



## Temperzone Tech Support... Where experience counts!



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### Airskill, Temperzone's skilled WA partner

Over ten years ago, Temperzone forged an important partnership in Western Australia.

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### Temperzone Founder inducted into Hall of Fame

On 18th September 2009 Mr Eric Kendall, founder of Temperzone, was posthumously inducted into the Manukau Business Hall of Fame.

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## Temperzone - Hitachi Strategic Alliance

## Product Launch 2009



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### Next Issue

The next Issue of Temperzone News will be in Early 2010. So we would like to take this opportunity to wish all our readers the Seasons Greetings an hopefully a very busy summer.

In the new year we will be taking a close look at variable output Commercial Equipment

# Temperzone tech support, where experience counts

What are you looking for when you call a Technical Support Centre? Help from someone who really knows their subject... or a call centre employee struggling with a so-called fault-finding chart? The answer's pretty obvious – and it's one of the reasons why Temperzone's reputation in the industry is so strong. As Temperzone Australia's National Service Manager Mark Howcroft explains, the staff at the end of the phone have decades of experience between them – and experience makes all the difference.

## I'VE TRAVELED AS FAR AS CHINA TO SOLVE SERVICE ISSUES

When it comes to technical questions about air conditioning systems, Mark Howcroft and his team have probably heard just about every one before. Mark says that his tight-knit team of three can call on a total of 73 years experience in the air conditioning industry.

Mark's own experience would be hard to beat, he's been with Temperzone for 32 years! After serving his apprenticeship as a refrigeration mechanic, Mark took charge of all warranty service in the Sydney metropolitan area. But his travels were to become far wider. "I've traveled as far as China to solve service issues," says Mark, "because when we say we look after our customers, we mean it."

Mark is ably backed up by Tony Vizza and Dave Stanley. Both men are qualified technicians who worked in various roles in Temperzone's Australian manufacturing plant before joining the technical support team.

### Top level service for all equipment

"My aim has always been to provide the very best level of service for all equipment, old or new," says Mark Howcroft. "In fact, we receive countless enquiries about very old equipment that is still out there and working." Mark adds, "It's a huge advantage to our customers when they discover they are being helped by someone who not only knows how the products are engineered and manufactured, but also has the ability to service the equipment themselves."

### Pinpointing problems

The Temperzone technical Support team can usually pinpoint service problems very quickly. Mark Howcroft says that problems generally fall into one of two areas – refrigeration or control/electricals – and that his team members understand both. "With just a few simple questions, we can guide callers through the issues



Mark Howcroft

so we can identify the key problem and help them rectify it," says Howcroft.

### Different services for different customers

In a typical day, the tech support team members have to be able to think on their feet, because the level of technical knowledge required and the types of questions asked varies greatly from phone call to phone call.

"We find we're called on to answer very different questions depending on who we're talking to – from consumers to installers, service technicians and specialist consultants."

At one end of the spectrum, end users may simply be having difficulty using an unfamiliar product. This is often the case when a householder moves into a home with an existing Temperzone air conditioning unit for which the owner's manual has long been lost. Issues like this pose no problems for an engineer who was probably around when the unit was first installed.



Tony Vizza



Dave Stanley

Installers and service technicians approach the team with different kinds of problems. Mark Howcroft and the team appreciate that while the answer to questions such as ‘How much refrigerant should I use?’ can probably be found in the service manual or published data, an installer or technician working on-site is dealing with time pressures and needs a quick answer. “We understand that and do our best to help,” says Howcroft.

Consultants are another story. “With consultants, we aim to build personal relationships based on trust. They will often call us to confirm that a particular product is suitable for a specific application. They feel that as technical experts we are at arm’s length from the sales process, and they’re comfortable with that.”

#### **A solution for every problem**

Most of the issues the technical support team deal with are fairly straight forward. Yet sometimes they come across a ‘curly’ one that really tests them. But according to Mark Howcroft, there has never been a problem with a Temperzone product they haven’t been able to solve.

