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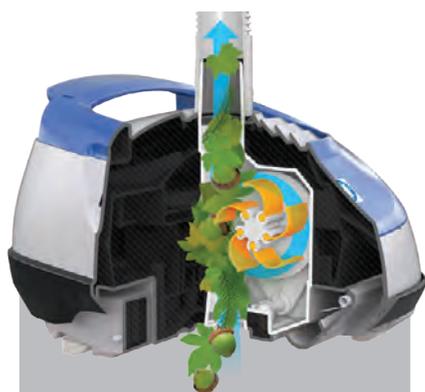
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FROM THE EDITOR

My first attempt at tertiary study was a flop. I had dutifully trotted off to uni straight out of school, but I'd had no idea what I wanted to study — much less what I wanted to do when I finished — and had zero incentive to work at it. I chucked it in 18 months later and spent the next decade working as a bartender. Then, when I was ready, I went back to uni and studied what had been my passion all along: literature. It was a completely different experience. I was motivated; I loved the subject matter; I did well. The difference was that I was ready to learn and could see the point of it. It's much the same in the pool and spa industry. While many of you possess significant knowledge and skills, formal education isn't high on everyone's list of priorities. And that's understandable: up until now, there's been no incentive, and certainly no obligation to hold a qualification.

But things are changing. Our Industry Roundtable for this issue explored training (both supplier education and formal qualifications) and our panel all agreed on the need for education to professionalise the industry. It's a different landscape out there now than it was 20 years ago, with professionals seeking to be well-rounded businesspeople, not just experts in a specific area.

Like me, you'll no doubt need a good reason to commit to training, and you won't do it until you're ready. But, as our Industry Roundtable article shows, there are plenty of benefits, both to individuals and the industry generally, that make it well worth the effort.

We'll be following this article up with a dedicated training eNewsletter — keep an eye on your inbox for this. It'll contain more comment from training professionals, plus a look at what's currently available. We hope it

will convince you of the value of training — but, as always, we welcome feedback, so please let us know your thoughts.



Kind regards,
Alice Richard
Editor
arichard@wfmedia.com.au

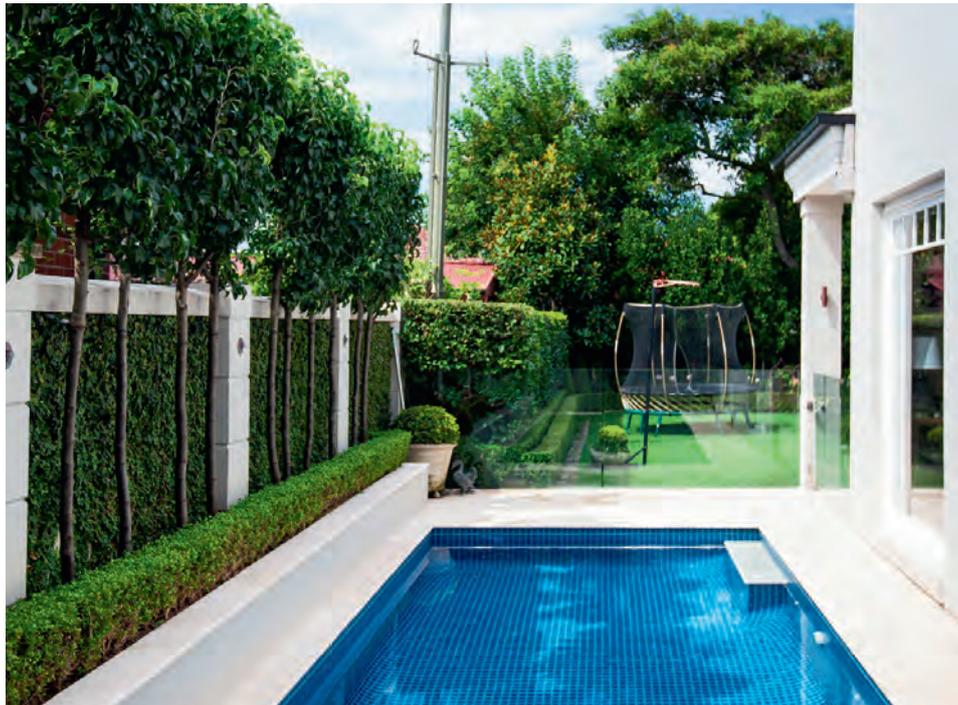


Image credit: Garden Society

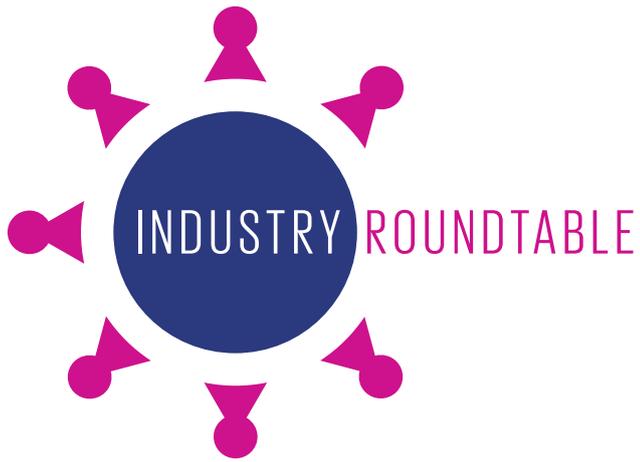
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TRAINING — WHAT'S IN IT FOR YOU?

Alice Richard

In every single Industry Roundtable, regardless of the topic, we hear the same refrain: we need more education in the pool and spa industry. Everyone's talking about it, but why? And what are the benefits of investing in training?



The very things that make the pool industry great — its relaxed culture, its foundation in family business, its friendly people — are the same things that can make it seem less than professional to consumers.

Being such a hands-on, practical industry, many people are trained by their predecessors or colleagues. While this ensures the deep knowledge that some people hold is passed on to the next generation, it also increases the possibility of people being trained incorrectly, or of there being gaps in their knowledge.

“One of the major challenges facing the swimming pool and spa industry over the next decade and beyond will be the strategic management and upskilling of its workforce. Skills shortages and a rapidly ageing workforce, combined with a patchwork of qualifications and licensing requirements in each jurisdiction, make it difficult to attract new entrants,” said Spiros Dassakis, CEO of SPASA NSW/ACT, Australia’s only RTO (registered training organisation) dedicated to the pool industry.

“Shaping and then having a workforce that is skilled, accessible, motivated and efficiently deployed will increasingly be a key differentiator of our industry’s performance and financial success.”

Putting ‘professional’ in ‘professionalism’

“Sometimes the challenge I find ... is the professionalism [of the industry] has to be brought up a little bit,”

said Michael Zaballero, Zodiac’s National Training Manager. “The infancy of the training industry within this field is the challenge that I see.”

“Because our industry is, in my view, a juvenile industry — it’s very young — we don’t share the same historical upbringing as other trades such as boilermakers, tilers, general building, etc. What they’ve enjoyed over the years that we have not is they’ve invested in education and training and the school-leavers now look at these as established trades,” said Dassakis.

“It’s funny how children come out of high school or year 10 and want to be a tiler or a boilermaker or a panelbeater, but how many children are putting their hands up to be a pool builder or a pool and spa technician? And that’s the culture we need to change. We need our industry to start thinking about being attractive to new entries and the only way to do that is consistently to keep going along that current trajectory ... by professionalising the industry.”

‘Professionalism’ is a word that cropped up frequently in this Roundtable, and in many Roundtables prior to this. While no-one doubts the level of skill and knowledge in the Australian pool industry, professionalising the industry through education and awareness will have far-reaching benefits for everyone — consumers, staff and suppliers alike.

Benefits to individuals

As an employee, training will make you far more desirable to future employers and more valuable to your current employer — while helping you become a well-rounded professional. While it’s vital

that you know the technical stuff, you need to see yourself first and foremost as a businessperson. You can be the best pool builder in the world, but it will count for nothing if you can’t manage your cash flow or understand a contract.

“There are businesses that you’ll come across and due to the fact that they’ve fallen into business and things like that, they can’t seem to manage cash flow properly and so they go south pretty quickly,” said Peter Kolomyjec, Zodiac’s Trade Marketing Manager.

“Especially in this industry, it is pretty seasonal, so people have got to know when to go in. You’ve got to have your planning right. You’ve got to know when the season is for pool service. You’ve got to know when the season for launch is. It’s managing the peaks and troughs within the season and within the year.”

Kolomyjec said Zodiac Academy’s learning modules will soon bring a focus to business skills in addition to product knowledge.

“Testing water alone is not going to get you anywhere. You need to understand the relationships around that in terms of dangerous goods, customer service, contracts, hazards, risks, sales techniques, understanding pool chemicals, their interactions, speaking to customers, upselling. That’s something that our courses seek to deliver,” said Dassakis.

“A lot of our people in the industry have inherited roles, or have fallen into roles. I’m seeing the emergence of people not looking at themselves as a builder or a pool and spa tech-

OUR PANEL



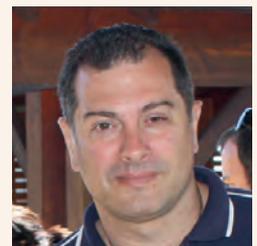
Andy Gale, Aquatic Sales Manager, Waterco.



Michael Zaballero, National Training Manager, Zodiac.



Peter Kolomyjec, Trade Marketing Manager, Zodiac.



Spiros Dassakis, CEO, SPASA NSW & ACT

nician; they're looking at themselves as businesspeople.

"And that's the exciting part: that culture shift... We are seeing evidence of this, especially with some of our newer members and newer industry stakeholders. I think we are the pioneers of turning this industry around and making it more professional."

Benefits to businesses

There's a Henry Ford quote that's frequently repeated in the training industry: "The only thing worse than training your employees and having them leave is not training them and having them stay."

There's a significant financial incentive to ensure your staff are trained. Firstly, there's the obvious, tangible results: trained staff mean more sales and fewer errors (and thus fewer callbacks and repairs that cost your business money and time). In fact, a study from the American Society for Training and Development found that companies in the top quarter for training expenditure had 24% higher profit margins than firms in the bottom quarter.

But there's also the aspects of business that are less easy to quantify: the reputation of your business and the reputation of the industry more generally. You can't put a dollar figure on it, but there's no denying the benefits.



