

This hotel really is the pits



You know that great smell around Christmas Holidays? Pine needles, Christmas lilies, the turkey slowly cooking, sewer pipes.

Yes, sewer pipes. A unique hotel in Austria could be just the place for your Christmas break, if it doesn't remind you too much of work! The Park Hotel, just west of the city of Linz, offers cylindrical rooms made from 'robust and refurbished' drain pipes.

Inside the ample cylinders are all the luxuries you'd expect, including a double bed, bedside lamp, storage space and sleeping bags. Each pipe room comes with a port-hole style window to let light in, although ironically no toilet facilities.

These are conveniently located nearby and are in fact the local existing public ones, which all guests need to share. But aside from that, there's everything you need to have a relaxing stay. There's nothing stinky about the room rates either. Guests are simply asked to pay what they think their accommodation was worth, in what the hotel calls a 'pay as you wish' scheme.

Feedback from guests who have enjoyed a few nights in the pipes is already positive with one quoted as saying the rooms were 'surprisingly cosy with a nice snug bed and good storage'. If you're stuck for a Christmas getaway idea, The Park Hotel might be just up your alley.



Our hours over Christmas

If you're lucky enough to be having some time off, we hope it's a relaxing and peaceful time. If you're not, we want you to know its business as usual for us too, except for some key days.

We will be closed:

Christmas Day
Saturday 24 December
Monday 26 December

Boxing Day
Tuesday 27 December

New Years Day
Saturday 1 January

Wednesday 28 December to Saturday 31 December

All branches will be open for Plumbing, Bathroom Life and Irrigation.

Only the following Civil and Hvac-r branches will be open during this period:

Civil	Hvac-r
Doveton	Doveton
Docklands	Docklands
	Artarmon
	Sth Brisbane

So enjoy your break. We plan to enjoy ours. And call your local Reece Plumbing Centre or phone **1800 032 566** for more information or visit www.reece.com.au/outlet for a detailed list of our Christmas period hours.

Total Control.



TOMSON
valves

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.

In the Pipeline this month we look at Plasson, the global leader in PE pipe joining technology, their exciting fittings for the professional plumbing market and the new additions to the range.

Plasson Series One

The Plasson range of poly (PE) push fittings for cold water applications.

Push fittings may have been around a while, but this new product range is a real step forward – they're aesthetically pleasing, innovative and compact, perfect where space is limited.

Features

- Pressure rating: PN16, 1600kPa at 20°C in accordance with AS/NZS4129
- Adapts from PE to PEX for cold water applications in one fitting with no need for special adaptors
- Captive seal on pump/suction lines ensures a full seal in positive and negative pressures
- No assembly tools required

 **PLASSON**[®]



EXPANDING THE NETWORK

New Branch



Wendouree

1041-1043 Howitt St, Wendouree VIC 3355

Ph: (03) 5339 1844 | Fax: (03) 5339 2710

Manager: Gary Brooks

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 for further updates.

Supplier	Products	% Increase	Date Effective
CIBO DESIGN	Bathroomware	VAR%	01 December 2011
CUSTOM SHEETMETAL	Roofing products	VAR%	01 December 2011
BLUESCOPE LYSAGHT	Roofing products	8%	05 December 2011
PROMAT	Fire protection products	VAR%	01 January 2012
JD MACDONALD	Commercial products	0-3%	01 January 2012

Don't risk it, use a licensed plumber.™

Reece. Supporting the plumbing industry for over 90 years.

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Outlet is printed on Monza Recycled which contains 55% recycled fibre (25% post consumer and 30% pre consumer) and 45% elemental chlorine free pulp. All virgin pulp is derived from well managed forests and it is manufactured by an ISO 14001 certified mill.



OUTLET

The Official Reece Customer Update

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

A YEAR OF HARD WORK



There's no doubt that the plumbing and building industry sees significant change each year, with new innovative products, environmental issues and greater regulation all affecting the way you operate.

2011 has been no different. It has reinforced to us that to succeed you need to stay ahead of the game.

And the best way to do that is by working with partners who understand your business, who help you make the most of each and every opportunity.

Here are a few of the new initiatives and activities we've been working on over this past year, all of which have been designed to give you the tools, information and support you need for your ongoing success.

Working for you online

It's no secret that the internet has become an integral part of pretty much every industry, and plumbing is no different. That's why we have continued to develop our website through improved product pages, and an updated Hot Water Decisions Guide. We have also grown 'My Account' with the introduction of the Payment Portal, allowing you to efficiently and easily monitor and pay your account online. We followed this with 'My Quotes', a great new tool allowing you to create your own customised quotes.

