

## EEV Improves EER

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**Hitachi Wall  
Splits - A Serious  
Commercial  
Alternative**



**Gandaria City  
- The Largest  
Mixed Use  
Development in  
Indonesia**



**Introducing New  
Warranty Terms  
and Conditions**



**New Adelaide  
Office – More  
Local Stock  
Equals Faster  
Deliveries**



**More Than Just  
an Award**

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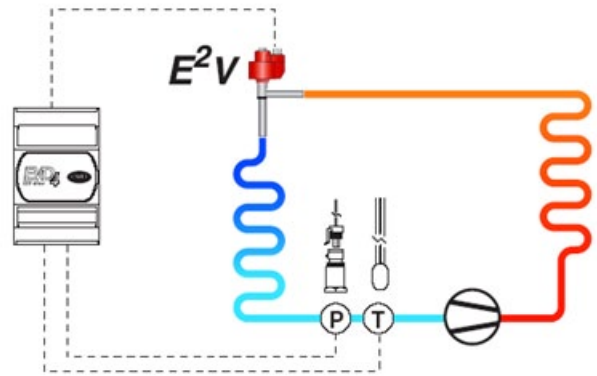
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Temperzone has been using EEV units for a number of years, primarily as a protection system in units with high constant load like those used for very high ambient conditions in the mining industry. Temperzone's 2nd generation R410A units have a much more sophisticated control system that allow much more use of the EEV.

Historically Temperzone have built systems with constant high head pressures and the compressor running continuously with refrigerant volume control managed by adjusting the condenser fan speed. With this configuration, the EER is virtually constant irrespective of ambient temperature. Our new control system runs the condenser fan at a constant high speed and has floating head pressure, using the EEV to control the refrigerant flow through the condenser. Floating head pressure, using an EEV, ensures the refrigerant flow through the condenser is maintained at workable levels even when there is a very low pressure differential across the EEV.

*The EEV with floating head pressure allows the load on the condenser to vary in line with ambient temperature. So as the ambient temperature drops, the load on the compressor drops, resulting*



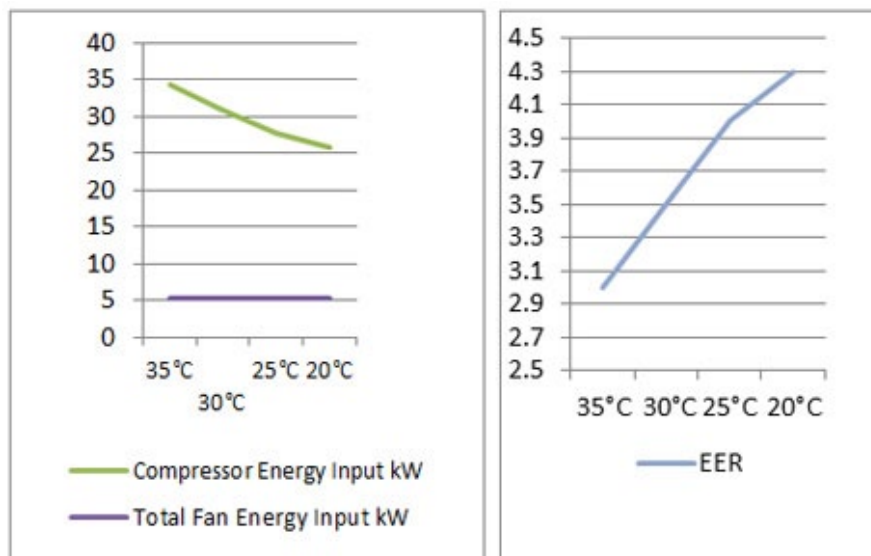
*in a significant reduction in power consumption and an increase in EER.*

*This is an important factor when you think that most air conditioning systems are running at ambient temperatures well below their rated 35C, for most of their annual duty cycle.*

The following graphs show the impact of EEV with floating head pressure on the Cooling Capacity energy inputs and EEV of one of Temperzone's new OPA 1370 Roof Top Package Units fitted with plug fans with backward curved blades.

*The message is simple - Temperzone 2nd Generation R410A units with EEV and floating head pressure control give higher capacity, reduced energy consumption and higher EER when operated at ambient temperatures below 35 C.*

Clever use of EEV to reduce energy consumption is only part of the energy efficiency equation. For more information on Temperzone Energy Efficiency options contact your Temperzone Rep.



# Hitachi Wall Splits – A Serious Commercial Alternative?

Most people see wall splits as a domestic product but city apartment developments mean there is a big commercial market for splits. The apartment market wants branded quality at a very competitive price. Hitachi wall splits have been able to break into this market in Melbourne, but not without having to negotiate some hurdles.

