekem from Evo Pool came over from Christchurch. Ben: "This is the first time I've come across for the show and I've really enjoyed it. Definitely found some interesting things and Dion sourced a couple of products he was looking for."

Dion: "We build pools and spas so we're trying to update our lighting, jets and chemical controllers. It's good to know what's out there and what's the latest."

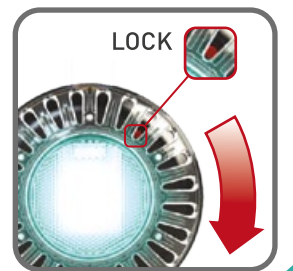
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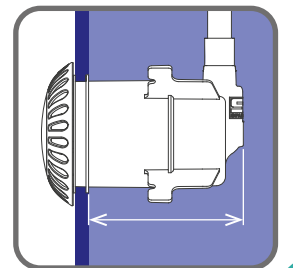
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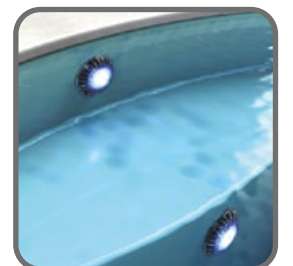
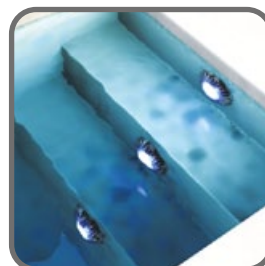
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Suters Architects

Suters Architects and Davey win major SPLASH! *Environmental Awards*



Below: Olympic swimming gold medallist Duncan Armstrong hosted the gala evening



The winners have been announced in the 2012 SPLASH! Environmental Awards – the only awards in the world dedicated to environment-friendly design and construction in the swimming pool and spa industry.

The awards were presented during a gala evening at the Gold Coast Conference and Exhibition Centre on the Thursday evening of SPLASH! Week.

Simon Cooper, organiser of SPLASH! on the Gold Coast and publisher of SPLASH! magazine, said that environmental efficiency – especially energy efficiency – had never been such a big topic and was now a major part of the national debate, which is especially noticeable in our industry as pool pump efficiency standards are being revised.

“We established these awards to celebrate and encourage the development of environment friendly products and practices in the industry. We also wanted to have some good news stories to tell about how the industry is dealing with these important issues,” he said. “And tonight we definitely have some good news stories. The judges have said these are the best awards yet in terms of quality of entries – and that’s saying something because we’ve had some outstanding entries in the past.”

Quality entries came from every corner of the country; and the product entries showed that Australia is leading the way with the development of environmental technology in the swimming pool and spa industry.

Cooper said that everyone who entered should be commended – whether they won an award or not. “And everyone who works towards more environmentally efficient products and practices will already be winning. Australians are becoming very keen on them – and for good reason: there is money to be saved by both consumers and aquatic centre management by being more efficient.”

He also thanked the sponsors, who include Foundation Sponsor Sunbather, Residential Sponsor Pool Controls, Commercial (Outdoor) Sponsor Pentair, Commercial (Indoor) Sponsor Supreme Heating and Pool Shop Sponsor SPASA Queensland. ■

The major awards



SPLASH! Project Award: Suters Architects for Noble Park Aquatic Centre

This Melbourne refurbishment features a co-generation unit that provides heat and power for the centre, while 30 solar panels provide hot water for the pool. The filtration systems includes air-scouring – saving 25 per cent of backwash water – while the old pool shell

was converted into a massive 700,000-litre rainwater storage system, supplying water for the centre and landscaping.

SPLASH! Product Award: Davey for the Powermaster Eco

This eight-star brushless-DC three-speed pump is economically priced, which means

it can make a greater impact on the market by encouraging consumers to purchase energy-efficient pool equipment. Additionally, the reduced costs associated with running the pump will save consumers more money into the future.

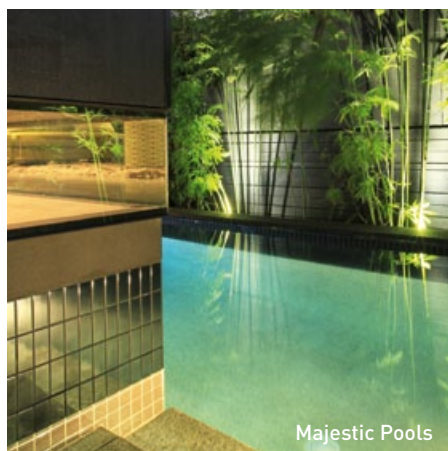


The project awards

Residential Pool Award (Outdoor)

Winner: Majestic Pools

The judges were impressed with the use of backwash filtration, oversized filters, ozonation, an eight-star rated pool pump, and the use of a heat pump to warm the water. Additional measures were taken to reduce evaporation and splash-loss, and top-up is via rainwater collection. This pool is part of an environmental home and garden project in Brisbane called the Enviro Cottage.



Majestic Pools

Residential Pool Award (Outdoor)

Finalist: Bionova

While there are still questions about the need for a residual with natural pools, the judges wanted to encourage this promising technology. Some of the many outstanding features of this Western Australian project include

chemical efficiency (in fact, no chemicals are needed at all), no backwashing requirement, natural passive solar heating through a gravel heat bank, and 150mm PE piping requiring only a 0.6kW pump.

Residential Pool Award (Outdoor)

Finalist: Placid Pools

The judges were also impressed with the concept behind this natural swimming pool. This North Queensland project features a proprietary chemical-free sanitisation system based on Australian plants that has been refined since it first gained a commendation at the 2010 awards. The project also features glass media filtration, a pre-filter, seven- and eight-star pumps, and minimal loss of backwash water.

Residential Pool Award (Outdoor) Highly Commended: Out from the Blue

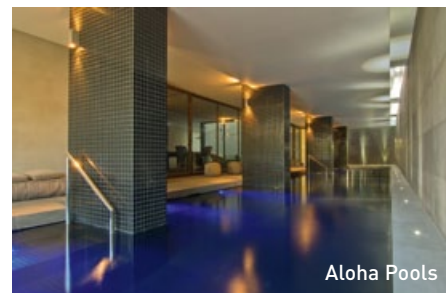
The judges said this Melbourne project is a great example of a pool that looks a million dollars while incorporating many environment-friendly features, including recycled glass media filtration which is backwashed into 10,000 litre tanks, underground rainwater storage, glass fencing to minimise evaporation and an eight-star pump.

Residential Pool Award (Indoor)

Winner: Aloha Pools

This Melbourne pool impressed the judges with its large piping size, eight-star variable speed pump, oversized filtration, pre-filtration

and rainwater storage. This is a sophisticated project that also features an ozone/bromine sanitisation system with CO₂ pH correction.



Aloha Pools

Commercial Pool Award (Outdoor)

The judges had a tremendously difficult time separating three entries in the Commercial Outdoor Category. Each of the three very different projects exemplified certain aspects of environmentally intelligent design, and after long deliberation the judges decided that all three should be recognised.

Commercial Pool Award (Outdoor) Joint Winner: Suters Architects (Noble Park)

This project also won the major SPLASH! Project Award (see above).

Commercial Pool Award (Outdoor) Joint Winner: Noosa Aquatic Centre

This project impressed the judges in particular through its backwash water treatment system which includes a bag filter, earth filter, reverse osmosis and UV treatment systems,