

## Plumbers Give the New Dux Gas Water Heater 5 Stars

Gas water heaters have become increasingly popular because of their low running cost and ease of installation.

With the launch of the new Dux Prodigy 5 gas storage water heater range, plumbers have been singing the praises of the product.

Plumber, Doug Lambden of Albury-Wodonga Plumbing Service - one of Dux's dedicated ePlumbers, has been installing the Prodigy 5 gas water heater since its launch and is extremely pleased with the results.

Doug said, "The new Prodigy 5 gas water heater has a great footprint to fit existing gas storage units, making it an easy changeover from an old 3-star gas system to an energy efficient 5-star gas system. It thereby saves time on installations, as well as any associated costs to re-plumb, making it easier for the plumber.

"Homeowners also benefit greatly from this product. As a 5-star system, it delivers improved energy efficiency to reduce carbon emissions and running costs. It's a simple installation and a great product. The 10 year warranty also means great peace of mind for customers," he added.

Neil Campbell from Eastern Plumbing Works is another plumber who has been installing the Prodigy 5 gas water heater and highly recommends the product.

He said, "The main reason we tried the new Dux Prodigy 5 gas water heater was

the fact that it is the only 5 star rated gas hot water heating system on the market that is able to replace the same footprint of other 3-star gas storage units from a range of brands. From a plumber's point of view, this is fantastic as it allows for a quick, no fuss installation, and the system looks no different to a standard unit. "It's a great product to sell and recommend to customers, allowing them

to easily upgrade from a 3-star unit to a 5-star unit. These benefits are also passed on to the homeowner. Not only are they reaping the benefits of a more efficient water heater with reduced hot water bills, they are also receiving mains pressure hot water and reduced installation costs. It's a win-win for everyone," Neil concluded.

Utilising an Australian patented design, the new Dux Prodigy 5 has been specifically designed with high efficiency in mind, making it the ideal hot water heater to replace existing tanks that are lower in efficiency when they fail. Designed and manufactured in Australia, the Prodigy 5 dramatically reduces heat loss after the heating cycle, to maximise energy efficiency, and offers outstanding performance by delivering well over 2,000 litres of hot water in a 24 hour period (at a 45°C temperature rise).

The Prodigy 5 comes in two different tank sizes - either 135 or 170 litres, and is produced in natural gas or LPG options. These sizes, coupled with outstanding hot water delivery, mean plenty of hot water, supplied quickly and at mains pressure. This is in contrast to continuous flow hot water units that have varying flow rates based on the amount of heating required. For more information about the new Dux Prodigy 5 range, please visit [www.5stargas.com.au](http://www.5stargas.com.au)



# Dux Releases Next Generation of Solar

Dux Hot Water has added an innovative new feature to its award winning range of environmental hot water heaters.

The intelligent and patented Complete Panel Management (CPM) system is the newest feature to be added to the Dux Sunpro Electric and Gas Boosted solar water heater ranges. It provides complete frost protection in winter, removing the need for frost valves and making the system perfect for use in regions experiencing sub-zero conditions.

Not only protecting the system against frost, it also runs an overheating protection cycle when summer temperatures get too high, further protecting the system and offering year round protection.

Traditional closed circuit hot water systems which use a heat exchanger, are typically much harder to install and less energy efficient (as per STC rating) than open circuit equivalent hot water systems. The Complete Panel Management system now available on Dux Sunpro solar water heaters means the systems are still classified open circuit, maintain their STCs and ensure installation is as simple as previous open circuit models.

The new Dux Sunpro MP15 Gas Boosted Solar hot water system utilises this new CPM technology and delivers a number of key benefits including: outstanding energy efficiency, low running costs and carbon emissions, improved solar panel protection in extreme climates, minimal water wastage, mains pressure hot water supply and the



cost savings and convenience of not having to upgrade the gas pipe, meaning an easier and less costly installation.

Traditional gas boosted solar systems use continuous flow boosting, which wastes water in the start-up cycle. In contrast, the new Sunpro® MP15 has a unique pre-boost feature, which heats the water in the top of the tank before it is needed and eradicates water wastage. The system can also provide a constant supply of hot water at mains pressure due to the unique pre-boost feature, unlike traditional continuous

flow boosted models.