THE ONLY THING WORSE THAN TRAINING YOUR EMPLOYEES AND HAVING THEM LEAVE IS NOT TRAINING THEM AND HAVING THEM STAY. – HENRY FORD

Waterco has invested heavily in training for its staff and trade customers through its Waterco Advance platform. While this investment was partly spurred on by a desire to improve the industry, the company has certainly gained from this investment.

"One of the benefits we see to it is predominantly for Waterco. We can help to minimise warranty costs, upskill our trade services in the field [and] not have the phone calls that come back to us on product issues because it's been installed incorrectly or because there's a general lack of understanding. So we saw the return on investment through the correct operation of our product and upskilling in the marketplace," said Waterco's Andy Gale, who was responsible for developing the Waterco Advance platform.

Zodiac has seen this too. By analysing data pre- and post-training, they've seen quite clearly the benefits of education.

Having channel partners who are trained in how to correctly install and run equipment — and even how to adequately answer end users' questions about the equipment — has significantly reduced the amount of time that Zodiac spends returning to installations to fix equipment, Kolomyjec said.

"[After training], more people will be engaged in selling the product and installing it better. We've got metrics where we can actually see just through the sheer number of ... people calling back to our after-sales [support]," said Kolomyjec.

Waterco has seen similar increases in sales due to training, Gale said.

"For those who were engaged, there was well over a 10% increase in sales on the previous corresponding period. And where there was a less engaged [group] or non-engagement, the figures went down," said Gale.

It also ensures that equipment is being installed not only correctly, but also in compliance with Australian Standards.

"Our responsibility is that in regards to our products, we want to ensure that they're installing that up to our standards — up to the minimum standards that we require, so there's not going to be a mistake," said Zaballero.

"To give you an example, in regards to heaters, we don't want the heaters near windows — it needs to be a certain depth and distance away. So these people who attend the training, they will be signing a documentation giving us their feedback and giving us a level of knowledge that they've learnt this much."

Benefits to industry

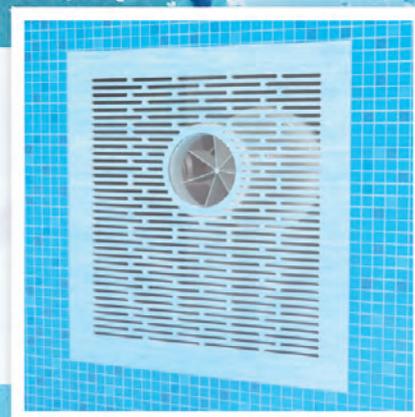
Training is key to improving our industry's reputation, our Industry Roundtable panel agreed. Having everyone, from retail staff to pool builders to pool techs, carrying a formal qualification means that not only is everyone's knowledge up to scratch,





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but they are also delivering the same message when dealing with the public.

Professionalising the industry through training will also make it a more attractive industry for school leavers and jobseekers, our Roundtable panel suggested. Attracting new talent to the industry and improving its standing in the community benefits everyone in the industry.

“The continual promotion of our swimming pool and spa industry with a qualified workforce validates who we are in the eyes of consumers, regulators and government,” said Dassakis.

Once a large enough proportion of the industry embraces training, it will prompt wider change throughout the industry, our Roundtable panel agreed.

“I think we’re already starting to see some real leadership going on from the major franchise chains. In particular, Swimart, BioLab, Poolwerx, Clark Rubber, Jim’s. Those national franchise groups are really coming together and starting to address the training deficiencies by having them all upskilled to do a Cert III, and I think that’s exciting, but it ultimately will pull the independents — either pull them or drag them,” said Dassakis.

Moral imperative

There’s also a non-monetary incentive to training that’s more of a moral imperative:

public safety. The chemicals we work with in the pool and spa industry can, if stored or handled incorrectly, cause significant harm. It’s vital that anyone working with these chemicals — selling them, recommending them, using them to maintain a pool — clearly understands and can communicate the safest way to handle these chemicals.

“If anyone recalls the hotel at Circular Quay where they had to evacuate the entire hotel simply because the barrels [of pool chemicals] were re-labelled incorrectly and there were chlorine gases throughout the hotel... That, as I understand it, cost that hotel many hundreds of thousands of dollars as a consequence of shutting down that operation. But it also could’ve created some serious injuries,” said Dassakis.

“It’s critical for our industry in particular to ensure that when dealing or handling or delivering or loading these types of materials that our industry takes the appropriate precautions, but also understands their obligations in law, and also ensures that the consumer understands the potential for hazards to occur,” added Dassakis.

Embrace and engage

It’s easier now than ever to access training. There’s government assistance available

to complete formal qualifications, and companies like Zodiac and Waterco are investing heavily in product and business training for their trade customers. But it’s up to the industry to embrace and engage with training to lift standards across the board.

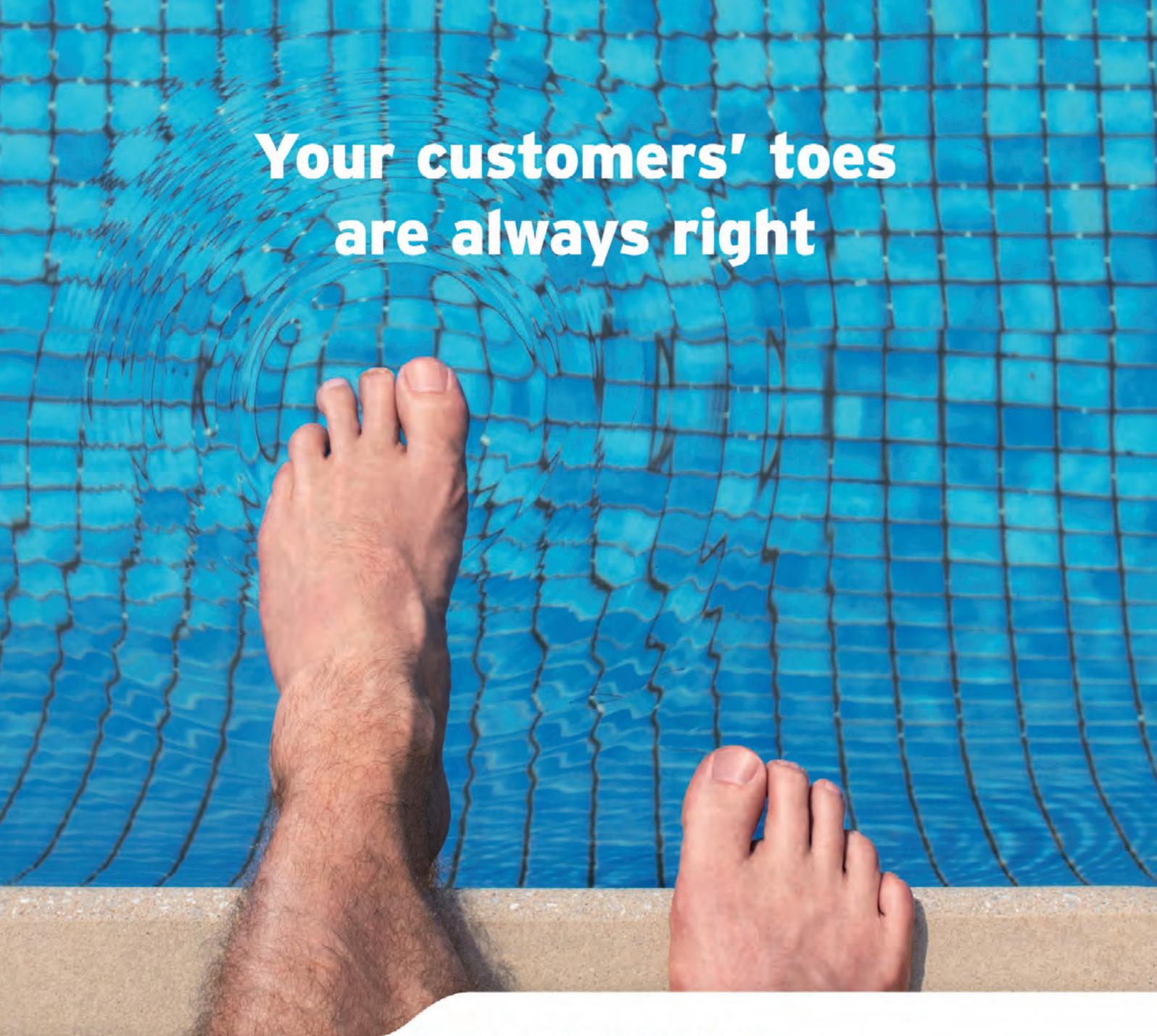
“There is a degree of investment that [the industry] needs to make into their businesses to see the benefits of this training. We can put all the training in the world up there, but unless they engage with it and make the effort, there won’t be any outcomes,” said Gale.

“If there is that genuine engagement and we see businesses and individuals making a concerted effort to upskill, there will certainly be improvement all round.”



Why is training important to you? Has your business invested in training? Let us know! Email ps@wfmedia.com.au.

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MAKING WAVES



Waterco HQ rises from the ashes

Following a devastating fire that destroyed its head office in January 2015, Waterco has moved back 'home' just in time for Christmas.

"We're thrilled that just 21 months after the fire that gutted our head office building we have moved back in. Our building is now better than ever, which is a great outcome for both customers and staff," said Bryan Goh, Waterco's group marketing director.

"Thanks to the support of our wonderful staff, customers, suppliers, Steadfast IC Frith and our insurer VERO, we remained 100% operational from virtually day one after the fire. However, it was a great feeling for all of us to return 'home'."

One silver lining to come out of the fire is the company's new state-of-the-art facility, designed by Studio CCP Associate Santo Talarico.

"While we would have preferred not to have had the inconvenience and distress that accompanied losing our previous building, we are now looking at the positive outcomes that resulted," said Goh.

"Our engineering department is among the beneficiaries, with a fully tooled workshop, offices and sound testing facilities for products. Research and development of cutting-edge products has always been at the forefront of Waterco's business, and these new facilities will really enhance the capabilities of our engineering team."

Besides an impressive, light-filled new showroom, the building is fully accessible for disabled visitors and staff, and it also includes LED lighting, a fully functional gymnasium and breakout areas on the ground and first floors for staff and client meetings.