**IT’S A HUGE ADVANTAGE TO OUR CUSTOMERS WHEN THEY DISCOVER THEY ARE BEING HELPED BY SOMEONE WHO NOT ONLY KNOWS HOW THE PRODUCTS ARE ENGINEERED AND MANUFACTURED, BUT ALSO HAS THE ABILITY TO SERVICE THE EQUIPMENT THEMSELVES**

Sometimes a question calls for more than technical skills – diplomacy is called for too. Mark recalls the day he answered a call from a fairly irate technician. No matter how hard he tried to pinpoint the problem, Mark was getting nowhere. “The guy was starting to get more than a little abrupt. I asked him if he could give me a model number or serial number, but he didn’t know either. The conversation continued, but still we got nowhere. Nothing seemed to make sense when trying to work out the electricals. When I again asked for the model he started getting abusive and asked for my name. Why? He wanted to ring the head of... you guessed it, another air conditioning company. ‘Sorry,’ I replied, ‘but you’ve rung Temperzone.’ No wonder I couldn’t make sense of the problem!”

#### **Hitachi support too**

The Temperzone team’s immediate challenge is to deliver the same level of support to Hitachi customers. With the Hitachi product range now part of Temperzone’s product offering in Australia, the team is in the process of being expanded “Two Hitachi product specialists are about to join the team,” explains Howcroft. “This will ensure that Temperzone levels of technical support are available to Hitachi customers now and in the future.”

# Hitachi Product Launch

Hitachi are a world famous electronic products company with an enormous product range from trains and transportation, electronic components including semi conductors and microchips, automotive components, consumer electronics which includes the air conditioning products, lifts, excavators, right through to the power generation systems to run all of these products. Of course don’t forget power tools.

Hitachi is one of Japan’s largest corporate groups.

Hitachi use sophisticated manufacturing equipment and techniques to ensure their products surpass the



highest expectations.

The three cornerstones of the Hitachi business are design, development and manufacturing. Hitachi invests very heavily in R & D and as is highlighted here with some pictures from their engineering and design office.

I would like to introduce you to the scope of the Hitachi Air Conditioning Group and their global strength. They have an amazing product range. This extends from high wall splits, inverter ducted through VRF products right through to their air cooled and water cooled chillers and on to centrifugal and absorption chillers.

**LAST YEAR, HITACHI PRODUCED AROUND FOUR BILLION DOLLARS WORTH OF AIR CONDITIONING PRODUCTS FOR THE GLOBAL MARKET, WITH OVER 10,000 EMPLOYEES IN AIR CONDITIONING AND IN JAPAN THEY ACTUALLY HAVE ABOUT A 20 PERCENT MARKET SHARE. SO THEY'RE VERY STRONG IN THAT LOCAL MARKET.**

On a recent trip to Japan I learnt a new air conditioning term, 'District Air Conditioning'. I think it's a fantastic term and I saw details of a project where these absorption and centrifugal chillers were used with over 140,000 kilowatts worth of these



chillers in the one central plant running a whole large site with multiple buildings. The Japanese take their energy very seriously as their energy costs are quite a bit higher than ours. In some of commercial markets the energy price is close to double typical costs in Australia and hence the cogeneration and the absorption chillers are very popular. For Hitachi in Japan, absorption chillers actually outsell centrifugals by 3 to 1. It's a totally different picture to the Australian market.

Hitachi's total Australian business turns over about one and a half billion dollars. The three main divisions of Hitachi in Australia are Power and

Industrial Equipment, Digital and Technology Solutions with Air Conditioning being a very small part of this business. The Power and Industrial Equipment Division recently won an order to build the new high speed train running between Sydney and Melbourne, which will be operational in about four or five years time. Hitachi will be supplying 78 new trains for that project.

The industrial divisions absolutely dwarf the air conditioning division and this is where Temperzone fits in and where Temperzone is able to offer a mature, well structured national business to distribute the Hitachi products. Our established structure will enable us to provide a better level of service than has previously been able to be provided. You will see improvements in technical support, warranty and service and improvements in sales team activity. As an example, Temperzone has over 40 sales people around the country. Hitachi currently have only 5, just not enough legs on the ground to get out there into the market.

#### **Improvements in stock and logistics and spare parts.**

Initially we know it won't be perfect. However you have our commitment to bring the same Temperzone level of service to this Hitachi product range. The combined range of Hitachi and Temperzone product is, I believe, the most comprehensive range of products in the Australian market. From a high wall split to the chillers, and just about everything in between. Some of the product highlights I am most impressed with are Hitachi's new bullet proof screw compressors in their chillers. The 18 kilowatt single phase inverter ducted unit is the largest in the market. By adding the Hitachi range we actually triple the product range that Temperzone is able to offer to the market. As with Temperzone, there's no retail market activity at the high wall and ducted end of the market.

