



REAL AUSSIE INNOVATION

The New Dux 5 Star Gas



Since its release in July, the all new Dux Prodigy 5 star gas storage water heater range has started to make its mark with plumbers. Combining five-star energy efficiency with a traditional gas storage design, it boasts a quick installation, as it replaces the footprint of other rectangular 3 star external gas storage units.

Whilst this new 5 star gas product offers a swift upgrade option for plumbers installing an old 3 star water heater, the new design has taken many years of painstaking development work. The patented flue damper innovation was designed right here in Australia.

Commenting on this Australian innovation, Mark Lydiard, National Sales Manager at Dux Hot Water said, "The Australian hot water market is dominated by global hot water companies. Rheem and Rinnai are ultimately owned by Japanese companies and, with global operations would have access to much larger R&D teams. We're just so proud of this Australian innovation and the fact that Australian designers can punch well above their weight on the world stage."

With the rising cost of energy, developing and releasing high

efficiency products has never been more important. "When designing the new Prodigy 5, Dux took into account a number of factors important to our customers. What we designed had to meet 5 star energy regulations, yet be as versatile as possible in terms of where it could be installed. Given this, it was an obvious choice to develop a product which fit into the same footprint as existing 3 star external installations," commented Mark.

Dux is pleased with the initial success of the new Prodigy 5 and believes it to be the next generation of 5 star storage heaters in Australia. Both sizes in the Prodigy 5 range (135L & 170L) are capable of delivering well over 2,000L of 60 degree water in a 24 hour period." Mark concluded.

To coincide with the brilliant patented technology in the new Prodigy 5 gas storage water heater, a new 3D product animation is available online. It shows exactly how the product works, including an explanation of the new technology on board. To view this animation and further information, simply visit www.5stargas.com.au, or follow the links from the Dux website.

Past Dux of the Year Winner

For close to 10 years, Dux has named one passionate, skilled and high achieving plumbing apprentice as 'Dux of the Year' each year. It is these enduring attributes that have seen past winners achieve success in their professional and personal lives and make important contributions to the plumbing industry.

Dux of the Year 2007 Winner - Robert Pearshouse

A dedicated, hard worker and always looking to take on new challenges, 2007 Dux Apprentice of the Year Winner, Rob Pearshouse, bought Hobart based plumbing company, Rosetta Plumbing, not long after finishing his apprenticeship at the company, and has since been operating it as a successful state-wide business.

He stated, "I have a great love for the plumbing industry. It has given me years of enjoyment and a sense of fulfilment. It is an industry that is constantly evolving and it can at times be a challenge to keep abreast of what's new. However, this keeps us on our toes and makes plumbing such an engaging and enriching trade."

Rosetta Plumbing services Tasmania state-wide and is comprised of a team of 15 tradesmen and administration staff. The company covers a range of services, including general plumbing, maintenance, repairs and installation, across the commercial and domestic sphere.

Rob said "Running a successful business is



2007 Dux of the Year Winner
Robert Pearshouse

about getting some core principles right such as always providing quality workmanship, keeping strong communication between plumber and client and innovating with the latest technology.

"I also feel strongly about giving back to

the plumbing industry, which has given me so much and shaped who I am today, so I educate apprentices with an aim of helping graduate one every eighteen months. I believe that being able to pass on our knowledge and experience is critical in helping develop the next generation of plumbers and also something I find very rewarding," he added.

In addition to running his company, Rob is currently the President of the Master Plumbers' Association of Tasmania.

"The plumbing industry does not just operate successfully on its own, there are people behind the scenes ensuring the longevity of the industry, that it remains regulated and that a high level of service is available across Australia. This is something I feel passionate about and another way I can give back to the industry."

Rob is excited to continue to grow and diversify his company and looks forward to what the future holds for himself and the plumbing industry.

Dux of the Year 2008 Winner - Lindsay Constance

After finishing his apprenticeship, 2008 Dux Apprentice of the Year Winner Lindsay Constance began establishing his career as a qualified plumber, working full time for the company at which he undertook his apprenticeship.