"We have also taken a modern approach to the furniture, workstations, training facility, boardroom and three meeting rooms. Staff in the administration area will be surrounded by 114 pot plants to take a little of the stress out of the day, while customer service has been designed to encourage a team environment," said Goh.

"We look forward to hanging Christmas decorations in our bright new building in the coming weeks and to welcoming our clients and partners to celebrate our homecoming in the near future."



AstralPool moves into six-acre, \$35m manufacturing facility



AstralPool has marked its 26th year in Australia by opening one of the largest full-line manufacturing facilities in the pool industry worldwide. The \$35 million, 6-star energy-rated Keysborough manufacturing

plant covers 25,000 m² (six acres) and houses production, assembly, warehousing and logistics under one roof.

The company's shift to the new premises is a "once-in-a-generation move" according to Matt Adlam, AstralPool Australia's general manager. "This new facility sets up AstralPool in Australia for the next 15 years and shows the commitment from our parent company, Fluidra, to the Australian pool industry," he said.

The factory contains injection moulding, sheet metal fabrication, powder coating, automatic machining processes and other state-of-the-art machinery that supports the company's full range of products. The new facility has an emphasis on R&D, with investment in new areas and tools to increase the drive for new, efficient and innovative products.

The actual build and move took approximately 12 months from initial excavation to completion, but project planning for the site commenced three years ago. The factory, which is the first certified 6-star energy-rated production facility in the country, inclusion fully insulated roofing, PV solar panels, automated office lighting and rainwater tanks.

The facility was officially opened by Carlos Franquesa, Fluidra's global head of sales and operations, in October.

Lo-Chlor secures new distribution agreement

Lo-Chlor Chemicals has secured the exclusive distribution rights for BiOWiSH Technologies' Bio-Active Products Cyanuric Acid Reducer and other living microbial pool maintenance products throughout Australia and Oceania.

According to Paul Simons, managing director of Lo-Chlor and Poolcorp International Pty Ltd, this is one of the most exciting partnerships in the companies' history.

Set for release in Australia in late October 2016, the Cyanuric Acid Reducer product is a non-chemical approach to reducing excess cyanuric acid in pools and spas.

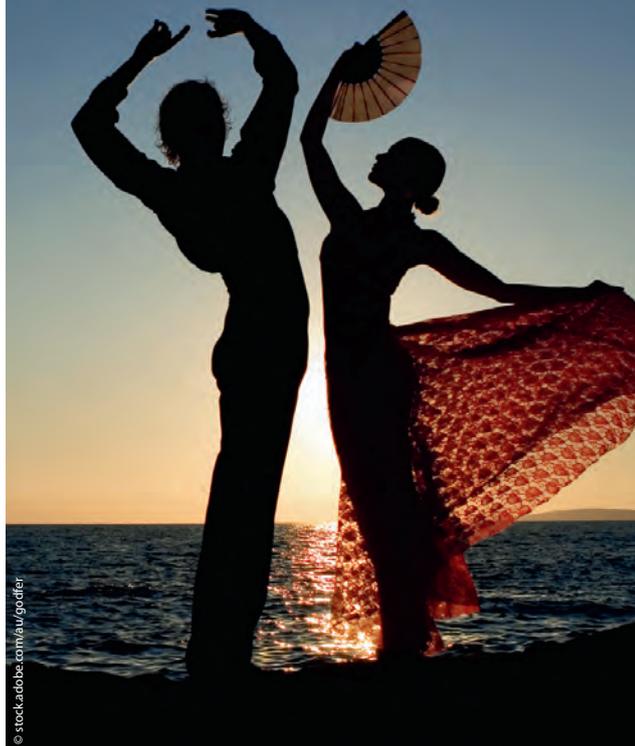
Hayward acquires Spanish manufacturer

Hayward Industries has acquired Spanish pool equipment manufacturer Kripsol. Kripsol will continue to operate as a separate identity.

Headquartered in Yuncos, Spain, Kripsol Group manufactures a broad line of products, including pumps, filters, ladders, lights, salt chlorinators and controls. Its products are marketed under the Kripsol and Fiberpool brands.

"We've had a longstanding relationship with Kripsol and are delighted to add their portfolio of products and management talent to Hayward. This combination also fulfils our strategy of manufacturing close to our customers," said Clark Hale, president of Hayward Industries.

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MAKING WAVES

Zodiac acquired by Rhône

Zodiac has been sold to global asset management firm Rhône for an undisclosed sum. The Carlyle Group, Zodiac's owner, announced the acquisition on 25 October.

The acquisition, which is expected to close promptly, includes the family of Zodiac brands and all 1300 employees worldwide.

"Based on our strong financial performance and growth over the past three years, culminating in a record year in 2016, the timing was right for a new investment from a new partner," said Bruce Brooks, Zodiac's CEO.

"We are proud of our company's achievements working with Carlyle and we are excited about building on our accomplishments with Rhône. Rhône is a great partner for Zodiac and this is excellent news for our employees, customers, vendors and the pool and spa industry.

"We look forward to building on Zodiac's heritage of excellence to drive ever-greater technological innovation and quality as we work to grow Zodiac's market share across all of its premium brands."

Zodiac has made some recent strategic acquisitions, including: SAVI, a US pool and spa lighting company; Pool Resources, an Australian pool chemicals distributor; Two10, a South African pool chemical producer; MagnaPool, an Australian mineral pool systems company; and SET, a German company specialising in pool heating systems.



AILDM Landscape Design Awards attract highest number of entries to date



The Australian Institute of Landscape Designers and Managers (AILDM) has named the industry's top performers at the Landscape Design Awards. Held in Melbourne for the first time in the event's history, the awards attracted attendees from Victoria, Queensland and New South Wales.

The design competition attracted the highest number of entries ever received, with a notably large number of entries in the Educational/Institutional and Pro Bono categories, demonstrating the extent to which AILD members are contributing to the community.

Steve Warner of Outhouse Design took home the evening's most prestigious prize, the Allan Correy Award for Design Excellence.

"The company awarded tonight is one that has built an enviable reputation over many years, consistently delivering high-quality designs and being recognised many times in these very awards with

several gold awards, silver awards and also Best in Category awards. It is an impressive body of work," AILD Fellow Catherine Stewart of GardenDrum said.

"I would like to make particular mention of the company's pro bono work, as it reflects an attitude that good quality design should not just be the preserve of the wealthy, and that worthy projects should receive support from those of us who are able to give it.

"The principal of this company is someone who is passionate about designing high-quality landscapes, who also believes strongly in giving back to various communities, and also in the healing power of landscapes to change both people and places."

The Best in Category Award winners were:

- Rooftop or Balcony Garden: Adam Robinson, Adam Robinson Design
- Residential Landscape Design less than 50 m²: Chris Weiss, Formation Landscapes
- Residential Landscape Design 51-150 m²: Julia Levitt, Sticks & Stones Landscape Design
- Residential Landscape Design more than 151 m²: Andrew Munro, Define Landscape Architecture
- Commercial Landscape Design Educational/Institutional: Steve Warner, Outhouse Design
- Plantscape Design: Aaron Worth, Utopia Landscape Design
- Landscape Management Environmental: Jonathan Weinert, JW Concepts
- Landscape Management Master Planning: Sally Arnold, Fiddlehead Landscape Design
- Landscape Design Pro Bono: Mark Tisdell, Mark Tisdell Urban Design MUD
- Recent Graduate Competition: Fiona Thompson
- Student Competition: Andrew McLeod

The full list of award recipients is available on the AILD website: www.aildm.com.au.



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YOUR SAY

*Do you have an opinion on a hot topic in the pool and spa industry?
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As *Pool+Spa* published early in 2016 ('Pool cleaners and energy use'), an independent electricity company, PG&E, undertook an analysis to compare the energy consumption of different types of pool cleaners over the course of the year. Needless to say, robotic pool cleaners consumed much less energy, being 65% more efficient to run than the next best option of manual cleaning (excluding labour costs) and a whopping 93% more efficient than the least efficient option of booster (pressure) pump cleaning.

Apart from energy efficiency gains, there are many other benefits of using robotic pool cleaners that also reduce the operating costs and the hassle of maintaining a swimming pool. Putting aside the excellent cleaning results for one moment, a good quality robotic pool cleaner will also deliver savings in other areas such as reducing water consumption and lowering the need for chemical use to balance water.

Much like all pool cleaners before PG&E undertook their pioneering pool cleaner energy consumption study, there is no official or standardised measurement for water saving and reduced chemical usage. Perhaps this is because all pools vary to some degree in the vagaries of operating costs and maintenance required. However, it is still possible to conduct some investigation to reach conclusions about other savings. Let's break it down and analyse the two factors: reduced water consumption and reduced chemical usage attributed to using a robotic

pool cleaner. Keeping in mind that all pools do vary to some degree, let's focus on the principles of operation and maintenance to open a conversation about best practice to find a way the industry can standardise measurement and calculation of savings achieved.

Robotic pool cleaners reduce water consumption

Reduced water consumption is achieved as robotic pool cleaners collect dirt and debris independently from the pool's main water filtration system. Everything collected by the robot is stored in the cleaner's internal filters and is removed from the pool system with the robot at the end of each cleaning cycle or when the canister is full.

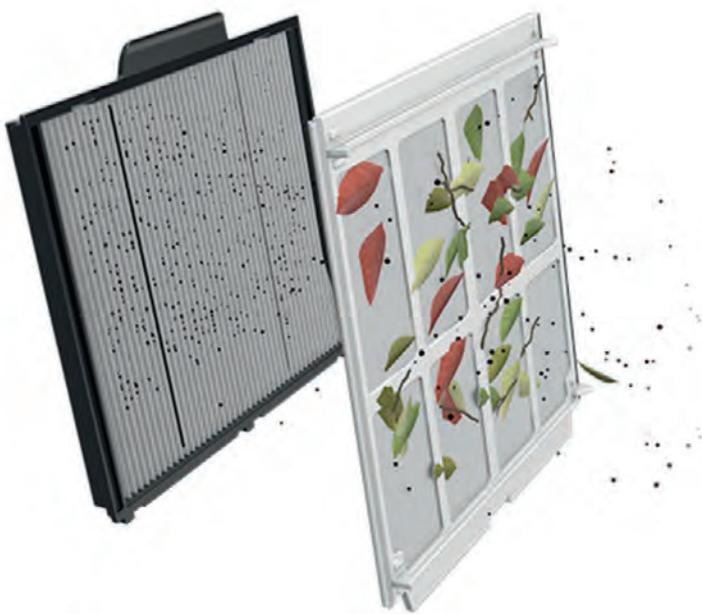
Compare this to the popular suction pool cleaner still currently used by most pools in Australia. Suction cleaners deliver all dirt and debris directly to the pool's main filtration system with the larger debris caught in the skimmer box basket. The smaller debris remains in the pool filter (and the pool system) building up until the pressure reaches the point where backwashing is required. Suction cleaners, when continually connected, can spend eight hours each day delivering debris to the main pool filter.