Most of Hitachi Australia's staff are also being integrated into the Temperzone team. Temperzone and Hitachi have very similar philosophies regarding quality. I recently visited several factories in Japan and experienced this quality system. Comprehensive development testing ensures product safety and



reliability in all situations, including electrical safety testing where there's even a simple little thermal fuse at work in the indoor. Where Hitachi's testing really gets interesting is the commercial testing of units. Every unit is run tested and that's from a high wall split right through to a chiller. Even the compressors are run tested before they're assembled into a unit and the commercial test of a high wall split system actually includes hooking a condenser and a fan coil up in a test rig so that the system is full run tested. More than just run tested, it's actually a heating and a cooling capacity test and while they're doing that, sniffing for leaks on both cycles right through to sniffing for leaks once their unit has made its way to its packaging. It is a very thorough testing procedures and this philosophy flows right through the whole range. I saw a VRF system going through this same test procedure where a VRF system is connected up to multiple fan coils, doing a capacity test on all those fan coils, testing all the refrigeration and electronics, not just a cursory glance from a quality perspective



and this flows right through to the chillers of course.

#### **Technical support, warranty and spares.**

This is an area where we understand Hitachi have struggled in the past. Temperzone is currently training our own technical staff to enable us to offer that same level of support that we can offer on a Temperzone product through to the Hitachi product range. We've got a lot to learn. I have a pile of manuals. I think it's about probably a half a metre of technical data to get through so we're working our way through that. As well as integrating the Hitachi team, we're also working very hard at building our technical knowledge.

We have also had a close looking at spare parts and inventory just to ensure that those parts are always available for after sales service.

**WE'RE NOT SETTING UP SEPARATE HITACHI AND TEMPERZONE SALES DIVISIONS. WE'RE KEEPING EVERYTHING TOGETHER SO ALL OF OUR TECHNICAL SUPPORT WILL BE HANDLED BY OUR NATIONAL SERVICE MANAGER MARK HOWCROFT.**

There has been a lot happening at Temperzone. We've been expanding our product range, right through to the digital products that now go from ten through to forty three kilowatts in both splits and packages. We are now able to offer a roof top package with variable capacity control, including a very simple control, 0 to 10 volts, so quite an easy integration into BMS Systems. Temperzone in New Zealand are actually in the middle of building a 160 kilowatt digital roof top package unit, so it won't be too long before it's expanded through our whole range.

Temperzone is in the middle of a national expansion and recently purchased an additional 17,500 sqr metre factory in Sydney and will be moving into this building over the next 18 months. This process will be staged, starting with our warehouse and then progressive development of the new factory which will give us time for planning and implementing new technologies into the factory. We're not only working on the resources side of things, we're also continuing on product development. Both Temperzone and Hitachi are already working on new products to keep up with changes in MEPS that are coming over the next 12 to 18 months.

Hopefully this short presentation will just give you a better understanding of the strength of the Hitachi Air Conditioning Group.

**FROM OCTOBER 1ST WE WILL BE SELLING HITACHI PRODUCT THROUGH TEMPERZONE'S NATIONAL SALES STRUCTURE.**

If you need any additional information please do not hesitate to contact your local Temperzone office.

# Temperzone books into Airport Hilton\* ... again.

When the Airport “Hilton” in Sydney opened its doors 30 years ago, the air conditioning was everything the renowned hotel chain wanted. Compact, quiet and manufactured to the highest standards, the system performed up to expectations from Day One – and it’s still going strong. But sooner or later, even the best equipment needs replacing rather than updating – and once again, Temperzone has reserved its place at the Airport “Hilton”.

It’s not often that mechanical equipment is still operational after 30 years – but that’s the case with the air conditioning installed at the Airport “Hilton” three decades ago. “It goes without saying that the system has been maintained and repaired correctly over the course of its life,” explains Temperzone’s NSW Branch Manager Gordon Stewart. He adds, “It’s still a viable proposition because Temperzone can still supply parts when they’re required. Added to this, the equipment was the latest technology available at the time, so it’s held its age well – and can still be repaired by our field service technicians.” Of course, dealing with a specialist air conditioning manufacturer with 53 years industry experience makes all the difference when long-term back-up is put to the test.