And because we know you don't spend your time stuck behind a desk, we launched our mobile website for smart phones. So no matter where you are, we're only a click away.

Working for the industry

Let's face it, reputation is everything. That's why we continue our commitment to quality through our in-house testing lab and our after-sales Customer Care, so that you can have the confidence that you are getting the very best products possible. And if for some reason something does go wrong, you know we're there for you.

Part of this commitment to quality has been our introduction of the Reece Product Quality Guarantee for all our VAP bathroom products. Ranging from seven years to a lifetime, this program was designed to not only give your customers peace of mind, but to also promote you as the expert, as the guarantees are only valid when the products are installed by you, a licensed plumber.

Working on new opportunities for you

There are new products and systems coming on the market everyday, but the important thing is knowing which are going to create opportunity for you. That's why we take our search for new and innovative products very seriously. Whether it's 5 star

hot water units, like the Everhot Gas Storage, or the new Conex >B< Press copper press fitting system, we take the time to ensure our range not only works for you and your business, but also creates opportunity for you.

So, looking towards 2012, we'll continue to have the stock you need when you need it, we'll continue to expand our network so you know we're always close by and we'll continue to focus on doing the little things every day that make it easier for you to run your business. Of course, we will also continue to search for and develop new opportunities that will create value for your business.

Finally, and most importantly, we would like to thank you for your continued support and loyalty over the past year. We look forward to continuing to work for you in 2012 and we wish you and your families a safe and restful Christmas.

Peter Wilson
CEO

**MERRY
CHRISTMAS
& HAPPY NEW YEAR**

60 secs at the counter

This year we've had some great chats at the counter with Reece managers from across the country. Each has given us some real insight into what's talked about on the Trade Counters. Thanks guys, we really appreciate you sharing your time and knowledge.

To end the year, we chatted with a very special man. His workload is enormous leading up to December 25 but we were lucky enough to grab him to discuss all things Christmas and what it's like to run one of the biggest trade counters in the world.

Here's 60 Seconds with Santa.

Your 60 seconds starts now

1. What's the hot topic in the workshop at the moment?

Apart from the mad panic of getting all the orders filled, the big topic is our 'Are You Taller Than Tom Cruise' competition.

2. What area of toy manufacture do your elves prefer?

Wooden toys are still number one. After all you need is a hammer and nails. These new tablets and wii's on the other hand have meant a lot of our guys are doing a lot of night school. It's hard work!

3. Other than the obvious, what are the elves talking about at the moment?

There was a pretty ugly situation between a polar bear and a penguin that made the local paper here. They say the polar bear should recover.

4. What is the most memorable question you've been asked?

One the Elves asked me if he could have the 24th of December off because he had a party to go to.

5. In your opinion where have you seen the most change over the last 12 months?

Well, to be honest the naughty list has gotten a little longer this year - you know who you are.

You piped up and we listened

It goes without saying, PE-X piping systems have been one of the plumbing industry's most exciting innovations in recent times.

The problem is, like any great idea, everyone wants to jump on board which has meant that there are as many as 25 different systems on the market at the moment. This means there is a lot of confusion out there in terms of who stocks what and why one system is better than another.

So we spoke to our customers and asked what you wanted in a PE-X system. Not suprisingly you said quality, reliability, stock that's available when you need it, where you need it, and knowledgeable staff who can assist them with the product.

With all this in mind we have made a commitment to stock the three leading systems - Auspex crimp, Sharkbite Push-fit and Rehau's compression system.

So with the choice of any of these three quality products, you can be confident that we have the stock, and the expertise to help you get the job done.



Auspex (Crimp)

- No.1 crimp system
- Over 14 years experience
- Designed and developed in Australia for local conditions



Rehau (Compression)

- No.1 compress system
- Over 40 years experience
- German engineered and manufactured



Sharkbite (Pushfit)

- No.1 Pushfit system
- Over 10 years experience
- Designed and developed in Australia for local conditions



My Account will help your business run smoothly, and it's features just keep adding up.

Introducing My Quotes

My Quotes is a great new tool that gives you the ability to create professional looking quotes for your clients. You can customise them with your business name, client details, add in your selected Reece products along with other general supplies and labor costs. It even lets you set the sell price.

With the My Quotes tool, you can create customised quotes in three easy steps:

- Enter Client Details
- Select Products + Sell Price
- Add Additional Information

To check it out, simply log into My Account and watch the training video which shows you how easy and helpful it really is.

www.reece.com.au/myaccount



THE VADA PUMP RANGE

Serious Pumps
 for Serious Jobs.



Another disastrous year



It certainly was the year of the DIY Hack, with you letting us in on some brilliant tales of tragedy.