A view may be that for every two backwashes, where a robotic pool cleaner is used, there would be an extra backwash required for a pool where a suction cleaner is used. Based on this, using a robotic cleaner may save you 33% or more of your backwash water, which adds up quickly over time.

Along with reducing backwashing needs, robotic pool cleaners also work to improve a pool system's hydraulic flow with better water circulation and pool turnover times. Reduced pressure build-up in the main filter system is the contributing factor for improved circulation that also allows the pool equipment to operate more effectively (pump, filter and chlorinator). This creates an environment for a healthier pool and leads into the next benefit that robotic pool cleaners contribute to: reduced need for chemical usage.

Robotic pool cleaners reduce the need for chemical usage

So now the pool pump is circulating water more effectively (less pressure = more flow). Add to this that the robotic cleaner is circulating water throughout the pool — usually at rates of around 17,000 L/h. The robotic pool cleaner is picking up the larger and smaller debris, doing the heavy lifting of removing organic and particulate matter instead of the main filter system and sanitation agents. And, most importantly, the debris is removed from the pool system. The robotic cleaner can scrub pool floors, walls and waterline, providing a thorough clean. The main filter system is now free to collect the tiny microscopic particulate matter. Combined with the regular cleaning cycles of the robotic cleaner, most of the dirt and debris is no longer breaking down inside the pool burning



Robotic pool cleaners remove both fine and coarse particles before they reach the main pool filter. This greatly reduces the need for backwashing.



Robots like the Dolphin M 500 (pictured) that scrub floors, walls and waterlines remove dirt and debris before chemical sanitation is required to neutralise the foreign body.

out chlorine and adversely affecting pool water chemistry and balance. Again the example is drawn against suction pool cleaners, simply due to the fact they are one of the most common types of pool cleaners in Australian backyards. Suction cleaners utilise the pool skimmer box as a connection port to the pool pump, effectively rendering the skimmer useless, and forcing debris to stay in the pool system, waiting for the debris to stay in the pool, slowly sink and eventually get collected — all of this requires more chemicals to control and keep the pool water chemistry in balance. By applying common sense it is easy to understand how robotic pool cleaners help reduce chemical usage in this way. The faster removal of dirt and debris means less chlorine is needed by sanitising the decomposing organic matter and fewer chemical by-products are produced.

So the question is — how much less chemical usage is achieved and how can this be measured, standardised and quantified to educate or inform consumers? How to measure chemical usage when each pool has different bather loads and conditions? It is a challenge!

Regardless of having no meaningful way to quantifiably measure, what becomes absolutely clear is that regular effective pool cleaning by robots reduces the ongoing costs of pool control and in the long run benefits all aspects including water clarity, pool balance, bather comfort and of course the visual aspects of owning a clean sparkling pool that is inviting to swim in.

The other undisputable fact is that robotic pool cleaners make cleaning a pool simple and easy. Good quality cleaners also deliver effective cleaning and scrubbing of floors, walls and waterline. Clear benefits of reduced power consumption, reduced water usage and reduced chemical usage are plain to see, but the big questions is how the second two can be measured accurately.

If you have further thoughts and ideas on the concepts presented in this article we would enjoy the debate and discussion.

Grant Brooks
Maytronics

POOL^{of} KNOWLEDGE ...

Garry Long has been taking his work home since he was a child. After purchasing their first above-ground pool in 1969, his parents went on to sell the product from their Melbourne backyard, dispensing pool chemicals from the garage. Long started out helping with the business at home, then began working in the liner factory for a dollar an hour during school holidays. In 1976, the family relocated to Brisbane and founded the ABGAL business, with Long officially joining the company after completing school in 1978.

Despite its humble origins, the company has embraced cutting-edge technology to improve its productivity, profitability and product quality. Long implemented the company's first computer accounting system in 1984, followed by a computer for word processing in 1987. He then commissioned a program that calculated a cutting plan for vinyl pool liners. This transformed the business: it improved efficiency, reduced wastage and sped up the production process.

The next step was to automate the cutting process. In 1988, Long picked up a magazine featuring an America's Cup yacht on the cover. Inside, an article profiled a Sydney-based company that used new laser-cutting technology to accurately cut the complex, highly technical sails for these racing yachts.

"I thought to myself, 'This is what we need. We've got the design front end of our software program, but we're still using a pair of scissors to cut it all to shape'," Long recalled.

Long researched the technology and by 1990, ABGAL installed its first robotic cutting machine to cut pool liners.

"It meant that we could cut the panels of the liners out to shape automatically, super accurately, very quickly and reduce a lot more wastage of material as well. That was the really big game changer for us, because it eliminated errors, saved a lot of raw material because we could nest all the pieces together and [find] the best fit to minimise wastage, and it was much faster than doing it all by hand," he said.

Not content to rest on his laurels, in 1993 Long developed a laser measurement system that accurately measures the complex curves and angles in concrete and fibreglass pools to enable them to be renovated with a vinyl finish. This was a world first for the pool industry, and the CAD process was featured in *Multi-CAD* magazine in 1994.

Long is constantly looking for the next great invention that will further improve the business, but rather than mimicking what the pool industry is doing, he looks to other industries for ideas.

"One thing that really changed how I looked at things was a best-practice tour of the US where I went to Federal Express and spent a couple of days learning how they ran their business. One of the things I learnt from them was that if you can't measure it, you can't improve it. It's important to have steps in place to measure how you're going now so that you can make improvements and see those improvements in the future," he said.

Inspired by the experience, Long added time stamps into the company's systems to measure each step of the process, from order through to delivery.

"By focusing on setting targets and focusing on all those time stamps, we were able to improve our productivity, but also improve our customer service and know exactly what was going on in our business, where the bottlenecks were, so we knew where to focus to increase our output," he said.

"I think you've always got to be improving; you can't sit still. If you're not moving forward, you're moving backwards, and so you need to look for opportunities.

Look for new markets. Don't be frightened to invest in a good idea and follow it through," Long said.



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GARRY LONG

Managing Director of ABGAL Liners and Covers



For Garry Long, Managing Director of ABGAL Liners and Covers, business is personal. Long has been involved in the pool industry for virtually his whole life, helping the company grow from a backyard family business to Australasia's largest manufacturer of pool liners and covers. He talked to *Pool+Spa* about his journey and inspirations.

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TOP TIPS FOR KEEPING YOUR **WAVE 300XL CLEANER** IN TOP CONDITION

John Davie

They say an ounce of prevention is worth a pound of cure, and this is particularly true of robotic pool cleaners — especially in commercial facilities where time is money. Having staff carry out simple maintenance tasks regularly can help prevent larger issues arising down the track, minimising downtime and reducing costly, avoidable repairs.

Error messages

- If the cleaner is displaying an error message, don't ignore it! It's important to resolve any errors before using the cleaner again.
- Note any error messages, such as 'No communication error' or 'Robot is stuck', and view the error report.
- If you can't resolve the issue yourself, contact your service provider with the details. They may be able to solve/diagnose the problem over the phone, getting you up and running again quickly.

Filter bags

- Clean the filter bags after every cycle: rinse them out and leave them to dry. Machine wash them as necessary

- A 'Filter bag full' alert on the MMI isn't cause for alarm. It simply means that the bag needs to be cleaned at the end of the cycle.
- Ensure bags are secured in position before each use.

Cleaning

- After each operating cycle, clean the robot's body and brushes, and around the drive belt area, using a garden hose or air hose.
- The rollers will collect rubbish like dirt, hair and elastic bands, which will make them less effective. Remove these to free up the brushes.
- Use fresh water to clean the robot — the pool chemicals will deteriorate the plastic over time.



Brushes on the Wave 300XL cleaner.

Cable

- Keep the floating cable orderly to enable it to be rolled up easily.
- Regularly unroll the entire cable and rearrange it on the roller.
- Twisting of the cable is not common, but over time it will develop twists. Twisted wires are at risk of shorting out.

Remote control unit

- The remote control is only for manual use. It is splashproof but should not be immersed in water. For this reason, many duty managers don't give out the remote controls because they can be accidentally dropped in the pool.
- The remote control unit is powered by two AAA batteries. Replace the batteries as necessary.

Impeller

- Once a week, clean around the impeller. Remove the Phillips-head screw that secures the impeller cover to do this.
- Twist the cylinder cover anticlockwise to open.
- Physically remove foreign objects from around the impeller, then hose.



Preventive maintenance

- Preventive maintenance by a Commercial Master Dealer is required every 1500 working hours or 12 months (whichever comes first).
- Keeping to this schedule will ensure the robot stays in good working order. It's especially important during the warranty period.
- Ideally, this should be scheduled during the off-season to minimise downtime.
- After 12 months, the robot will display a 'Maintenance required' alert.

Rental options

Fully maintained rental options are available and are becoming very popular. How do they work?

- Generally, they're for a fixed 24- or 36-month period, with a capped cost paid each month.
- The fee includes replacement parts and labour.
- At the end of the rental period, you'll receive a new cleaner and begin a new contract period.

This sort of arrangement caps the cost for the client, giving certainty over costs. It also ensures that your equipment stays in good working order and you don't need to worry about maintenance.

Commercial Master Dealers will usually prioritise rentals in their service departments, giving you a fast turnaround compared to operator-owned units.

This article is based on a presentation delivered at the 2016 NSW Country Pool Managers' Conference.

Orimatech (Poolworx Pty Ltd)
www.orimatech.com.au

CLEANERS



ROBOTIC POOL CLEANER FOR SHALLOW POOLS

Able to work in water that is just 20 cm deep, the Dolphin W20 robotic cleaner delivers thorough and fast automated cleaning of shallow pools.