**JUST AS NEW CARS ARE QUIETER AND MORE ENERGY EFFICIENT, MODERN AIR CONDITIONING EQUIPMENT HAS MADE GREAT STRIDES IN THESE AREAS SINCE 1979**

## **Why change the system if it’s still functional?**

When assessing the functionality and suitability of their hotel for the coming decades, the hotel’s management team identified several aspects of the building for reassessment. Not surprisingly, the 30 year-old air conditioning system was among them.

The new system will be a water cooled system, with a water cooled reticulation system installed, supplying condenser water to each unit. “Like motor vehicle design, air conditioning technology has come a long way since our first system was installed at the Airport Hilton,” explains Gordon Stewart. “Just as new cars are quieter and more energy efficient, modern air conditioning equipment has made great strides in these areas since 1979.”

## **New directions in energy efficiency**

Temperzone is a leader in the quest to improve the



energy efficiency of air conditioning installations. The company is Australia’s only 2007 MEPS (Minimum Energy Performance Standards) compliant manufacturer of in-ceiling water-cooled package units like those specified at the Airport Hilton.

Gordon Stewart says that increased energy efficiency is the result of many advances in recent years. “There have been many major improvements in component design,” says Stewart. “The performance and energy efficiency of rotary compressors compared with older reciprocating compressors and the use of more energy efficient motors on fan decks are typical examples. Of course, the new refrigerant gas (R 410A) has also led to greater efficiencies. When you add it all up, we can now supply units of any given capacity that use less power to run.”

## **As quiet as a... Temperzone**

Pressures for quieter air conditioning equipment in sensitive environments such as the Airport Hilton have created special challenges for acoustic engineers.

**WHEN YOUR AIR CONDITIONING HAS BECOME INEFFICIENT, UNRELIABLE AND EXPENSIVE TO RUN, IT’S DEFINITELY TIME TO LOOK AT REPLACEMENT**

Building on years of investment in research and development, Temperzone offers a range of sound suppression options for both domestic and commercial air conditioning installations. “For example,” says

Gordon Stewart, “we have developed high static condenser fans which overcome the difficulties of removing condensed air from equipment located in plant rooms, as well as remote and internalised heat reclaim options for our larger commercial products.”

When the Airport Hilton’s initial Temperzone system was installed, rigorous noise testing by an acoustic consultant and comprehensive evaluation of the new equipment’s performance was part of the picture. Gordon Stewart comments that the same applies in 2009. Quieter compressors and improvements in the acoustic attenuation qualities of insulation have all played a part in improving the acoustic capabilities of today’s air conditioning units. “Insulation materials have changed significantly,” says Stewart, “These days there is no fibreglass insulation, because it has been replaced by superior closed cell poly foam materials.”

#### **When should you replace rather than repair?**

If, like the Airport Hilton, you are wondering whether to repair or replace your air conditioning system, there are many factors to consider. Repairs may be the least expensive short term option, but installing a new, energy efficient system may be a better long term option in terms of performance and operational cost.

#### **How old is the unit being evaluated... and who supplied it?**

The AIRAH handbook estimates the economic life of a large packaged unit as 15 years. But in many cases, that can be a problem. It is sometimes difficult to source genuine replacement parts for equipment that’s only 10 years old, leaving a unit that’s expensive to

repair and run. Temperzone, on the other hand, is one of the few manufacturers in Australia that still carries parts for systems more than 20 years old. So choosing the right brand in the first place can have a huge impact down the track.

The condition of the equipment is also important. There is a proven link between effective maintenance and energy efficiency. Gordon Stewart says that properly maintained plant and equipment is not only more reliable and cheaper to run, but also more energy efficient. “Poorly maintained equipment grows old before its time,” he says.

Another consideration is down time during repair. Many businesses can’t afford the kind of down time involved if parts can’t be supplied from stock. Old equipment can also absorb too much of the operator’s time coordinating maintenance. “When your air conditioning has become inefficient, unreliable and expensive to run, it’s definitely time to look at replacement,” says Gordon Stewart.

If you would like to know about following the Airport Hilton’s example and install a new air conditioning system, Temperzone’s sales offices and technical support team are happy to help contractors, service companies and consulting engineers make the right decision on replacing or repairing existing systems.