Peter Brannan from the Temperzone Victoria office explained to News how he successfully addressed the issues in two different apartment projects.

“In the early days we found it a bit difficult to win larger type apartment projects even though we were quoting these type of projects on a regular basis. It wasn’t that Hitachi was not accepted, it was more the marketplace seemed too entrenched in using brands that have historically been used for these types of applications.

“Initially we also found some of our contractors and in particular some consultants were sceptical, not with the Hitachi brand, but were more concerned about after-sales service, technical queries & warranty issues.

“What we have been doing, when discussing the Hitachi range with our contractors & consultants, is to explain to them that all Hitachi equipment sold throughout Australia is now fully supported by Temperzone’s National, Technical, Spare Parts & Warranty Service divisions located within our Sydney head office. This has been one of the greatest advantages in promoting and achieving acceptance of the Hitachi product range.

“We found that when we explained the quality, features and benefits of the Hitachi product range to the consulting engineer they accepted that the equipment was in fact equal to or better than the equipment he had initially specified.

“Our first big success was a project exceeding 300 Hi-walls splits within the Melbourne CBD. We achieved this by attending meetings with firstly the contractor then the consultant.

“When you combine the Hitachi quality and technology, Temperzone’s national supply



and support network with very competitive prices, it became obvious to both contractors and consultants the Hitachi Wall Splits from Temperzone were an excellent alternative to their existing options.

“We now have another large Melbourne CBD apartment complex with 300 + Hi-wall splits together with quite a few projects requiring multiple Hi-wall splits.”

Peter says the moral of this story is “If you are a contractor or consultant and you have not looked at Hitachi Wall Splits for commercial projects, it’s time to look again. You will be impressed by the energy efficiency and quality, reassured by the Temperzone support and convinced by the pricing!”

# Gandaria City – The Largest Mixed use Development in Indonesia



It is not unusual for companies to ask their customers to complete surveys asking questions about their customer service. That's nothing new. But rarely do you hear of a company who has not only listened to the feedback but put in place a series of major changes as a result. That is exactly what Temperzone Limited in New Zealand has done. In direct response to the feedback they received from customers, they have made some very major changes to the way they interact with customers and created a strong Customer Service Department.

The feedback Temperzone received was customers wanted to do business with Temperzone, there was high confidence in the product range but they also expressed the desire for a more collaborative relationship and to better understand customers' needs. Fairly confronting stuff, but instead of filing the information and just continuing on, the management met the feedback head on and developed a plan.

One of the first things they did was hire Joanne Iles as a Customer Service Manager. Her role is to specifically manage the service delivery of the Temperzone Customer Service Department. When Temperzone News recently spoke to Joanne, her passion and commitment to improving the customer service was very evident. Jo came on

board earlier this year in February and Jo and her team have already had a very big impact.

According to Jo, "It's no longer just about the sales, the aftersales support is also very important. So we wanted to make sure our customers could get through to us and get a solution to any issue quickly. To be able to do this, we have increased our number of Technical Services Engineers by 50%. These guys have a total combined experience of over 40 years in the industry and they understand the issues that our customers come up against. As well as having the technical knowledge, they also understand the pressures our customers are facing trying to get units up and running quickly. We totally understand that our performance has a direct effect on our customer's performance".

"We have also moved one of the Technical Services Engineers to our One Stop Shop, which is our retail outlet here at the head office. It is a place where customers can come to collect the spare parts or equipment they need. We wanted to provide our customers with really accessible technical support. If any customers coming in have questions, he can help them right away."

And the customers are happy. Several have commented that it is 'Great to have someone here

who can help, who understands the products.'

"Another recent initiative is the cross skilling all the Technical Services Engineers so they can all answer questions about any of our products and manufacturers. This will enable them to help the customers when they ring in, because that's when they need the assistance. The Technical Services Engineers handle on average 2,500 calls per month which works out to 125 calls a day! And the One Stop Shop handles on average 1,700 calls per month which works out to another 85 calls a day, plus customers coming in the front door."

The initial customer feedback also highlighted the fact that the Warranty process was a bit of a struggle. A core focus for Jo and the management

was to change the process and make it easier for customers to work with and more timely.

So with all these changes in place, what is the feedback from their customers saying now?

According to Jo, "we have had some really positive feedback since we have made the changes. We are being seen by our customers to be more willing to talk about the issues and allocate the required resources to achieve a rapid resolution. The Customer Service Dept has really allowed Temperzone the opportunity to have a greater focus on our Customers."

"One of the goals is to get resolution for customers in a timely manner. It is really important for our customers to have things sorted quickly so they can get on with their business."

# Introducing New Warranty Terms and Conditions

Temperzone is very pleased to announce new Warranty Terms and Conditions for both their Temperzone and Hitachi ranges. These changes bring the products into line with, and in some cases surpass what others in the market are offering.

