

## Highest Quality Ever From New Dux Factory



Committed to achieving world-class product quality, efficiency and longevity, Dux has invested millions to improve quality control measures at the newly built Moss Vale manufacturing facility.

The initiatives consist of a mix of lean manufacturing principles, statistical process control, and raising quality awareness amongst the design and manufacturing team, with a strong focus on managing customer needs and ensuring satisfaction.

Dux General Manager Simon Terry said, "It's about lifting the quality bar up to a new level". Across the business there is a commitment to continuous improvement in quality using Failure Mode and Effect Analysis (FMEA). This process identifies risks and any potential failures in the design, manufacturing or assembly process of the products."

Commenting on the initiatives, Engineering and Quality Manager, Dr. Jochen Werner stated, "Dux is committed to producing the highest quality products, and thus

our product range and manufacturing process is subject to ongoing continuous improvement." Dr. Werner knows all about quality having previously worked at the renowned Technische Universität München (Technical University of Munich). He has seen quality and continuous improvement first hand working with prestigious German automotive manufacturers like BMW and Audi.

"This investment in quality and efficiency of our products is essential to the culture at Dux. Implementing a high level of quality management at our manufacturing facility has further enhanced our product," Dr. Werner added.

The Quality team at Dux is rolling out process control plans (PCP) on all assembly lines to detect even the slightest risks in the assembly processes. This has already been initiated in the electric assembly line and has enabled the team to ensure only the highest quality products are despatched

from the factory.

Setting up the PCP allows the implementation of statistical process control on the factory's assembly lines, and includes all quality critical processes to find any possible deficiencies early and to prevent quality issues.

The quality of each product will be further improved with the implementation of a new quality testing area, where comprehensive product testing and auditing will be undertaken.

Dr. Werner concluded, "We aim to bolster our reputation as being at the leading edge in terms of our product design and manufacturing processes. It is this that pushes our standards higher, building the highest level of quality assurance into every product, giving customers a strong return on their investment, and emphasising Dux's position as an Australian manufacturer of world-class water heaters."

# Queensland Government Reviews Hot Water System Regulations

Dux Hot Water recently took part in a consultation initiated by the Queensland State Government, who are reviewing their hot water system regulations, the aim being to minimise any potential negative impact on housing affordability.

Since 2006, new houses in Queensland have been required to install energy efficient hot water systems such as solar, heat pump or high efficiency gas. In addition, since 2010, owners of existing houses located in reticulated natural gas areas have been subject to similar to regulations when replacing their old electric water heater.

These requirements were the first step in the Queensland Government's quest to lower the household costs associated with water heating which, according to the QLD Department of Housing and Public Works, accounts for up to 25 per cent of the total energy use in the home.

Unfortunately however, the recent removal of the Federal and State Government rebates for solar and heat pumps has made the upfront cost of solar and heat pumps too high for many households. Even with the Small-scale Technology Certificate (STC) discounts, the number of solar or heat pump

systems being installed in existing homes has declined in the last twelve months.

Dux National Sales Manager Mark Lydiard stated, "Dux supports the Queensland Government's push for energy efficiency, and the phase out of electric hot water systems. However, we also understand that the high upfront costs associated with these energy efficient systems can be a barrier for many homeowners, particularly those on lower incomes."

For those with existing homes, purchasing a hot water system is often a response to an existing system breakdown. Given the unplanned nature of these purchases, Dux suggested that many homeowners may end up making an uninformed decision when choosing the best hot water system for their home. Knowledge is key in this situation, as the cheapest upfront cost does not necessarily lead to the best long term outcome.

Mr Lydiard added, "We understand that investing in an energy efficient hot water system is a critical step in reducing household energy expenditure and protecting homeowners from future electricity price rises. Installing a heat pump or solar water heater is an immediate and

very successful means of saving energy and reducing running costs. Dux remains in support of the current mandate requiring installation of energy saving water heaters in new homes."

He continued, "Although a bottled LPG water heater can sometimes be cheaper to buy and install, homeowners need to consider the high ongoing running costs – in some situations it can be nearly triple the cost of a traditional off-peak electric water heater. These ongoing costs often fall on tenants or subsequent home owners and Dux welcomes positive changes that minimise the ongoing financial burdens associated with using LPG for water heating purposes. We also support any Queensland Government education initiative that informs homeowners of true running costs.

"The Queensland Government is doing a fantastic job in engaging with industry stakeholders and the community to effectively address the complex issues surrounding this area of regulation. It demonstrates that the government clearly wishes to deliver a better outcome for Queensland homeowners and positively contribute towards a sustainable future," Mark concluded.

## The Next Generation Dux Airoheat Heat Pump

Continuing to drive hot water innovation, Dux has announced the release of the latest model of its award winning Airoheat heat pump, which has undergone a redesign using the latest developments to help deliver increased performance and customer experience.

The new model incorporates a number of improvements, delivering a host of benefits for both the homeowner and plumber, making it Dux's best ever heat pump model.

The heat pump allows for increased hot water delivery and improved hot water recovery time, due to the system's new inlet diffusion technology and improved airflow dynamics.

The new system has been designed to offer improved thermal efficiency, with its fully insulated storage tank and refrigeration system, resulting in less heat loss, and offering excellent energy efficiency gains for

homeowners.

The lid of the Airoheat system has undergone a design change to allow for more rapid drainage, perfect for high rainfall areas. It also includes a composite condensation tray, and an outstanding new waterproof rating for the Hotlogic® controller.

Its clever design also features a 50mm reduction in height to allow for more compact installations, and to ensure easier maintenance for the customer and plumber. Access to both anodes has also been improved.