\* The hotel described in the article as the Airport “Hilton” is no longer part of the Hilton Hotel group and is now known as the Sydney Airport Mercure.

# Temperzone R&D, a commitment to air conditioning innovation

Temperzone has recently extended its research laboratory capabilities with the opening of new test rooms, believed to be the largest in the southern hemisphere. The enhanced facility will help Temperzone maintain its position of product leadership and meet new government regulations in key markets.

Engineering air conditioning products that meet Australia’s specific needs is a high priority. Temperzone’s R&D Manager, Keith Edwards, explains that while most Australian air conditioning manufacturers were content to leave critical testing to third party test facilities, Temperzone prefers to do its testing in-house. “In the long run it doesn’t only save



## IN THE LONG RUN IT DOESN'T ONLY SAVE US TIME, BUT ALSO MONEY

us time, but also money,” says Edwards, “and we have total control over the whole process.”

### Designed to meet new standards

In maintaining and upgrading its in-house Research & Development capabilities, Temperzone committed itself to meeting all current and anticipated standards. Perhaps the most widely publicised of these is the Australian MEPS (minimum energy performance standards) statute which raises the bar in energy efficiency. MEPS, along with revised building codes, has wide ranging implications for all air conditioning manufacturers and the new facility was specifically designed to deliver results acceptable to the Australian regulators.

Temperzone has not only used the facility to bring all its products into line with MEPS standards but also to ensure that equipment meets all state standards such as for Queensland. Along the way this has meant that many older designs have been replaced with more up to date, compliant products. At Temperzone this process of testing, evaluation and redesign is ongoing across our entire range.

“The new lab was built to test air conditioner heating and cooling duty performance to AS/NZS 3823 by the air enthalpy method and will also test airflow to BS848 Part 1,” says Edwards, adding “It’s not a small undertaking. Its possibly the largest local facility. The new 488 cubic metre test rooms represent a substantial investment and is a measure of the company’s confidence in the market.”

The new test facility is based around the philosophy that to design and build quality product you need to do more than just meet MEPS criteria you need to have accurate test results for all aspects of the equipment performance, including air flow, statics and EER.

A good example of this process is the ongoing development of our “DiGital” variable output products in the commercial part of our range. Currently commercial digital scroll, variable output models are available in our commercial split ducted and package units up to 43kW. We expect the R&D process will complete development of DiGital products across our entire commercial range in the near future. We are currently working on the development and testing of a 160kW DiGital roof top package. (The development of the new DiGital range will be covered in the next issue of Temperzone News)

### Performance in any climate

By enhancing Temperzone’s testing capability, the new facility offers consumers the reassurance of knowing that their new air conditioning system will perform in the harshest conditions Australia’s climate can dish out. The cooling capacity of units up to 100kW can be assessed in a maximum ambient temperature of 56°C, while heating capacity testing of units up to 110kW can be assessed in temperatures down to 0°C in the main test room and a chilly -15°C in a smaller test room.

“It’s an impressive facility,” says Edwards, “with five test rooms in all. The two newest are both larger than any others that we know of in the region, which helps us stay ahead of the competition when developing new products designed for temperature extremes at both ends of the spectrum.”

To test air flow – a key measure in assessing energy efficiency, Temperzone conducts fan testing by venturi nozzle chambers of various sizes to BS848 Part 1. “It’s another important function of our internal testing operations,” says Edwards.

### R&D for a greener future

Temperzone’s ongoing commitment to R&D has led to several product innovations in recent years and reflects the company’s well-known focus on environmental issues. For example, Temperzone was one of the first major manufacturers to embrace the greener refrigerant R410, because it could test the results of product developments designed around the new refrigerant using its in-house research laboratories.

## WHISPER QUIET IS THE AIM, AND TEMPERZONE WORKS TIRELESSLY TO ACHIEVE THIS OBJECTIVE

But the move to superior refrigerant is not the only environmental concern for Temperzone. The immediate environment of air conditioning consumers and their neighbours is also important. Temperzone’s research laboratories have a role to play here too. Temperzone conducts its own acoustic testing in a Reverberant Chamber which meets AS1217. Keith Edwards says that from a home owner’s point-of-view, they can choose Temperzone confident that it will not only tame the climate but also do so unobtrusively. “Whisper quiet is the aim, and Temperzone works tirelessly to achieve this objective,” says Edwards. As a result, many of Temperzone’s outdoor units have a separate insulated chamber for compressors and electrical equipment developed in the company’s research laboratories.