National Service Manager Mark Howcroft told temperzone News that, "The new conditions reflect a big change for Temperzone and illustrate our total confidence in the products we manufacture as well as the Hitachi products. These changes will no doubt delight our sales staff and distributors alike."

"Our monthly warranty reports show us that our warranty costs, particularly for certain products, are very low. This proves that the equipment we manufacture and import are of the highest quality. And now, to make sure our products are installed properly, we require that all installers who purchase our equipment have a current Arctick License. Instead of having to meet our previous list of requirements, we have simplified the process by using the national Arctick License program. This will ensure that everyone who installs our



## temperzone Warranty Terms and Conditions

equipment is qualified to do so."

The new warranty terms and conditions represent an important advantage for the sales team, distributors and contractors quoting on jobs. In the past, Temperzone and Hitachi had the price, quality and reputation, but had to spend time requesting extended terms on the warranty for specific projects. With the release of these new warranty terms and conditions, that is no longer an issue. They have extended the warranty period for licensed installers on all their equipment and brought the labour warranty in to line as well.

Another significant improvement in the new warranty terms and conditions is that they now cover both residential and commercial installations. This will certainly increase the opportunity for contractors to confidently quote on a wider range of projects.

The new Warranty Terms and Conditions came into force 1st January 2012.

### The New Terms for Hitachi are:

Hitachi Product Range	Warranty Term	Notes
Inverter Ducted & Cassette Units	5 Year Parts and Labour	Installer Must Have ARC License
RAC product (Hi Wall Split Systems)	5 Year Parts and Labour	Installer Must Have ARC License
Multi Split	5 Year Parts and Labour	Installer Must Have ARC License
VRF	1 Year Parts and Labour	Installer Must Have ARC License
Chiller	1 Year Parts and Labour	Installer Must Have ARC License
Spare Parts	1 Year Parts Only	

**The New Terms for Temperzone are:**

<b>Temperzone Product Range</b>	<b>Warranty Term</b>	<b>Notes</b>
OSA/ISDL/CISD/ISU <28KW	5 Year Parts and Labour	Installer Must Have ARC License
OSA/ISD/CISD >28KW	2 Year Parts and Labour	Installer Must Have ARC License
OPA	2 Year Parts and Labour	Installer Must Have ARC License
HWP/CWP	1 Year Parts and Labour	Installer Must Have ARC License
UD/IMD/IMDL	2 Year Parts and Labour	Installer Must Have ARC License
Custom Made to Order	1 Year Parts and Labour	Installer Must Have ARC License
Spare Parts	1 Year Parts Only	

To view the new Temperzone Warranty Terms and Conditions [click here](#)

To view the new Hitachi Warranty Terms and Conditions [click here](#)

# New Adelaide Office + More Local Stock = Faster Deliveries



Temperzone is continuing its plan of growth and expansion of its national supply network. Over the last couple of years, Temperzone expanded its operations in Sydney, Melbourne and Brisbane. Then, just before Christmas 2011, the South Australian Branch was relocated to a much larger office and warehouse facility.

According to SA State Manager Ryan Wijayasekera, "The new premises are almost double the size of the old one. The additional warehouse space will allow us to carry all the stock locally that we need to supply the SA market. This means for the majority of both our Temperzone and Hitachi product range we will have local stock available for immediate delivery or pick up. It really makes us masters of our own destiny."

"The new office and warehouse location at 159-161 Regency Rd Croyden Park, means we are now better positioned to look after our customers. Seventy percent of commercial contractors are

within 5K's of the new premises and ninety percent of consultants are based in the CBD which is just 15 – 20 mins away. This will not only make it easier for us to go see them, but more importantly, it will be easier for them to come here and see the products we have on display."

Ryan Wijayasekera concluded by saying "It's great to have new offices and an expanded showroom but the biggest benefit to our customers is the significant improvement in response time which is made possible simply because we now hold much more stock in Adelaide."

# More Than Just an Award



When Temperzone Ltd recently won the 'Excellence in Exporting' Award at the Auckland Central Business Awards Gala, they received much more than just an award. Temperzone News spoke with Les Kendall, Governing Director & CEO of Temperzone Group, about the real significance of winning the award.

According to Les, "We entered the awards for a combination of reasons. We felt it was an opportunity to gain recognition for both the company and its staff for the many years of great effort and contribution to the economy as well as the local community. The second part was to raise our profile, particularly amongst government and other major businesses that participate in and follow the awards."

When asked if receiving the award achieved the desired outcomes, Les replied, "the staff were certainly thrilled with the award and we have definitely achieved a higher profile. It is quite a prestigious award that is taken very seriously within the business community in New Zealand. This is reflected by the fact that we received a Christmas card from the Right Honourable John Key, the Prime Minister of New Zealand congratulating us on winning the Award."