It is suitable for cleaning commercial toddler and paddling pools up to 15 m in length with standard or beach entry, and leisure pools of any shape.

It has two Active Brushes for comprehensive cleaning and its advanced scanning system ensures optimal coverage of the entire pool floor. Ultrafine filtration captures all debris from fine dirt to leaves and its large capacity enables uninterrupted operation.

The robot's dual propulsion motors provide maximum manoeuvrability, enabling the robot to overcome obstacles and allow an uninterrupted cleaning cycle. The cleaner adjusts to irregularly shaped pools and beach entry pools, operating efficiently on any type of floor surface.

The cleaner's precise navigation system comprises Maytronics' Cleverclean intelligent scanning technology with a built-in gyroscope. Its remote control has options including fast or regular cleaning cycles and manual navigation.

It has an 18 m cable and weighs only 10 kg. It is supplied with a caddy for easy handling and storage.

The cleaner is available through Orimatech.

Orimatech (Poolworx Pty Ltd)

www.orimatech.com.au



APP UPGRADE FOR ROBOTIC POOL CLEANER

Maytronics' M500 robotic pool cleaner has received an update, with the MyDolphin App now included with all M500 cleaner purchases.

The app enables users to control the cleaner through the multifunction power supply or to use the app on a smartphone or tablet to set up cleaning programs and control the robot remotely, including manual navigation.

The app provides full-feature control, including manual navigation, delayed start operation, cycle time programming, cleaning mode selection, and weekly timer and general settings access. It is available for free download from both the Apple App store and the Google Play store.

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Cross-generational leadership

Lindsay McGrath, SPASA Australia

Cross-generational management is one of the many challenges faced by leaders today. The fact is, the longer you are in a leadership position, the younger the workforce you manage gets in comparison. Irrespective of your role or business, you have the opportunity to lead and create a positive culture in your workforce. The tips below will help you adapt your leadership style to suit the various generational groups in your workforce.

Baby Boomers: born 1946–1964

Life expectancy is increasing and the workforce is ageing. Don't lose these skilled mentors with experience to share. Flexibility is often the key as the retirement age progresses toward 70. Consider half days, short weeks, etc, to help provide a home/work balance.

Generation X: born 1965–1980

Show me the money! For this generation, the mortgage is still too high; the kids are older and aren't leaving home; the superannuation is never enough. By providing stability, you will be rewarded with loyalty by many in this age group.

Generation Y: born 1981–2000

Engagement, engagement, engagement. Gen Y-ers need to see the path forward with their career and to answer the question, "What are we a part of?" The key difference between Gen Y and prior generations is that they work best when rewarded prior to delivery. Despite stereotypes, they are no less loyal or dedicated than older generations.

Generation Z/Millennials: born 2000 onwards

Technology is as natural to them as breathing; the world before touch screens is unknown. Connection is constant via media, and apps replace emails. My daughter says, "Facebook is for old people, Dad. I want to talk to all of my friends all of the time, so why would I send an email and wait?" Technology gives them instant communication and constant interaction with the outside world. This is an exciting group to have in your team as our industry embraces automation.

Delivering cross-generational leadership

Labelling any person as a style or type due to their age is a dangerous practice as a leader. However, the above stereotypes help us acknowledge that as we get older our priorities change. Most of us want a little bit of what each age group is looking for, so challenge yourself to deliver a cross-generational leadership style.





PHOTOMETER-BASED POOL WATER TESTING SYSTEM

LaMotte has released the WaterLink Spin Touch, which gives users the ability to use the WaterLink Spin system anywhere in the field or in-store without the need for a computer or mobile device. All the user needs to do is fill a reagent disc, place this in the meter, tap 'start' and all tests are done automatically via the touch screen.

The system has a built-in lithium-ion battery, so there is no need for a power connection, and tests are unaffected by power or computer outages. Bluetooth technology allows better connectivity and provides an improved interface for the test system.

In the field, the results are displayed on the touch screen, which can also be transferred to DataMate Web software for instant analysis, with step-by-step treatment instructions transferred to the technician's mobile device. Test history is also stored via cloud technology.

In-store, the test system can be run directly from the computer using DataMate Web or DataMate 10 software. Test results are displayed on the monitor with all records (history) kept in the cloud or on the computer's hard drive. With DataMate Web, the information can be shared across several stores, including field service testing, with one database for all data entered.

The product is supplied with five reagent discs with up to 11 test parameters per disc. Parameters include chlorine/bromine, chlorine/bromine plus phosphate, chlorine/bromine plus borate and biguanide plus borate, as well as pH, total alkalinity, total hardness, cyanuric acid, copper and iron. Testing times vary from 30 to 60 s, depending on the disc used.

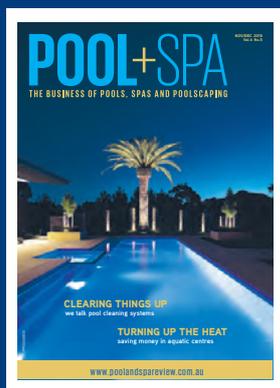
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CYANURIC ACID REDUCER

Bio-Active cyanuric acid reducer offers a biological approach to safely and effectively reducing cyanuric acid levels in swimming pools. It is a blend of catalytic microorganisms, enzymes and cofactors designed for clarification of freshwater and saltwater pools, and is compatible with normal chlorine levels.

Delivered in active microbial form, these biocatalysts are freeze-dried in powder and reactivate upon mixing with water. They convert organic wastes into nitrogen and carbon dioxide gas which escapes into the air, leaving no residuals that damage the environment.

Product application is easy: pour the required dosage directly into the skimmer box while running the filter. Continue running the filter for a minimum of four hours after dosing for best results.

The product works by reducing levels of cyanuric acid in swimming pools, maintaining the efficacy of chlorine and other sanitisers. It is an alternative to draining a pool due to high cyanuric acid levels, and it eliminates chlorine lock due to high cyanuric acid levels. According to the company, it will not disturb pool chemistry or cause disruption to the pool.

It is available in two sizes: a 225 g pouch for treating residential pools up to 90,000 L and a 500 g pouch for treating commercial pools up to 180,000 L.

The product is exclusively distributed throughout Australia and Oceania by Lo-Chlor Chemicals.

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AQ P&SR 115

Leadership is not about hierarchy

Spiros Dassakis

Nothing shapes and sustains credibility like a leader who leads by example. It's no secret that actions speak louder than words, particularly when your philosophies and behaviour can motivate your employees to do their best or their worst work.

Some managers lead from the front while others prefer leading from behind. Leading from the front requires taking the initiative, being decisive, leading by example and being entirely accountable. When you lead from behind, you generally step back from the action while allowing others to control the process and share ownership and accountability of outcomes.

A company's leadership structure generally standardises how workflow, accountability and authority work together. Traditional hierarchical leadership employs a top-down structure with a powerbase that filters down to the company's lower management levels.

A hierarchy is a logical structure in which the power belongs to the position rather than the individual, while a company without a hierarchy is decentralised across a flat organisation, providing employees with a higher level of responsibility and accountability for their work.

For a company to grow, its employees also must grow. The way for leaders to improve the working ethos of their team is to commit to a greater challenge themselves. By setting the example of notable discipline and displaying a higher level of drive, a leader encourages employees who report to them to adopt a greater standard as well. It's contagious! The evolution of the modern workplace is changing to embrace new leadership cultures. In future, successful leaders may need to shape their organisations to be more responsive, flexible and less hierarchical to better manage, organise and deliver internal and external value.

To exploit the power of their employees, leaders must be dedicated to building a supportive culture under an effective organisational structure with practical employee processes. Leaders have always been required to actively develop, engage and motivate employees. Organisations that do not foster or invest in proactively developing their talent pool or lack the right employees with skills in the right areas are more prone to unforeseen changes.

Whatever your management style, leadership is not about a job title or where you sit within the company's hierarchy

— it's about being unselfish and fostering relationships to enable you and the organisation to achieve its outcomes. In a modern business world, it is unwise to have your leadership team sit in one place for too long.

Comments welcome:
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WHY OUTSOURCE TO A HORTICULTURALIST?

Lyndall Keating

A lack of plant knowledge needn't stop you from creating a stunning poolscape for your client, rather than focusing just on the pool. Engaging a specialist to take care of the horticultural side of things means you can deliver a complete solution for your client's backyard, from the pool through to the plants and everything in between.

Even if you have some basic — or even extensive — knowledge of landscaping, when it comes to plant specification, selection and installation, there are many benefits to engaging a specialist horticulturalist. Just as you might engage a specialist pool plumber to take care of the pipework or a pool tiler to take care of the interior, if you want the softscaping done properly, it can pay to engage a specialist plant provider who lives and breathes plants.

Project management

Subcontracting to a horticulturalist takes the whole horticultural process off your hands. They can specify, source, supply and install all plants, containers and soft landscaping for a project, leaving you free to focus on what you do best.

The project management service usually includes:

- plant specification;
- supply and install;
- plant and product sourcing;
- containers and soft landscaping.



Image credit: Garden Society

ensuring it will suit the client's practical needs as well as aesthetic requirements.

However, horticulturalists' knowledge extends far beyond just the green parts of a garden. They can recommend methods that will save time, costs and labour, and advise on soil selection, mulch varieties and irrigation. Most importantly, they will ensure that plants are installed correctly with good horticultural practice. Anyone can plant a plant, but not everyone can plant a plant properly.

A poolscape that looks great on completion but is an overgrown or dead mess six months on isn't going to secure you any referrals from your client. By having a horticultural expert install a low-maintenance garden that perfectly complements the pool and house, your client can get on with the important job of enjoying their poolscape — which means they're more likely to feel positive about it and therefore recommend your business.

Ongoing maintenance

After project completion, a horticulturalist can even provide ongoing maintenance programs for continuity of garden care, enabling you to deliver a truly turnkey solution for your clients.

As the horticultural team already knows the plants, the environment and the objectives for the garden, they can keep the newly planted landscape looking its best. All your clients need to do is enjoy their new poolscape!

