

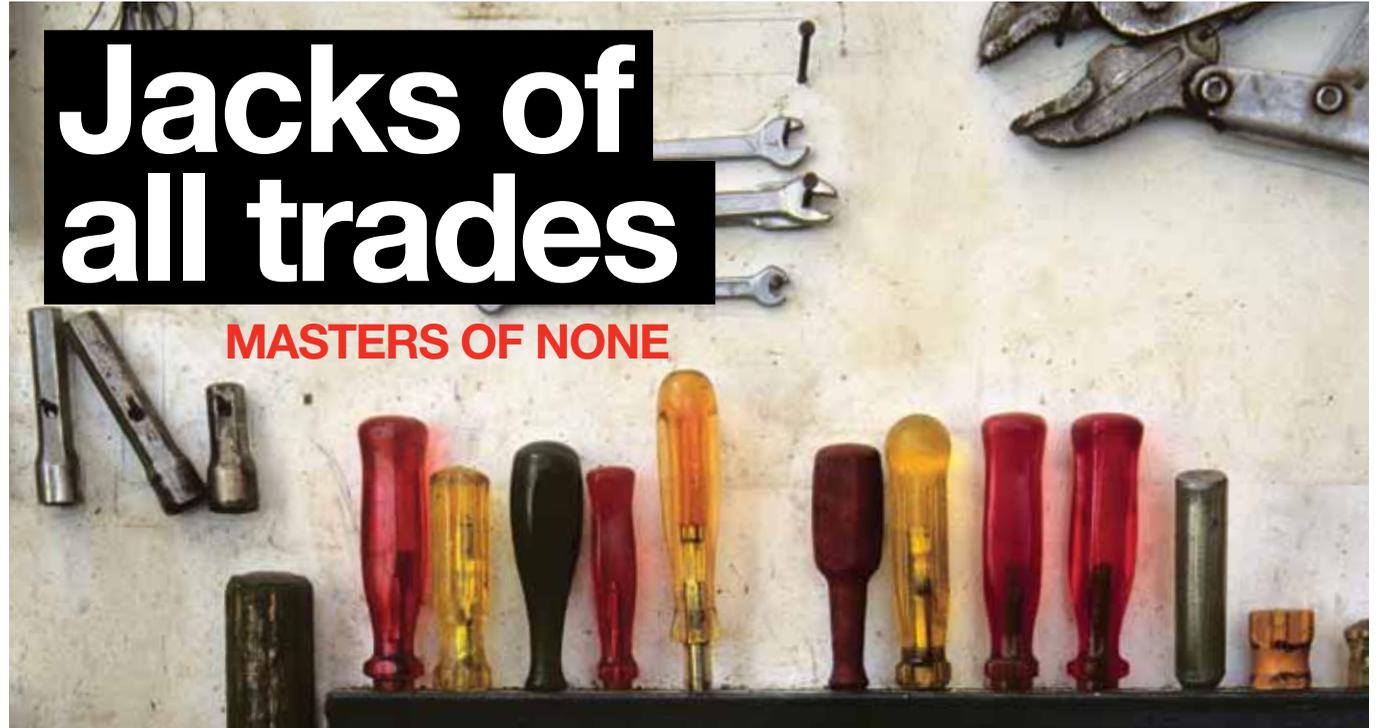
# OUTLET

The Official Reece Customer Update

We welcome your **feedback** so please send any comments by e-mail to [outlet@reece.com.au](mailto:outlet@reece.com.au) or by fax to **(03) 9274 0131**.

## Jacks of all trades

MASTERS OF NONE



A recent study conducted by the Archicentre found that 29% of Australian homes had some form of illegal building. Including plumbing.

**It's a serious issue. Something to pass on to your customers. As we've been telling them for the past 14 years: "Don't risk it, use a licensed plumber."™**

As plumbers you may know the legal and financial implications of buying or selling a home with illegal DIY alterations. But your customers may not. There's obviously still an army of enthusiastic, but misguided, DIY enthusiasts out there ready to give anything a go, regardless of the consequences. They are happily unaware of the impact on their lives if something goes wrong, not just legally, but the guilt if someone's injured or killed.

We've all heard the stories from plumbers who have been called in after many bumbling handymen are caught out when they go to sell their homes and buyers request the appropriate building permits and documentation. And if the home is sold, an accident caused as a result of illegal wiring or plumbing could land buyer and vendor in an expensive legal battle.

Interestingly some of the most common illegal building practices uncovered by Archicentre were:

- Illegal plumbing connections and drainage.
- The removal of interior, load-bearing walls.
- Illegal wiring.
- The addition of rooms in roof spaces without permits.
- Lack of ventilation.
- Tacked-on additions.
- Dug-out areas under buildings with illegal wiring.
- Wobbly and exposed timber decks and balconies.

Of course, none of this will come as a surprise to those of you who've been following the misadventures of home handymen in our DIY Disasters Competitions over the last few years.

Remember to keep an eye out for good stories to enter in this year's competition, which starts in September. There are great prizes to be won.

So remind your customers of the "Don't risk it use a licensed plumber."™ message.