Temperzone Ltd was just one of 90 businesses across the region to enter the awards which covered a number of categories. Initially they

were required to provide an exhaustive written submission, covering the full spectrum of the business.

They then hosted an in-depth and lengthy interview at the Auckland premises with the judges from the selection panel, as they went through the submission and asked further questions. The judges were taken on a factory tour to give them an understanding of the scale, breadth and depth of the business. They were able to see firsthand that Temperzone is a high tech, vertically integrated manufacturer exporting to more than 16 countries aside from Australasia. After Temperzone received the news that they were selected as one of the finalists, they took part in another 2-3 hour interview, with other members of the judging panel.

According to Les, "the history of the business was an important factor in winning the award. The other major factor was the sustained growth of the business over the decades. We have achieved an average of 10% growth per annum as a business. There are businesses and start-ups that may show enormous growth for a year or two but are unable to maintain the growth. For us to be able to sustain that level of growth for 55 years, as a reasonable size business, certainly impressed the judges."

When asked how difficult it has been to maintain that kind of growth over the years, Les replied, "one



*Investment in automated production has played a big part in maintaining export competitiveness.*

of the good things about Temperzone is that we have markets spread throughout New Zealand, Australia and South East Asia. Being across quite a number of markets has allowed us to balance our production loadings.

“Aside from the GFC 1 and maybe 2, our industry has also had to face a number of other challenges. We are front and centre in the climate change, energy efficiency debate which is driving an enormous amount of technological change throughout our entire industry. While it has been quite a challenging environment to work in, I think we have successfully navigated through it because we have very experienced and knowledgeable management and staff, a strong spread of markets and our own R&D laboratory and testing facility.

“In New Zealand, manufacturing is becoming increasingly recognised by government as a very significant and growing part of the economy. It

is also viewed as an important and cost effective way of expanding the economy. To receive the ‘Excellence in Exporting’ Award at a time like this is confirmation that we’re on the right track.” At the same time we have invested heavily in the last 12 months in our Sydney manufacturing plant and it is now a world class production facility.

Les concluded that, “while the result of winning the Award is not necessarily tangible, immediately affecting the bottom line, it’s all part of being recognised as a significant business throughout Australasia. We have been recognised with other awards in the past but I think this one tops all the others.”

# HVAC Supplies PTY LTD

From January 2012, Tasmania's newest air conditioning experts, HVAC Supplies, will act as sales agents for the Temperzone and Hitachi product ranges, signalling a new era for local HVAC professionals.

HVAC Supplies has been established by two of Tasmania's most experienced air conditioning executives, Travis Eastley and Kane Brewer. Together they have over 30 years' experience in the industry covering both technical and sales roles. They offer a range of quality products for the HVAC professional, and will visit all mechanical/refrigeration companies and consulting engineers on a regular basis.

Based in Launceston, the new company will represent quality mainland manufacturers and suppliers and has scored a major coup with its agreement with Temperzone.

Kane Brewer says that Temperzone has unique credentials in the air conditioning industry. "They've been air conditioning specialists since 1956," says Kane, "and air conditioning is all they do. They have major manufacturing plants in Auckland and Sydney. To complement their own product range, they exclusively distribute the Hitachi air conditioning range in the Australian and New Zealand markets."

## The strength of Temperzone

Although not as well known in Tasmania as on the Australian mainland, Temperzone is a leading manufacturer, distributor and exporter of air conditioning and ventilation equipment throughout Oceania and Asia. "Temperzone's engineering team can also help customise its product to suit specific customer needs," says Kane Brewer, "so we can offer equipment specifically designed to survive in Tasmania's harsh climate."

## Hitachi range completes the picture

The Hitachi product range is a 'good fit' for Temperzone because it widens the company's product range without compromising their technology edge. "Hitachi are world leaders in air conditioner technology," says Kane Brewer,

"and were early developers of inverters and scroll compressors."

## Support, training and pricing

HVAC Supplies will be fully supported by Temperzone's Melbourne branch and warehouse facilities, meaning that any item not available from HVAC Supplies' extensive local stock can be sourced rapidly.

Temperzone and HVAC Supplies are keen to introduce their products to Tasmanian HVAC professionals and have announced that product displays will be held in February 2012. Regular service training is also critically important and has been scheduled for March 2012.

Price will always be part of the equation, and Kane Brewer has confirmed that Temperzone's national pricing policy will apply. As part of HVAC Supplies' agreement, accounts and credit accounts will be held with Temperzone.



## HVAC Supplies PTY LTD

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For a profile of HVAC Supplies, check out their web site at [www.hvac-supplies.net](http://www.hvac-supplies.net)