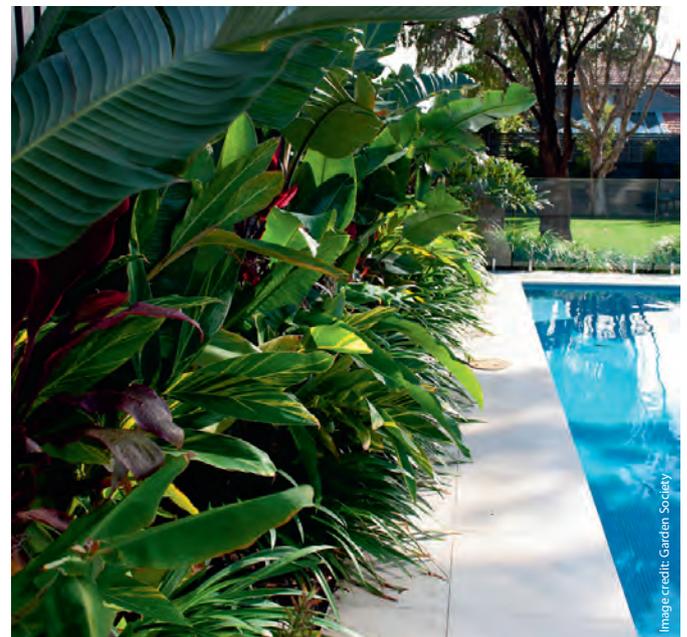


Image credit: Garden Society

Generally, they will provide design briefs for your clients to approve at the start of a project. Designs are drawn up to a fixed budget, allowing the landscaping project manager to accurately manage costs.

In addition, a horticulturalist's industry contacts mean they can source the highest quality plants from reputable Australian growers and wholesalers, at competitive prices. They can even recommend and source rare or unusual specimens to create a one-of-a-kind poolscape.

Specialist knowledge

Horticultural experts know the ideal plants for the local climate and environmental conditions, meaning your landscape project will look great long after completion. Their extensive knowledge means they understand how the garden will grow and mature,

Garden Society is a boutique garden design and maintenance company staffed by passionate plant people. The company offers design and horticultural services to landscapers, architectural practices and exterior designers. They work closely with landscapers from the design brief through to installation to make sure they achieve the client's vision for their new garden.

Garden Society
www.gardensociety.com.au

PROJECT COMPLETE BACKYARD UTOPIA



Images courtesy of Utopia Landscape Design



This contemporary home has been built on a heavily sloping block so it required its fair share of retaining walls when constructed. The light-coloured rendered block walls and fences provide clean lines which, due to their scale, have been subdued through the use of quartz stone cladding and lime and chocolate feature colours.

Porcelain tiles continue the modern look through the entry path, rear patio, pool surround and step areas, and have been contrasted with timber decking, seating and ceiling of the outdoor kitchen area

The timber deck was designed for two purposes: firstly, as a spillover area connected to the rear patio when entertaining larger groups; and secondly, as a retreat area at the back of the garden to allow the residents to enjoy the shade in the afternoon or a sunny spot in the early morning using the stone and timber bench seats. Additionally, outdoor furniture can be added to create an outdoor lounge area, so the space is very flexible.

The slimline pool is positioned for easy access and features prominently with the added sound of an integrated waterfall. There is enough room for sun lounges to capture the rays. The outdoor kitchen was designed to fit into an awkward space and provides

excellent functionality with the lure of cool drinks on display in the integrated glass door fridge.

The tropical plant palette is a mix of lush foliage from variegated ginger, heliconias, native gardenia and philodendrons, and splashes of colour from Cordyline Negra, Pink Diamond and Miss Andrea as well as assorted *Neoregelia* and crotons.

Feature elements include a cantilevered laser-cut awning which provides patterned shade on the deck below, matching laser-cut wall features and an integrated bioethanol fireplace. Lighting has been integrated throughout to add that extra dimension in the evening as well as safe access where needed.

This project was featured in the 2016 Hidden Design Festival, which opens up private gardens and outdoor spaces to the public. Many of these gardens had never before been opened to the public and are unlikely to be open again. Hidden Design Festival is organised and managed by the Australian Institute of Landscape Designers and Managers (AILDM).

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POOLSCAPING

OUTDOOR RECLINER SEAT



The Newport Recliner Seat from Scully Outdoor Designs is constructed of recycled Plastiwood slats and a galvanised steel frame. The frame can be powdercoated with any choice of DULUX colour.

The environmentally friendly recycled Plastiwood is low maintenance, UV-resistant and resistant to fungus and termites. The seat is available in four Plastiwood colours: Tassie Oak, Jarrah, River Gum and Charcoal. The seat is easy to install, only needing to be bolted down.

The company is a Local Government Procurement approved contractor.

Scully Outdoor Designs Australia Pty Ltd

www.scully.net.au



PORCELAIN OUTDOOR TILES

Amber Tiles' Brave Porcelain Tiles Collection is inspired by nature. The full-bodied porcelain floor tiles evoke the look of natural stone, but are easy to use and maintain. The Italian-made outdoor tiles are designed to withstand the harsh Australian climate.

The tiles' surface designs mimic the natural environment so they are suitable for contemporary architecture. The larger-sized stoneware porcelain tiles are strong, durable and characterised by subtle variations in colour and texture from piece to piece.

The tiles reproduce five natural stone surfaces with rich veining, chromatic changes and fragments of other materials included. The palette includes Pearl, Earth, Gypsum, Grey and Coke.

The series is available in a variety of sizes and installation patterns, including 600 x 600 x 10 mm and 300 x 600 x 10 mm with a P5 slip-resistance rating. The tiles are suitable to use in outdoor areas and for swimming pool surrounds.

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PRODUCT PAVILION



SMS MONITORING FOR UV PURIFICATION SYSTEM

UV-Guard has released an SMS module that will send status alerts to maintenance staff or facility operators of UV water treatment systems.

The alerts include warnings of lamp failure, low UV intensity readings, power failure, end of lamp life and system operation initialisation.

The SMS module is suitable for UV water treatment systems located in hard-to-access areas like roofs. It integrates into the programmable logic controller (PLC) and provides specific UV system status descriptions of the issue in real time.

UV-Guard Australia Pty Ltd
www.uvguard.com



POOL LIFT

S.R. Smith's Splash! Aquatic Pool Lifts are made from powder-coated stainless steel and aluminium with a large rotomoulded seat that includes armrests and seat belt.

The pool lifts are secured to the pool deck via an anchoring system, but can be removed from the anchor and transported with a caddy when a clear pool deck is needed.

A standard feature on all of the company's pool lifts is the LiftOperator Intelligent Control System. It allows users to control the lift from the pool deck as well as in the water with a hand control system. The system includes an emergency stop button that sounds an audible alarm and can stop the lift if necessary. A bright LED colour-coded light indicates battery life.

The standard model has a 181 kg lifting capacity and an extended reach model has a 136 kg lifting capacity.

For more information, including where to buy, product specifications and engineering drawings visit the company's website.

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COMMERCIAL SWIMSUIT DRYER

Dry Togs is a commercial swimsuit dryer that removes up to 95% of water from swimsuits in less than 10 seconds and without heat. It is suitable for any facility with a pool, including commercial swim schools, health clubs, hotels, apartment pools, school sports facilities and hydrotherapy pools.

It has a custom-built IP54-rated water-resistant motor, plus an integral safety brake. It has been tested to — and exceeds — all relevant Australian and New Zealand safety standards. The dryer’s motor thermal breaker and in-built RCD helps prevent damage to the appliance from misuse.

When in operation, the dryer’s brush seal automatically folds down to push swimsuits down into the basket to maximise the water extraction. Its electronically operated lid is slam resistant and durable.

A durable, non-conductive outer casing with no hard edges ensures that the appliance can be easily cleaned and is safe to use. A variety of colours are available to suit a range of decors. An Illuminous Edition is also available: the clear white casing glows when in use, illuminating the case from within.

An automatic 10-second timer stops the operation to inform the user that their swimsuit is ready. It also avoids overuse and is more energy efficient.

High-quality anti-vibration mounts and a marine-grade stainless steel frame

absorb the vibrations and keep noise to a minimum. The inner liner is easy to access for cleaning and on-site maintenance.

Swimsuit Dryer Australia Pty Ltd
www.drytogs.com.au

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Complementing the most contemporary pool setting, Daisy’s new 316ST stainless steel roller is a stylish poolside addition and a perfect match with the modern 525 Titanium pool cover.

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PROJECT COMPLETE

SPECIALISED SOLUTION FOR NATURAL POOL

From a surge in health and wellness blogs to the trendy inclusion of earthy elements like stone and wood in interior design, the return to natural-style living is definitely growing in popularity.

Its reach even extends to the water treatment industry, with natural and chemical-free pools rising in popularity across many areas of the globe.

When the team at FTS Aquatics, which supplies pond and landscaping products throughout the UK, were asked to use their expertise to create a high-end natural pool for Hampshire couple Richard and Emma Oliver, they tackled the task of blending the pool's design into the backyard landscape with ease.

Having already designed and constructed countless natural pools all over the UK, Mick Caffyn-Parsons, owner of FTS Aquatics, along with specialist engineer Tim Gunning, also knew which water treatment equipment was needed for such a project.

"It's important to use the best equipment for natural pools in order to achieve the perfect results. That's why we always use and recommend the Waterco range of specialised products for natural pools," said Caffyn-Parsons.

The Olivers live with their children in an idyllic country village outside of the town of Winchester in Hampshire and therefore requested the pool design match the serenity and natural beauty that surrounds their home.

With this in mind, FTS Aquatics and Gunning constructed a brand new concrete natural-style pool measuring 40 m³, featuring a black liner and dual spillover into the gravel filtration bed, which in turn was planted with a variety of water plants.

For this project, a range of Waterco products was selected, including an Aquamite 1.0 hp pump, a 702 Exotuf Pond Professional Bead filter and a MultiCyclone prefiltration device.

Tony Fisher, Waterco's Division CEO, North America & Europe, said all three of the products used in this installation are designed to minimise maintenance while ensuring the clarity and quality of water remain top notch.

"These were the perfect combination to ensure continuous high water quality without the use of chemical treatments," said Fisher.

"Firstly, the Aquamite is a low-energy pump with the correct performance for good filtration and backwash. And the Exotuf bead filter is compact and easy to use and maintain, with an excellent level of performance, while the MultiCyclone is an ideal solution to remove the finer particles prior to entering the primary filtration system."

This Waterco equipment works well in conjunction with the gravel bed filtration already built around the pool edges. This sort of filtration is also known as a 'regeneration zone', and is an effective method through which natural pools are kept clean and free from threats from algae invasion.