And keep them out of hot water.

**DIY DISASTER COMP IS COMING SOON**

Great prizes



## 60 secs at the counter

This month in 60 seconds at the Counter we talked to Callan Henry of Whittlesea, Victoria. He's been employed at Reece for nine years, but he started working at the age of 16 part-time at a local hardware outlet, so he knows his stuff. We threw some new questions at him. After all we like to keep our guys on their toes.

### Your 60 seconds starts now

1. What is happening in your region/area that the guys are talking about at your Trade Counter?

*There is a new shopping centre development in town and the ever-growing new housing in the local area.*

2. What area of plumbing do your customers work in?

*They work in most areas; new housing, maintenance and commercial. There's also a few air-conditioning guys.*

3. Other than plumbing what are your customers talking about?

*The usual, local footy, and the high prices of living these days.*

4. What is the most memorable or funniest question you have been asked?

*I once had a customer ask if we sold curtains and light bulbs. We do sell a wide range but not that wide!*

5. In your opinion, what area of plumbing has seen the most change/s over the last 12 months?

*Most areas of plumbing have seen change lately, mainly with the developments in new products and services.*

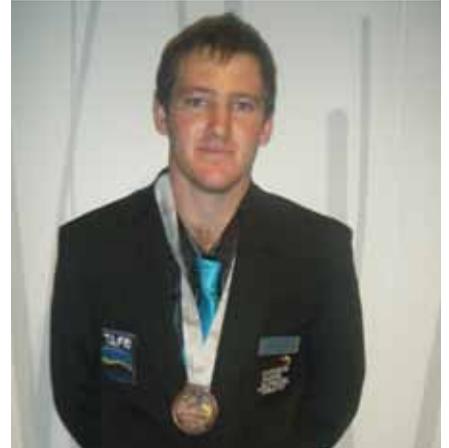
# Getting to know you

Phillip Little, Skillaroos Plumber/Heating Representative

Over the past twelve months 29 of Australia's top young workforce champions have been training and preparing for the 41st WorldSkills International Competition this October in London. They'll represent 27 different skills, including restaurant service, car painting, landscape gardening and of course, plumbing and heating. We spoke to Phillip Little during a break in his training program.

After Year 10 I became an apprentice butcher, but it wasn't for me. A plumbing apprenticeship was much more appealing. I like being outside. It's a good environment to work in, every day's different. I like working with my hands, but not crawling around in poo under houses – when I was little I liked to dig holes, but not anymore. Now I am doing mostly domestic work. You see some funny things; one of the funniest was one place where the whole water service had been run throughout the house using a half-inch garden hose.

I got into the Skillaroos because my TAFE teacher asked if I wanted to enter the WorldSkills competition. Getting selected for the Skillaroos felt great. It was a wonderful achievement and it will be something I'll remember for the rest of my life.



I'm able to juggle plumbing and training for the competition, because I'm just lucky – Graham Smith's an understanding boss. WorldSkills has helped ignite a passion for my trade. I'd encourage others to participate, it gives you the chance to compete against the best in your trade and in turn improve your skills. Other than the competition I'm looking forward to seeing how plumbing is done in different countries.

I'd like to win a Gold Medal at WorldSkills, finish my Certificate IV in Plumbing and start my own business.

And then I could send my apprentice under the house.

## Glücklich

Translation: blissful, happy, joyful, delighted, fortunate, lucky, successful.

James (Torquay), Ian (Armadale), David (Stepney), Romando (Mulgrave), Shaun (Auburn) and Tony (Caboolture) are the lucky customer's who have won the recent tool sale catalogue competition.

And they're six lucky guys.

They've each won a seven day trip to Germany (valued at \$5,000), where they'll visit the Rothenberger ROTEC facility in Frankfurt and then go on to Oktoberfest in Munich.

But that's not all, there are also eight lucky runners up, who'll each win a Hot Lap Sports Car Experience (valued at \$500). They are:

- Ben (Seaford)
- Brendan (Sunshine)
- Will (Footscray)
- Emmit (Braddon)
- Paul (Waverley)
- Brock (Daw Park)
- Mark (Thornton)
- Darren (Wingfield)



## Rainwater Systems Cillit Rainwater Filter



Visit [www.reece.com.au](http://www.reece.com.au) to find out more.

# High rise, low emissions

Building a sustainable house is one thing. But creating a sustainable skyscraper presents some rather more daunting challenges. For example how to cool and heat buildings that, these days, can tower to over 100 storeys without gorging on too much water and energy, and without creating high levels of CO2 emissions.

That's why a number of sustainable designs were featured as part of the recent World Environment Day. The creations featured some of the most recent eco-friendly building techniques. Particularly the HVAC and plumbing innovations.

## DMC Tower, Seoul

Currently under construction, this tower is being built with three open voids in the upper half of the structure. They're the building's lungs, and will breathe natural light and clean air into the building, reducing the need for artificial cooling and lighting.

## One Bryant Park, New York

With 58 floors, each with waterless urinals, this state-of-the-art building will help New York save more than 30 million litres of precious water each year.