Commenting on the importance of his win, he stated, "Being awarded Dux of the Year certainly played a role in the development of my career. Personally and professionally it was a tremendous honour that served as a heartfelt validation of my hard work and it ultimately gave me a boost of confidence in myself and my achievements, reconfirming my future goals."

While working as a licensed plumber, Lindsay became increasingly interested in the educational side of the industry and how it successfully functions as a

whole. In 2011 he was offered a job as a Membership Development Co-ordinator for the Master Plumbers' Association of NSW - a perfect fit for his interests.

Lindsay said "It's so rewarding to be involved in making a positive contribution to the industry, through supporting and training skilled plumbers and ensuring the highest plumbing standards are maintained throughout the state".

With a true passion for his job, Lindsay focuses on a key belief that drives his commitment to the industry.

He added, "I believe everyone should have access to an exceptional plumbing service and by promoting the interests of the plumbing industry and ensuring supportive resources are made available to plumbers, the industry can achieve a



2008 Dux of the Year Winner
Lindsay Constance

standard of excellence across the board which will ensure the best outcome for plumbers and customers alike".

ers - Where Are They Now?

Dux of the Year 2009 Winner - Rebecca Senyard



2009 Dux of the Year Winner
Rebecca Senyard with her family

2009 Dux Apprentice of the Year Winner, Rebecca Senyard, has successfully taken on a number of challenges.

After finishing her apprenticeship, she began work as a plumber in the family business, Jacol Plumbing, a general plumbing and maintenance business that has been servicing the domestic and commercial sectors for 20 years. Shortly after finishing her apprenticeship she also

gave birth to her daughter and currently operates the business part-time with her father, Col Jones.

Commenting on this, she said, "Being a plumber has been such a rewarding experience and has also given me the opportunity to balance a career, raise a family and pursue some of my creative interests."

In addition to working part-time, Rebecca operates a well-known blog 'The Plumbette', where she shares her knowledge and expertise of the industry with plumbers, apprentices and homeowners. A qualified fashion stylist, she also operates a fashion website 'Styled By Bec', offering her style tips and services that allow readers to keep up to date with fashion trends and events. Rebecca also makes and sells her own unique jewellery line which she crafts out of spare and discarded plumbing fixtures and fittings.

She said "I like to keep busy – I think it is important to continuously challenge yourself. There is nothing more rewarding than accomplishing the goals you set yourself. I am a firm believer in pursuing your dreams and giving anything a go.

"Becoming a plumber was never really something I intended for my future, particularly as it is traditionally a male dominated industry and this has certainly made it challenging at times. However, I found it to be one of the best decisions of my life and it has turned out to be the perfect fit for me. There are so many opportunities in plumbing and the variety of work is excellent, I love that I'm able to meet lots of people and visit different paces – it seems there is never a dull day for a plumber," added Rebecca.

Rebecca also acknowledged the importance of winning Dux of the Year saying, "Undertaking a plumbing apprenticeship can be gruelling work, so winning was such a fantastic reward and also gave me confidence in my choices. I knew that plumbing was where I was meant to be," she added.

In the years to come, Rebecca plans to take on full-time work again and also finish writing a book about her experiences as a female plumber. She would also love to start speaking to and mentoring young people about plumbing, with a particular focus on encouraging more women to join the industry.

Dux of the Year 2010 Winner - Anthony Titmarsh

Anthony Titmarsh has had success in his personal and professional journey after being named Dux Apprentice of the Year in 2010. With exceptional skills and strong determination, Anthony has achieved the goal he set for himself after winning the award to employ his expertise on large-scale commercial and industrial plumbing projects.

After finishing his apprenticeship, Anthony began working for international plumbing company, Axis Plumbing Group, providing a range of general plumbing, hydraulic and maintenance services for the construction phase of large commercial projects.