Of particular benefit to the installing plumber, is the quick recovery, low megajoule gas booster used on the MP15. At just 45 megajoules, the MP15 installation typically does not require a gas pipe upgrade when replacing an existing gas unit. This is in contrast to standard gas continuous boosted solar units which carry up to a 200 megajoule rating and require a larger gas pipe size to meet standards. For further information on the new Sunpro MP15 gas boosted solar water heater, please visit [www.dux.com.au/MP15](http://www.dux.com.au/MP15).

## Buy 4 & Score!

Dux Hot Water is holding a special promotion from now until the end of August, giving plumbers the opportunity to win a host of great prizes. To enter, all plumbers need to do is purchase four Dux Hot Water heaters from any one of the eligible product categories before the 31st of August to win.

The categories and prizes are:

- Buy any 4 Endurance and get a \$100 Coles Myer voucher
- Buy any 4 gas storage units and get either a Bose SoundDock II OR a V8 Bar Fridge, both valued at \$349 each
- Buy any 4 large electric storage units and

get either a Bose SoundDock II OR a V8 Bar Fridge, both valued at \$349 each

- Buy any 4 environmental (Sunpro and Airoheat) units and get an iPad valued at \$789.

The Buy 4 & Score Claim Form can be downloaded from the Dux website and all plumbers need to do is fill in their details, licence number, company and address, as well as the serial numbers for the products they have purchased and installed. Please visit [www.dux.com.au/promotions](http://www.dux.com.au/promotions) for further information.

\*Note: This promotion is only open to licensed plumbers in Australia. Full terms and conditions apply.

## Buy 4 & Score

Simply purchase 4 Dux water heaters from one of the categories below between 14th May 2012 to 31st August 2012 and win!

### Buy any 4



Purchase 4 Endurance continuous flow in any combination to receive a \$100 Coles Myer gift card

### Buy any 4



Purchase any 4 Dux Pro 95L, 125L, 180L, 210L or 400L in any combination OR purchase any 4 Dux Pro 15L, Pro 15L or Pro 15L in any combination either a Bose SoundDock series 4 digital music system RRP \$349 OR a V8 Bar Fridge RRP \$349

### Buy any 4



Purchase any 4 Dux Sunpro Solar in any combination to receive an Apple iPad RRP \$789

Complete details on reverse and fill along with relevant tax invoices to (02) 8748 9113



# Dux Supports Plumbing Industry Bodies

Dux Hot Water continues to support plumbing industry bodies with participation and sponsorships in local and industry leading plumbing groups and associations. As a premium sponsor for the Master Plumbers & Gasfitters Association of Western Australia, Dux recently participated in its industry forum and tradeshow in May, exhibiting new products, catching up with regional plumbers and building industry relationships.

The Master Plumbers & Gasfitters Association provides on-going support and services to its members and opportunities to network with other individuals and organisations associated with the industry.

The plumbing trade shows are presented by the association and bring plumbers and suppliers together to receive further education and training about new plumbing products and technologies. The trade shows and networking events are made possible through the help of sponsors.

Bryce Steele, Business Development Manager at the Master Plumbers' Association in WA said, "As a not-for-profit organisation we rely on the support of industry partners and sponsors like Dux. We appreciate their continued commitment to helping develop and promote the plumbing industry in Western Australia".

Through the Master Plumbers and Gasfitters network, members are able to expand their businesses. The Association helps its members through regular meetings, trade nights and a monthly newsletter to keep abreast of developments in the industry and to represent their interests to government, regulatory bodies and other organisations.

Bill Felton, Western Australian State Manager for Dux Hot Water, commented on Dux's sponsorship and said, "We are closely involved with groups such as the Master Plumbers' Association, and help them by sponsoring awards and other



events held by the Association. These events unite the plumbing industry, share knowledge and bring everyone together to ensure the best outcomes for all industry stakeholders. "We've been a part of Australia's plumbing industry since 1915 and it's nice to make regular contributions and put something back into the industry to help the next few generations of plumbing," he concluded.

# Dux Solar Institute Continues to Help Educate Plumbers

Since its inception almost three years ago, the Dux Solar Institute (DSI) in Moss Vale has continued to provide plumbers free courses to develop skills and create a pipeline of trained plumbers, particularly for some of the newer environmental products.

The Institute is now running education programs tailored to the needs of its users. It features a series of new courses for Dux's latest products, as well as tours of the newly built Dux factory.