## Pearl River Tower, Guangzhou, China

When it's completed later this year, this will be the world's first zero-energy skyscraper, supplying all of its own power needs, as well as feeding extra energy generated by solar panels and wind turbines into local power grids.



## The Gherkin, London

The coned structure maximizes natural light and ventilation, allowing the tower to function on half the energy of a similarly sized traditional office.

One thing's for sure. When you see buildings like these being built with such strong green credentials, you realise that sustainability has become a mainstream concern. The people who own these are motivated by commercial impulses. Green credentials are important marketing tools. Owners are able to get higher rents and up-market tenants.

These buildings are great developments, because the technologies developed in them trickle down to ground level, and can be used to help your customers, even if their property is only one storey high.

# Fashion goes blue

The iconic Reece t-shirt continues to be spotted in the world's fashion capitals.

Paris. Milan. Tokyo. New York. And now Bali, where Robert Upton, one of the Reece Rockdale NSW branch's most fashion conscious customers, was spotted in February this year. He's on the main beach Nusa Dua with a group of shop keepers, possibly discussing with them the installation of a new hot water service. Or more likely the best place to get a cold beer.

So when you're packing your bag for your next overseas trip, don't forget to toss in a Reece t-shirt and your camera, so you can post your Where in the World images on our Facebook page. It could be the start of your modelling career.



Robert and his fellow fashion victims



Not all the winners were lost for words when told they'd won

*Normally I can't win an argument, so I was in total disbelief, when they said I had won the major prize.*

Tony, Caboolture (QLD)

*I am looking forward to seeing another country, learning about the culture and of course the beer!*

James, Torquay VIC



So, congratulations to all the winners. Or, as they say at Oktoberfest, Prost!



## HARD WEARING, ROBUST & CHEMICAL RESISTANT

Geberit HDPE is a piping system suitable for almost any drainage application above ground and in ground. Visit [www.reece.com.au](http://www.reece.com.au) to find out more.

**GEBERIT**

# In The Pipeline

## Products for smarter plumbing

Plumbing is changing, and there's a lot more to it than pipes, trenches and taps. In The Pipeline keeps you up-to-date on a wide range of products.

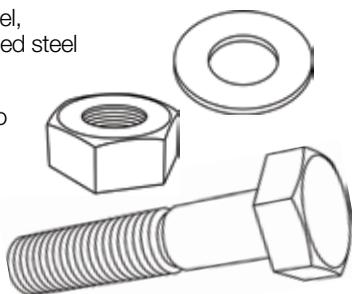
As the saying goes, you are only as good as your last job and (of course) the tools you use. This month we feature something every plumber needs; the right tools, for the right job. We look at the expanding Bridgland range of nuts, bolts and washers as well as a range of BIGDOG hand tools specifically designed to for the trade.

### Bridgland

The success of any structure depends on the correct selection and installation of fasteners. Bridgland Fasteners have all of your fixing needs covered, with the Bridgland range now expanding to include an even greater range of fixings with nuts, bolts and washers.

#### Features

- Available in stainless steel, zinc plated and galvanised steel
- Convenient pack sizes
- Various sizes available to suit a wide range of applications
- Complies with Australian Standards



### BIGDOG

BIGDOG has a well established reputation for tools that are high quality, long lasting, heavy-duty and designed specifically for the trade professional. The BIGDOG range continues to grow and now covers a number of essential hand tools for plumbers.

#### New additions to the BIGDOG product range include

- Ratchet Tie Down
- Cold Chisel
- Brick Bolster
- Hex Key Set
- Pointing Trowel
- Wire Brush
- Hammers
- Rubber Mallet



## EXPANDING THE NETWORK

### New Branch



#### Newton

160 Gorge Road  
Newton SA 5074  
Ph: (08) 8165 0153  
Manager: Randall Harton

#### Brighton Bathroom Life

15-21 Union Street  
Brighton East VIC 3187  
Ph: (03) 9596 6077  
Manager: Jodie Brilliant

#### Brighton Plumbing

15-21 Union Street  
Brighton East VIC 3187  
Ph: (03) 9596 0680  
Manager: Justin Vick

## Main Price Changes.

For the full list of price changes or if you have any queries, please see your Reece Branch Manager or visit [www.reece.com.au/outlet](http://www.reece.com.au/outlet) for further updates.

Supplier	Products	% Increase	Date Effective
AQUAMAX AUSTRALIA	Hot Water Units	2-13%	1 August 2011
BOSTIK	Silicone	5%	1 August 2011
CAROMA DORF	Sanitaryware, Baths, Spas, Showerbases	Approx 4-5%	1 August 2011
EVERHARD INDUSTRIES	Surface Drainage	3%	1 August 2011
PHILMAC	Irrigation Products	VAR%	1 August 2011
RHEEM AUSTRALIA	Hot Water Units	2-12.8%	1 August 2011

## Everhot 5 Star Gas Storage Units

Holding one of the highest energy efficiency star ratings for Gas Storage, these units not only help save the environment, they'll also save you money. Visit [www.reece.com.au](http://www.reece.com.au) to find out more.

**everhot**  
hot water units

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