### Tested figures, not calculated

These days, many consumers take a close look at the performance characteristics of products they are buying. Air conditioning is a typical example. But Keith Edwards issues a word of warning. “Temperzone’s ‘Customer Unit Selection’ computer program provides figures based on test results and combined with engineering design calculations, whereas some competitors rely purely on calculated figures alone. “It means you can be confident that Temperzone units will perform up to the claims made for them, because the figures are real, not estimates,” says Edwards.

### A conservative approach that breeds confidence

Despite its extensive R&D capabilities, Temperzone’s approach to product development is in some ways unashamedly conservative. “We won’t rush new products onto the market,” says Edwards, “so customers can be confident that the air conditioning system they are buying has been thoroughly

tested to meet Australian conditions and standards.” Temperzone air conditioners are built to last, which includes coping with the unexpected. Among the important developments in recent years have been electronic warning systems designed to alert homeowners of any problem and protect the unit from damage.

“We’re proud of our internal research and testing capabilities,” says Keith Edwards, “and with our new test rooms, we have the facilities we need to maintain Temperzone’s reputation for innovation and reliability.”

# Airskill - Temperzone’s skilled WA partner

Over ten years ago, Temperzone forged an important partnership in Western Australia. That’s when Airskill became our distributor in Western Australia and began a relationship that has worked to our mutual advantage in one fast growing State. With a 600% increase in sales over the last decade, it’s certainly been an exciting market for Temperzone.

**WITH THE RECENT MINING BOOM, IT’S BEEN A GOOD TIME TO BE IN THE AIR CONDITIONING BUSINESS, PROVIDED YOU HAVE THE RIGHT PEOPLE ON BOARD**

When Temperzone and Airskill joined forces in 1998, training the new distributor’s staff in the special requirements of air conditioning technology wasn’t an issue. The company’s owners, the Turner family, already had four decades experience in the industry!

“Our association with Temperzone has been highly successful,” explains Airskill’s MD Lindsay Turner, “and the quality of our people has been a key factor.” Today, Airskill’s team includes six sales staff of whom four are qualified refrigeration mechanics and one an engineer. They’re backed up by four staff in administration and customer care and seven more in the fully equipped workshop.

To keep the team up to date with changing technology, Temperzone provides regular service training for staff and contractors. Over the last 18 months, approximately 150 technicians have attended a total of ten service training sessions run by the Airskill operation.

“It’s the depth we need to look after our local market which is divided into HVAC and mining and industrial air conditioning,” says Lindsay Turner. “With the recent mining boom, it’s been a good time to be in the air conditioning business, provided you have the right



The Airskill Staff - Roland, Lindsay, Jan, Stefan, Jessica, Lawrie, Marieke and Darren. Not pictured - Paul and Celine

people on board.”

## Keeping it in the family

Lindsay Turner has the unusual distinction of being a third generation air conditioning specialist. “I imagine that’s pretty unusual in the industry,” he comments. “My father and grandfather both worked in the same company in Victoria until my grandfather was transferred to Western Australia. Dad followed, but then in one of those decisions that can have unexpected consequences, their employer announced a new policy which banned having fathers and sons working together.” As a result, Lindsay’s father left and set up Turner Engineering which later became Airskill. Soon, both Lindsay’s grandparents and his mother were working for the company. The rest, as they say, is history!

## A wide range of Temperzone product...

To keep pace with the demands of the Western Australian market, Airskill offers a wide range of Temperzone product. The range includes Temperzone



Bell Tower

ducted splits, package units, water cooled units and chilled water FCU and AHU, supplemented by other product where necessary. “The new alliance between Hitachi and Temperzone means our range will increase,” says Lindsay. “We’ll now add Hitachi VRF, chillers and the complete range of Hitachi wall splits, cassettes and ducted inverters.”

#### ...and widely varied experience

As you’d expect for a company servicing customers ranging from homeowners to mining companies, the Airskill team has become experienced in most facets of the air conditioning business. “Over the years we’ve done it all,” says Lindsay Turner. “From specially built 100% outside air units to highly sensitive installations for switchrooms and special heat recovery units for fitting to air-to-air heat exchangers, we have the runs on the board.” Airskill’s expertise also runs to installations requiring variable speed indoor and outdoor fans, and applications where low noise is a priority. Lindsay adds that like all air conditioning companies servicing the Western Australian market, Airskill understands the special needs of units that will spend much of their lives working in high ambient temperatures.