He said, "Being involved in the project from start to finish and seeing how your hard work helped in the transformation of the construction from just a bare block of land to

a new building is so rewarding.

"I also love being able to work in a team, focused on achieving common goals. You are only as good as what your team produces so you have to work together, maintain a high standard of communication and have passion for what you do," he added.

In the future, Anthony wants to take his skills overseas and offer his expertise as a plumber to the international industry.

"I feel fortunate to be working in such a fantastic job so soon after finishing my apprenticeship. I also look forward to what the future will bring. You never know where your path may lead you and that is part of the beauty of being in such a diverse industry as plumbing," he added.



2010 Dux of the Year Winner
Anthony Titmarsh

Keeping service Inline with customer needs



INLINE

For over 25 years, the Sydney-wide service company, Inline Plumbing and Electrical, has been offering homeowners access to exceptional products and services, becoming a well-known name in the industry.

The company has grown tremendously since its humble beginnings as a small plumbing business in Eastwood, NSW. Since then, managing director, David Levy, has transformed the business into what is now a booming state-wide hot water, plumbing and electrical company. With a loyal and consistently expanding customer base, great service and an ever increasing hot water system range, Inline is able to offer its hot water customers the right product to suit their particular needs and budgets.

Inline has experienced great success with its commitment to providing a complete service solution and its one stop shop service for all hot water, plumbing and electrical needs. With its unique management system for ensuring prompt attendance as well as friendly and professional conduct, competitive pricing and client satisfaction, Inline Plumbing and Electrical is now looking to grow and expand its business Australia wide.

Already having expanded north into the Central Coast, Newcastle and Port Stephens areas and south through to Wollongong and beyond, as well as regions such as Campbelltown and the Blue Mountains with great success, Inline is confident in being able to do the same in all other states of Australia.

David recognises that Inline's success is based on having great people working within the team and is therefore looking for the right people with the best attributes to join in the nationwide expansion. Anyone who feels they would suit (and wishes to join) this unique company is more than welcome to contact David on 1300 465 463 to discuss the opportunities available.

The company has a strong focus on administration and communication, which David believes is critical to the success of any business.

Commenting on this, David stated, "We understand that no two customers are the same, so we take a unique and personalised approach, getting to understand individual needs and requirements for the home and



The team at Inline Plumbing

taking the time to listen to the customer."

"It all comes back down to our basic business values of honesty, understanding, professionalism and reliability. We help customers to fully understand exactly what we are offering them (the products/service, the time and the cost). It's about maintaining a good relationship with the customer, with honest communication before and after the job has been done."

"I believe it is these principles that have allowed us to grow and expand, and the reason we have remained one of the market leaders in the hot water, plumbing and electrical industry."

In order to provide the exceptional service that they stand by, Inline Plumbing and Electrical relies on their full team of both administration staff and hot water, plumbing and electrical professionals. Most of the administration staff and the tradesmen out in the field have been with the company long-term and the staff have remained loyal to the business because they also share in the values and the service oriented approach of the company. Both admin and field staff are always ready to answer questions or provide additional information

to customers.

"Our team has extensive knowledge and experience in the industry and is passionate about what they do, taking on any challenges and devoting a great deal of time and hard work towards achieving success for both the customer and the business," he added.

The company has been a dedicated Dux ePlumber for many years and has enjoyed a wonderful relationship with the team at Dux.

"We are very proud to be aligned with a reputable hot water manufacturer like Dux. Not only do they offer a high quality product and service, but they are also an Australian owned company, with their hot water tanks being locally produced (in Moss Vale NSW), something that is important to our business philosophy."

"Our strong relationship with Dux has made an important contribution to our growth and will continue to do so in our plans for further expansion. We enjoy being a leader in the hot water industry in NSW and look forward to a nationwide roll out, where we can continue to sell and install many Dux hot systems for years to come. We plan on harnessing our strong relationship with Dux as we continue to grow."

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

Website: www.dux.com.au