As usual the judges were appalled, noting that it's 'amazing what people will do to avoid (paying a plumber). If it wasn't so dangerous it would be laughable'.

The entries ranged from hot water and sewerage DIY attempts, through to dodgy bathroom fixes. Some we chuckled at, some we had to read twice to even believe. But they were all a serious reminder to DIY'ers of the importance of calling a licensed plumber and NEVER attempting a plumbing job themselves.

With over 80 entries, our judges certainly had their work cut out for them. Our thanks go to:

Jeff Patchell, Founder and Publisher of the Connection magazines

Ernie Kretschmer, Workforce Development Manager, Master Plumbers' Association of Queensland.

Nazzareno Ottobre, President, Plumbing Trades Employees Union.

And congratulations goes to our winner, Bernard Byrna of Western Australia.

Read about his winning entry on the opposite page along with his plans for the \$3,000 in cash and the website for his business valued at up to \$3,000.

10 worthy runners up were also selected, each winning prize packs consisting of a Milwaukee 12V drill and drill set along with Bigdog and 2TUFF products. Check out a couple of these disaster stories below.

There can only be one DIY disaster judged the most catastrophic, but we take nothing away from accidents like these two waiting to happen. To read more about these and the other 8 runners up visit www.reece.com.au/diydisasters.

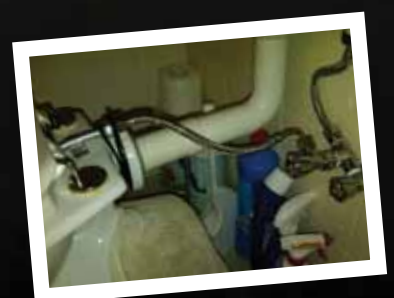
David, NSW **Gassed Up the Garden Hose**

David was called to a house where they kept running out of gas. What he saw was a handyman job of piping the gas to the house from two bottles with a piece of garden hose.



Paul, QLD **Cold-Stream**

Paul came across this nifty little bidet set up at a home in QLD. The owner of the home didn't understand the dangers. They could have created a world of pain for themselves if Paul hadn't turned up.



WINNER All good things come in threes

(Apparently bad things do as well)

Congratulations to, winner of the Reece DIY Disasters competition Bernard Byrna.

Our judges judged Bernard's account the most disastrous of all and if he hadn't seen it with his own eyes, they we wouldn't have believed it. For that he walks away with the booty. We had a chat with Bernard about his entry and winning the competition.

The entry

1. What was your immediate reaction when you saw the disaster?

A: We laughed, we couldn't believe it. This was a classic. The house was full of DIY disasters. It was the worse I had ever seen.

2. Did the homeowner realise the danger of his DIY solution?

A: They realised it was a disaster. Basically they couldn't use the toilet as everytime they used it, the water would come up to the top of the pan.

3. What was the homeowner's reaction when you explained the potential disaster that could happen?

A: They knew it was a mess. What happened was they originally had a blocked drain, but instead of getting it fixed, they thought it would be easier to put in another toilet.

4. Do you know if it was the homeowner who was responsible for creating this disaster?

A: No, apparently it was some kind of home handyman - clearly he was no handyman - he didn't know much about water running up hill.

5. How did you fix the problem?

A: We cleaned out the original blocked drain, replaced the pan and then ran the pipe level out the door and hooked it up to the mains. We also had other jobs to fix in this house, it was one of many problems.

6. How long have you been a plumber?

A: Sitting down for this one – 51 years. I am 71 years old and going strong – starting off in Dublin, I did my time there and then I came to Australia. And for the past 24 years I have been running my own plumbing company. We are a small family company with 4 plumbers, 1 apprentice and sparkies. We mainly do a lot of maintenance and small renovations work.

7. Have you come across any other disasters in your time as a plumber?

A: Yes plenty but not one as funny as this one. One of the best and worst I have ever seen.

Winning

1. How did you feel when you got the call letting you know that you had won this year's competition?

A: Surprised – I just took a chance in putting in our entry, however I thought it might have chance because it was so bad. I was really pleased and really happy about getting a website, it's something we really need.

2. What will you do with the cash winnings?

A: Maybe go on holiday. I would like to go to see China.



Pushing sewerage uphill?



Can waste be reduced in size?



Innovative use of flexible hoses.

For all the winning entries and to hear what the Judges had to say about the disasters go to www.reece.com.au/diydisasters

Keep your eyes open and phones at the ready to capture a DIY disaster to enter in our next DIY Disasters Competition.

And keep reminding your customers:

Don't risk it, use a licensed plumber.™