#### Major projects

Airskill has worked hard to build its reputation as a preferred supplier for major projects. If you’ve ever visited Mirvac’s Burswood Towers, the Perth Convention Centre, Bell Tower or the Woodside Building you will have experienced the results of Airskill’s expertise. Airskill has also provided air conditioning in projects as diverse as the State’s desalination plant, the Worsley Alumina plant at Boddington, the Newman Hub switchrooms and various Telstra sites. Complex projects

aren’t a problem to the Airskill team; for example, when ThyssenKrupp won a contract to build the shiploader for BHP’s Yandi mine site at Port Headland, Airskill supplied the custom manufactured air conditioning for the sensitive control rooms that have to operate in the location’s harsh climate. Whichever way you look at it, Temperzone’s Western Australian distributor can lay claim to an impressive portfolio of projects.

## OVER THE YEARS WE’VE DONE IT ALL

### An edge in the domestic market

Lindsay Turner believes that Airskill has an edge over its competitors in the domestic market. “Temperzone’s range of products is probably the most comprehensive out there,” he says. He points out that Temperzone’s single phase fixed speed compressor units go up to 16kW, three-phase units up to 27kW, digital scroll and inverter units are all super quiet and super efficient. “Now we can offer even more, with the Hitachi multi-head and Utopia IVX, which is a smaller, simpler VRF unit that’s perfect for high end domestic applications,” he adds.

### Right for Western Australia’s conditions

There are two major challenges for air conditioning installations in Western Australia, and Airskill finds that Temperzone units handle both with ease. The first is corrosion in areas along the State’s extensive coastline. “Temperzone units have always been extremely corrosion resistant,” says Lindsay, pointing to Temperzone’s use of extra thick powder coating on etched galvanised sheet metal, stainless steel fixings and epoxy coated coils.

The second major challenge is the high ambient temperatures in which the equipment has to operate – up to 50°C. Equally testing, some of these units have a very high indoor on coil temperature of 35°C. “In either case, the product comes up trumps,” says the Airskill MD.

The right product and the right people – it’s been a winning combination for Airskill and Temperzone in Western Australia.



Perth Convention Centre

# Temperzone Founder inducted into Hall of Fame

On 18th September 2009 Mr Eric Kendall, founder of Temperzone, was posthumously inducted into the Manukau Business Hall of Fame as an outstanding businessperson. The Hall of Fame recognises the loyalty and commitment of those who have made a difference to the Manukau region over the years

**“HE WAS A REAL TRAIL-BLAZER AND INNOVATOR. HE SAW OPPORTUNITIES EARLY ON AND GRABBED THEM...”**

Eric Kendall initially qualified as a plumber and later studied Refrigeration Engineering in London. He founded Temperzone in 1956 and over the next 50 years provided the vision and leadership to grow the company into one of the largest air conditioning manufacturers in Australasia.

Temperzone today has manufacturing facilities in Auckland and Sydney and offices in New Zealand, throughout Australia, Singapore and Hong Kong.

Eric Kendall was born and bred at Papatoetoe, in the Manukau region of South Auckland and never strayed too far over the years. Indeed, when he passed away in June 2008 it was in the family home that he'd grown up in.

Temperzone's head office and New Zealand manufacturing plant is at Mangere in Manukau City.

Eric's son and current Temperzone CEO, Les Kendall, accepted the award on behalf of his late father at a Gala Dinner.



Temperzone CEO Les Kendall receives the award from Governor General Sir Anand Satyanand and Manukau City Mayor Len Brown.

The awards ceremony was attended by New Zealand Prime Minister John Key, the Governor General of New Zealand Sir Anand Satyanand and Manukau City Council Mayor Len Brown.

Manukau City Council Mayor Len Brown said he felt honored to induct Eric Kendall to the Hall of Fame.

“He was a real trail-blazer and innovator. He saw opportunities early on and grabbed them. Over the years he built up his businesses to be significant players in not just Manukau but in Australasia. He also gave his staff and their families an organisation of which they can be very proud. I am very pleased to acknowledge his contribution to Manukau.”