"Though the gravel bed takes principal position in the filtration system, it is a great advantage to include a bead filter and MultiCyclone in the system," said Gunning.

"This will help reduce the interval at which sediment is laid down and does seem to reduce the formation of string algae — this is of great importance in a recently established regeneration zone, as the water plants may take two or three years to establish to a point where they can remove nitrate efficiently."

Gravel filtration beds are not only perfectly suited to a natural pool installation such as this in a practical sense, but also aesthetically. The gravel has been planted with a variety of plants, including white arum lilies, umbrella grass, sedge, marsh marigolds and water hawthorns, which are a beautiful complement to the already stunning natural pool design.

"Richard and Emma are extremely happy with the final result and regularly use the pool, as do their children. Since installation, the water quality has remained high and the pool weathers all the natural elements that it is exposed to very well," said Gunning and Caffyn-Parsons.

Waterco Limited
www.waterco.com.au



The natural pool features a dual spillover into the gravel filtration bed, which in turn was planted with a variety of water plants.

PRODUCT PAVILION



LANE LINES

S.R. Smith's Anti Wave Lane Lines are made with a patented disk design that helps quell swimming pool wave action, keeping water

calmer for swimmers and other water enthusiasts.

Lane lines are available in combinations made from six standard colours — white, red, yellow, blue, green and black. Disks come in widths of 150, 125, 110 and 65 mm in order to meet a range of needs from recreational pools to those holding elite swimming competitions.

To help keep lane lines straight and taut, each line lane comes with a Super Tensioner to make lane line tightening easy. Lane line anchors that work for a variety of pool designs are available, including long reach models for pools with overflow, deck-level gutters. For more information, including where to buy and product specifications visit the company's website.

SR Smith

www.srsmith.com/au



ELLIPTICAL TUBE STRIP SOLAR POOL HEATING SYSTEM

Available exclusively through Supreme Heating, the Heatseeker elliptical tube strip system — known as Heatseeker Plus — is suitable for seasonal outdoor use. It is claimed to be the only elliptical-profile system on the market.

The elliptical-shaped tubes capitalise on the available energy from the sun, allowing up to 30% more exposure to solar radiation (and therefore giving a higher efficiency rating) than standard round tubes.

Due to their low profile and elliptical shape, the tubes can be spaced closer together without shading each other. This means that 25% more tubing can be incorporated into a square metre of collector than standard round tubes.

The increased wall thickness of the profile also ensures maximum durability and protection against exposure to the Australian sun.

Supreme Heating

www.supremeheating.com.au

A large advertisement for AquaFun pool inflatables. The background is a swimming pool with blue water. In the foreground, there are two large inflatable toys: a green crocodile and a pink swan. In the background, a family of four (a man, a woman, and two children) are smiling and posing in the pool. The text "Backyard fun starts here" is written in large white letters across the top. At the bottom, the AquaFun logo is displayed in blue and white, with the tagline "pool inflatables" in white. Below the logo, the text "For Distributor enquiries call: (02) 9608 1111" is written in white.

ADDING POOL CHEMICALS —

CAREFULLY!

*John McKenny**

In this series of topics on basic swimming pool maintenance, the various forms of chlorine were discussed in the first article, then the all-important and often forgotten pH component of the water was the second topic. The third was a brief run-down on pool water testing. With the necessary tests now understood and done correctly, it follows that it's necessary to have enough knowledge to both confidently and carefully add the necessary chemicals to keep the water clean and safe for swimming.

Not understanding pool chemicals, and not knowing the effects they have on the pool water when added, is usually the main cause of poor water quality, which — along with algae growth and frustration — leads to some owners filling in their pool to make a garden.

The following concentrations of pool chemicals may differ from some recommended levels in some states, but they are amounts or levels I have found to be adequate after years of trials on commercial and private pools. Trust me — it works!

Chlorine concentrations

Chlorine — or, more correctly, 'free chlorine' — must be maintained. It's named free chlorine as this is the amount of chlorine in the

pool which is 'free' and 'available' to attack any contaminants. For outdoor pools, adequate sanitation should result if the free chlorine level is 3–4 mg/L (that's milligrams per litre, which we used to call ppm or parts per million). I say "should result" as quick, effective and complete sanitation depends a lot on the pool's design and where the jets and outlet are located. The chlorine level of 3–4 mg/L is for outdoor pools only using the stabiliser cyanuric acid. Cyanurate has an inhibitory effect on the activity of chlorine, so we triple the recommended minimum of 1 mg/L for stabilised outdoor pools.

Indoor pools should have a chlorine level of 2–3 mg/L and must not use cyanuric acid. The reason? Cyanurate protects chlorine from sunlight, and most indoor pools do not have direct sunlight on the pool water. Furthermore, indoor pools quite often have high

bather loads, so all of the available chlorine is needed for the quickest possible sanitation and must not be inhibited because of the presence of cyanurate.

If there's an odour which smells like chlorine in an indoor pool, quite often, raising the chlorine concentration will reduce this 'chloramine' odour, as sanitation occurs quicker with the extra chlorine, which assists in reducing the unpleasant smell.

Adding powdered chlorine (calcium hypochlorite) or liquid chlorine (sodium hypochlorite) to water raises the pH, so careful additions of an acid are necessary to maintain the pool water at a pH between 7.3 and 7.5. Regular testing is the only reliable way to know the chlorine and pH levels.

pH — always aim for pH 7.4

Your chlorine will be very active at this level and swimmers will be more comfortable too, as studies have shown that the pH of eye liquid (teardrops of healthy people) is approximately pH 7.4, so with everything else being right, sore eyes won't be a problem and goggles will be no longer necessary.

If your pH test comes out at, say, pH 7.2, don't add anything! The eventual addition of chlorine will bring it up slightly, which is exactly what's needed.

If your pH is showing pH 7.5 or higher, adding an acid will reduce it. Hydrochloric acid (also known as muriatic acid) can be added, but only with great care. It's essential that before picking up the acid container you have chemical gloves and full face protection, along with a chemical apron and long rubber boots. Purchase all of these and place them all on the acid container, so you have to pick them up before using the acid. Now it's easy to simply put them on. This could save you from a severe incident, hospitalisation, loss of sight, etc, so always wear the necessary protective equipment!

How much acid to add?

This depends on many factors, like pool volume (which is often a guess), pH test result, pH of the water supply, type of filter, usage and weather.

My recommendation is to run two pH test results of the pool water, then add one litre of liquid acid slowly to the pool when the pump is running and no-one is swimming, leave it running to circulate for an hour, then test again and do another test about 30 minutes after that (or the next day). Now you know how much one litre of hydrochloric acid will lower the pH in the pool, so write it down on your test book for future reference. This has proven to be the best practical way to know how much acid to add to sensibly and carefully reduce the pool's pH.

Other acids used are sulfuric acid and sodium bisulfate. They both work too but will be dearer than hydrochloric acid. It's of vital importance that all acids are stored in a locked cabinet, away from children and all other chemicals.

Some large swim centres inject carbon dioxide gas into the water to reduce the pH. The gas mixes with the pool water, forming a weak carbonic acid. It's a very safe system, but also dearer than using hydrochloric acid.

Acid safety

Use personal protective equipment and never mix an acid with anything! Measure it carefully using a clean, plastic container, then add it slowly to the pool during the circulation of the water. Adding several litres of acid to the pool outlet can cause the filter to 'release' everything caught in the filter. For the next few days, you'll have a very unclean pool containing all the dirt from the filter.

If you're using powdered or liquid chlorine or salt in the pool, you should never need to add an alkali such as sodium bicarbonate or sodium carbonate. The addition of the chlorine or salt will give you the pH increase. It's not worth it to add an alkali one day, to raise the alkalinity or the pH, then an acid the next when neither was necessary!

Sodium bicarbonate (aka buffer)

In a previous article I mentioned that, in my opinion, alkalinity levels in pool water are unimportant. Now, some health departments are considering removing this test from their pool guidelines. Progress! A healthy change for pool water — hoorah!





USE PERSONAL PROTECTIVE EQUIPMENT AND NEVER MIX AN ACID WITH ANYTHING! MEASURE IT CAREFULLY USING A CLEAN, PLASTIC CONTAINER, THEN ADD IT SLOWLY TO THE POOL DURING THE CIRCULATION OF THE WATER.



Sodium bicarbonate, the chemical which increases both alkalinity and pH, will soon no longer be needed, as I've advocated for years. Less total chemical means less expense and more comfortable water that is clean and safe for swimming.

Note: some people will argue that low alkalinity will cause a thing called 'pH bounce', meaning that the water's pH will vary and not be stable. All the trials I have done disagree with this, but if your pH goes crazy when your alkalinity is very low, then add some bicarb and see if it helps.

Cyanuric acid stabiliser

After trialling, testing, titrating, touching and even tasting cyanurate, then talking with many water chemistry 'experts' on the use of this chemical, it can be safely concluded that there is not one sensible reason for not using it at the correct level in any outdoor pool. Trials over many years conclude that, on average, there's a total chemical saving of 70% when cyanurate is introduced to pools, with no side effects! These savings have averaged out at \$9000/million litres over six months, so for large pools of, say, 4 million litres that are open all year, they can save half a million dollars on chemicals in 10 years by using cyanurate. Now that's worth considering.

Cyanurate must be used sparingly at a concentration in the pool water at between 15 and 20 mg/L. Adding it is simple: if the outdoor pool holds 500,000 L (the approximate volume of some eight-lane 25 m pools) and there is no cyanurate in the water, adding 10 kg of pure cyanurate should give you 20 mg/L. It follows then that a 50,000 L pool will need only 1 kg of pure cyanurate for 20 mg/L of cyanurate.

To add cyanurate, add it from the bag slowly to the pool outlet while the pump is running. It is slow to dissolve, so don't clean the filters or do a backwash for three days, as it sometimes takes this long to completely dissolve.

This is the easiest way to add cyanurate — no mess, no mixing and minimal handling.

When the test reduces to 15 mg/L, add a small quantity so the test doesn't go above 20 mg/L. If the test does go over 20 mg/L, wait until it rains or the filters need a clean to help it return to the desired maximum.