Innovating with the latest technology, the Airoheat system also conforms to the new, tough heat pump standards under AS/NZS5125.1:2010 and has been modelled to the Version 14 ORER release.

The Airoheat is Australia's most highly awarded environmental water heater and has



received many significant industry awards including an Australian International Design Mark, an Engineering Excellence Award from Engineers Australia and an Endeavour Award recognising excellence in manufacturing.

For more information simply visit [www.airoheat.com.au/](http://www.airoheat.com.au/).

# New Technical Support Hotline To Assist Plumbers

Dux has established a technical support hotline specifically to assist plumbers on the job.

This new service will make it easy for licensed plumbers who have questions regarding product technical support, installation issues and troubleshooting, by giving them access to a dedicated phone line operated by Dux Hot Water's technical team.

The phone line has been created on the existing 1300 365 116 Dux service phone number, and can be accessed by selecting Option 3.

Steve Linton, Service & Marketing Manager

at Dux Hot Water said, "The new technical support service will provide licensed plumbers with access to useful information, and help with any technical product enquiries they may have when specifying and installing any of our products.

"Continuing to improve service to our plumbers is our number one priority. The new phone line will complement Dux's existing customer service phone line, but will offer more focused and direct technical support from the fully qualified staff, who are on hand and equipped to handle these specific enquiries," he concluded.



# Dux Goes Mobile, Building 2 Apps for Plumbers

Dux Hot Water has developed two new mobile apps for tablets and smartphones to make it easier than ever for plumbers to access useful information while out on site.

The first is the new Dux Product App, designed to help plumbers and homeowners select the right hot water heater to suit their needs.

The app offers complete product details on the full Dux range covering its solar, heat pump, high efficiency gas and electric hot water systems, and also includes access to a wide range of useful information such as product brochures and owner manuals.

Furthermore, the Dux Product App also has an integrated hot water heater recommendation calculator which guides the user through a series of questions to determine the best hot water system for their customer's needs, and which is best suited to their home and situation.

The other new App launched by Dux is the Plumbers Handbook. Considered the plumbers 'hot water bible', the comprehensive and practical product and technical guide is a valuable tool which will assist plumbers on-site with product specifications and installations, making it easier than ever to access vital hot water information.

This includes comprehensive information on all Dux products, including specification

details, instructions, technical information, and rough-in diagrams.

It also has the ability to register customer warranty details on the spot through the app, eliminating the need to fill out warranty cards and send them in. Registration is instant and even emails a copy of the details back to the plumber's office.

Commenting on the launch of the two new apps, Service and Marketing Manager at Dux, Steve Linton said, "Both the Dux Product App and the Dux Plumber Handbook App aim to assist plumbers by providing them with immediate and easy access to information in a digital format via their smartphone or tablet.

"It gives them a convenient and easy outlet to access any information they need on Dux

products, all in the palm of their hands. We see these apps as being of huge benefit and support to our plumbers who are out on the road and need access to information on the spot, and believe it will be extremely useful," he added.

Both Dux Apps can be downloaded from the Apple App Store and will be made available in both iPhone and iPad versions. Android apps will also be developed so plumbers with Android devices don't miss out.

Plumbers who need help downloading the Apps or who have questions regarding the uses of the Apps can contact the Dux Technical Support Line for assistance (1300 365 116, option 3).



## Plumber Goes With the Flow In Family Plumbing Business

Mr Hot Water is a successful, Adelaide plumbing company owned and operated by Grant & Greg Baum.

It was originally established in 1952 by Grant's father Brian, who started the company as a humble family-owned plumbing business, and over the years has thrived to become one of the biggest plumbing companies in South Australia.

Grant Baum joined the company in 1979 after completing his apprenticeship and working for another plumbing company, and then took over the company from his father, continuing its successful run.

Mr Hot Water has since maintained its reputation as a hot water company of choice in Adelaide, and services the greater South Australian market, also crossing over into regional Victoria.

The company now employs 40 staff, including apprentices, fully licensed plumbers, sales people and office administration staff.

Mr Hot Water specialises in providing domestic, industrial and commercial plumbing and maintenance, hot water and solar sales and repairs, and is also the largest drain

cleaning and CCTV survey company in SA utilizing Jetvac, Hydrojet and CCTV equipment.

Equipped with a fleet of maintenance vehicles, and a strong team of professional staff, Mr Hot Water is fully equipped to tackle a multitude of tasks, being able to respond with timely and efficient customer service.

According to Grant, "Customer service is a high priority, as we are in the service industry. We've got a commitment to providing great service and outstanding customer satisfaction, always focusing on the customer and being respectful of both their service needs and timing.

"These are all key things that show our capability, competency and professionalism, and are necessary to form good relationships with customers and in turn, ensure a successful business", he added.

When talking about the highlights of working as a plumber, Grant says that there are many benefits to the job which he enjoys, including the challenges of new

jobs, keeping up to date with new legislation and product changes, meeting new people every day, and being out on the road. He also talks highly of his employees, who he says are integral to the success of the company.

"I have a wonderful team on board and they make it a great job. It's important to have the right people around you. Some of my staff have been here for over 30 years. We all work well together or independently and have pride in our work," said Grant.

Work is always carried out on time, and in accordance with Australian plumbing standards. Mr Hot Water is also a dedicated Dux Hot Water ePlumber.

The company delivers a prompt, efficient and cost effective service. Some of the key benefits of this include operating a 24/7 service and availability for clients, offering same-day emergency response and competitive pricing – all of which are ensuring the company continues to grow and expand.

Grant plans to continue the business in the coming years, with the next generation of plumbers, and technologies, and looks forward to future growth.



The team at Mr Hot Water

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

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