Some of the new courses focus on the Prodigy 5 gas water heater and the brand new technology applied to the Sunpro range of solar water heaters. Utilising working models on site, as well as brand new state-of-the-art 3D product animations, the DSI encourages an in-depth understanding of both the operation and installation of all Dux heaters.

The DSI now features eight different working environmental hot water systems covering high efficiency gas, gas boosted solar, electric boosted solar and heat pump water heaters.

In order to reduce installation problems

and increase plumbers' confidence, the courses available at the Institute will cover water heater selection guides, technical information, installation procedures and fault-finding.

Attendees can see first-hand how the water heaters are made and how technology in the factory has advanced.



On site training is also available for Dux Service Agents and ePlumbers across the country for those who are unable to attend the Moss Vale courses and wish to learn more about Dux products.

Safety, Training and Compliance Manager for Dux Hot Water, Jason Camilleri, said, "We are constantly updating and upgrading our courses at the Dux Solar Institute. We do this to meet the needs of our customers and match the launch of any new products Dux puts out into the marketplace. This ensures the industry has a good understanding of the products before they sell or install them. "By making our courses extremely flexible and tailoring them to each user's needs, we can ensure that we are providing them with the exact skills and knowledge they need to overcome any issues they may face with environmental water heaters and the processes associated with solar technology," he concluded.

The course, Solar Products and Installation, is now a NSW TAFE accredited elective subject and a course for experienced plumbers wishing to become more confident and skilled in new and renewable technology.

Courses can be booked online at [www.duxsolarinstitute.com.au](http://www.duxsolarinstitute.com.au).

# Peter Dwyer Plumbs His Way Through Changing Times

Southside Plumbing Heating and Cooling is a locally owned and operated plumbing company, based in Langwarrin, Victoria, under the direction of Peter Dwyer. Peter has over 30 years' experience in the plumbing industry after starting his apprenticeship at the Queen Victoria Hospital, Melbourne, in the late 1970's, before starting up his own company, Peter Dwyer Plumbing.

After a rebrand in the 90's, the company changed its name to Patterson River Plumbing and, some years later, the opportunity arose to acquire another plumbing company known as Southside Heating and Cooling.

Today, Southside Plumbing Heating and Cooling is a successful family- owned business specialising in general plumbing maintenance, heating and cooling, and hot water installations and repairs.

Both Peter and his wife, Lorraine, work in the business, with the company employing a handful of tradesmen and administrative staff, many of whom are long term, loyal staff.

Peter says he originally got into the

plumbing business after school, as he felt that a trade would be a good fit for him with his outdoor lifestyle.

He said, "I was always good with my hands and the plumbing trade appealed to me as a job where I could utilise my skills and also be exposed to a large variety of work. It is something I still really enjoy today and, with the industry constantly evolving, it is always a challenge to keep abreast of what's new.

"A few years ago, plumbers used to work with a lot of different materials and tools, like pipes made from cast and galvanized iron. Nowadays, with the majority of pipes being plastic based, they have many different applications and draw from a far greater technology base. It has been interesting seeing how plumbing has evolved over the years and how it will continue to evolve in the future," added Peter.

Commenting on his business philosophy and why he thinks his company is successful, Peter says that there are two key principles that he focuses on.

Peter said, "As a family business, we like to see things from both sides – the business side and the staff side. We feel it is important to be approachable, listen to our staff and be fair and reasonable in everything we do. As a result, we are able to have a low staff turnover and have a great team of employees who we spend time with both at work and outside of work.

"The two key principles that the business operates on is relationship building and attitude. We believe it is extremely important to create strong relationships with staff, clients and suppliers - fundamental to the running of any good business. Personal attitudes also play a big part and having a positive approach means you can get on well with everyone, work well with others and, as a result, build effective relationships," he added.

It is for these very reasons that Southside Plumbing Heating and Cooling is a dedicated ePlumber and DuxConnect installer. Peter is excited to continue to grow and diversify his company and is looking forward to embracing future changes in the plumbing industry.



The team at Southside Plumbing: Peter Dwyer, Paul, Josh and Dan.

Contact Dux Hot Water: Sales 1300 365 116 // Service 1300 365 115

Website: [www.dux.com.au](http://www.dux.com.au)