If you are using one of the stabilised chlorine compounds (dichlor or trichlor), it's okay to add this to the pool until the cyanurate level reaches 20 mg/L — then it's necessary to stop using this chemical and switch to straight chlorine. If you don't,

the cyanurate levels will continue to increase as you add the dichlor or trichlor, and will reach unhealthy, high levels. The only way to reduce it is to slowly replace some of the pool water by backwashing or partial drainage.

So the cyanurate must be tested regularly, but the continuous addition of either of the two stabilised chlorine chemicals will eventually create very unpleasant and unhealthy swimming conditions.

It's vital that only adequate amounts of necessary chemicals are added to provide clean and healthy water for swimming, and testing is the only way to monitor this.

Calcium hardness

This must be tested and kept above 100 mg/L, with 150 mg/L being a good level. To increase it, add small amounts of calcium chloride to the skimmer box or pool outlet with the pump running. It dissolves quickly, stores well, isn't expensive and is readily available.

So why is calcium necessary? I use the analogy that calcium is to water as oxygen is to humans. We must have oxygen and pool water must have calcium, and if we don't supply sufficient calcium, the water will seek it out! It will, over time, extract the grouting from all tile work and, if that isn't enough, eat away at the actual tile cement until the tiles fall off. During this time, any other cement surfaces will be attacked too, so eventually very expensive repairs are needed. Therefore, you should test calcium monthly and add calcium chloride as necessary.

Other chemicals

Specific problems with trace elements, rust, discolouration, ducks, algae, cloudiness or blondes with green hair (to name a few) require specific chemical treatments. Try to keep all those additives out of your pool if possible. Some aren't safe.

Any questions on pool chemicals? Please email me on jsmck@bigpond.net.au. I'm receiving many pool water quality enquiries and happy to assist.

**John McKenny has managed and leased swim centres for more than 30 years. He commenced TAFE teaching in swim centre operations and management 25 years ago and continues today. John is the author of The Complete Swimming Pool Handbook and The Leisure Pool and Spa Handbook.*

Macquatics Training
www.macquaticstraining.com

PROJECT COMPLETE

POOL OWNER PICKS A WINNER WITH DAISY



Daisy Pool Covers received this glowing endorsement from customer Gordon Halnan about the Daisy cover he's had for more than 12 years.

I could easily talk the leg off an iron pot raving about the best pool decision I ever made: getting a Daisy pool cover!

For at least 10 years now I have been telling pretty much anyone to put a Daisy pool cover on their pool. Friends and family, of course, but even when I meet people at a BBQ or party, once I find out they have a pool, I tell them they MUST get a Daisy pool cover.

I got my Daisy pool cover in November 2004. I really wasn't sure about spending \$1200 (\$600 for the blanket, \$450 for the roller, \$150 for the pool shop install), but having lived in my home for two summers (I moved in 2002), I decided to bite the bullet because the evaporation was just ridiculous. I remember I used to put the hose in the pool every fortnight over summer.

Since November 2004, I have only put the hose into the pool once to top up the water level. Yes — once in 12 years, including the Sydney drought which was particularly bad from late 2006 to early 2008 (three summers).

I don't consider myself a particularly good environmentalist but I do try to reduce the negative impact my household has on the environment, so my decision really was driven by the evaporation issue — and you don't have to be Einstein to see that my Daisy pool cover has made a huge difference.

My pool used to have the old solar heating system, which was basically a heap of black rubber tubes on my roof. It had a separate motor to pump the water up to the roof and parts always needed replacing. I recall doing a few tests over the summer of 2003–04 (the summer before I got the Daisy) to see just how warm I could make the pool water. The highest temperature I managed was 32°C — after running the 'heater' during 100% of sunlight hours (costing who knows how much in electricity).

Not that anyone needs a pool warmer than 32°C, but the Daisy will get the temperature to 34°C in January, so I can actually keep the pool around 30°C from Christmas until mid-February with no electricity expense. I threw out the rooftop solar heating in 2006 — my gutters thank me for no more leaking salt water.

Another one of the benefits the pool guys told me about back in 2004 was the reduction in leaves and other debris making its way into the pool. I wasn't too worried because I don't have any trees overhanging the pool area.

However, I'm not sure too many people can make this boast: my pool cleaner died last summer, so my pool hadn't seen a vacuum of any sort since before Easter. There were about two baskets of debris at the bottom of the pool — after six months! The pool cover did have a fair bit of rubbish on top — but that was no trouble to sweep off (and then scoop up) as I rolled up the blanket three weeks ago to get ready for summer.

I'm pretty sure I use fewer pool chemicals. The sun kills chlorine and the need for pool stabiliser is also reduced because the blanket solves that problem. I have no idea of the value of any of those savings — but it has got to be worth the cost of the pool cover several times over since 2004.

The last thing I will say is that I was very worried about spending money in 2004 and having to replace the blanket at some unknown point in the future. Given that my Daisy pool cover is 12 years old, I will happily tell anyone that Daisy's guarantee is solid.

I'm looking forward to another great summer of backyard swimming — brought to me by Daisy!

Daisy Pool Covers
www.daisypoolcovers.com.au

PRODUCT PAVILION



LED UNDERWATER LIGHT

Available across Spa Electrics' entire new pool and retrofit lighting range, the MULTI PLUS LED has four multicolour modes to suit all occasions and seven static colours that are more intense than previous models. With this light, the company has introduced an RGB+White LED that provides a clean white illumination plus complex colour shows.

Its ability to integrate with most pool automation systems or via a standard wall switch makes the light a versatile option.

When used in conjunction with the company's iRIS remote control (available from October 2016), the light is the first two-wire control system that offers instantaneous colour select options, according to the company. Its two channels give the user the ability to separate pool and spa lighting or sync them to work together, creating multiple effects throughout the water. The system also has three levels of brightness to choose from.

Spa Electrics

www.spaelectrics.com.au

HEAT PUMPS

MEE (More Energy Efficient) Heat Pumps from QIS Solarwise reduce energy consumption. They are suitable for aquatic centres and resort-style pools where quality heating, product longevity and good performance are of high importance.

MEE uses direct digital controls which talk to electronically commutated (EC) fans. The efficiency of the system is achieved by controlling the temperature of the refrigerant that enters the compressor using these EC fans. The more the temperature of the refrigerant entering the compressor matches that of the condenser output, the more the compressor works at its optimum coefficient of performance (COP).

A pressure transducer communicates with the EC fan to adjust the fan speed as needed. The system monitors conditions and adjusts accordingly to ensure the compressor is working at its highest COP at all times.



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PRODUCT PAVILION

WATER TESTING SOFTWARE

Zodiac has launched its Pure Solutions water testing software, a cloud-based offering that helps users recommend the correct amounts and types of chemicals to use, both in-store and on-site.

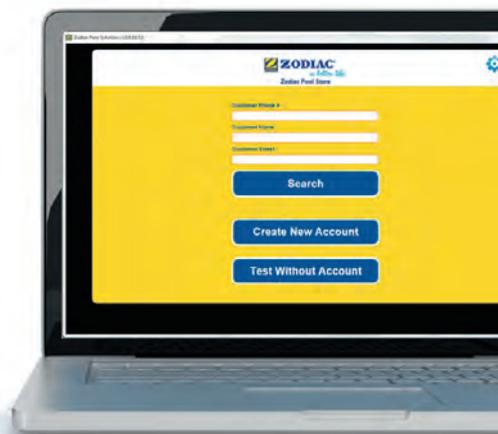
Using the cloud ensures the system is regularly and safely backed up, eliminating the possibility of information being lost.

Water analysis reports are made easier to navigate with the software. Store staff and pool owners can see at a glance what needs to be fixed and which chemicals to use. Additional maintenance text and promotional graphics can also be added to help promote store sales.

The software incorporates Magnapool/Elements Mineral support, removing the need for guesswork using charts and tables. Users simply enter the test results from the Magnapool/Elements Test Kit and the system will indicate how many mineral bags and chemicals to add to the pool.

The software offers the flexibility of transferring results from different testing equipment, including the Zodiac Lab (dropper bottle kits) and Waterlink Spin (photometric).

Zodiac Group Pty Ltd
www.zodiac.com.au



NON-SLIP COPOLYMER FLOOR TILE

Life Floor is a copolymer floor tile designed for aquatic environments where people are bare-foot. It has been designed for use around swimming pools, zero depth entries, change rooms, splash pads, water parks, slide towers and play areas.

If someone were to fall, its built-in cushioning will minimise bumps and bruises. It is slip-resistant without being abrasive, is soft on bare feet and its slip resistance increases when wet.

With a range of colour options available, plus four textures and three thicknesses, the product can accommodate most needs for wet areas where safety is paramount.

Life Floor is distributed in Australia and New Zealand by Sport + Venues (Australia).

Sport + Venues (Australia)
www.sportandvenues.com.au



5 IN 1 WATER TESTING KIT

The Lovibond 5 in 1 MULTI POOL-TESTER combines five different testing parameters in a single test kit. This compact, handheld instrument includes an intuitive user interface for running the various tests.

Measurable parameters include free, active chlorine (0.1–3.0 mg/L), pH value (6.8–8.2), cyanuric acid/stabiliser (20–200 mg/L), alkalinity-m/carbonate hardness (20–800 mg/L CaCO₃) and calcium hardness (20–800 mg/L CaCO₃).

Included with the kit are different tablet reagents, accessories (a 30 mL and 100 mL sample container, a stirring rod and brush) and the multilingual manual.

Tintometer GmbH
www.lovibond.com

STAINLESS STEEL POOL ROLLER

Daisy has launched the 316ST Stainless Steel Pool Roller for domestic pools. Designed to complement modern, contemporary garden landscapes, it has clean lines and a quality finish.

The stationary pool roller is made from marine-grade SAE 316 stainless steel and is suitable for medium to large pools from 4.4 m wide up to 12 m long. Each pool roller is supplied with an over-cover to protect the pool cover from UV rays and cover attachments.

With a pre-manufactured aluminium tube assembly, the roller has a 50 x 25 mm frame and a 385 mm diameter stainless steel hand wheel.

It is available from Daisy Expert retailers. For more information, visit the company's website.

Daisy Pool Covers
www.daisypoolcovers.com.au



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Coming Events

December

What: FINA World Aquatics Convention
When: 3 to 5 December
Where: Ontario, Canada
Website: www.worldaquaticsconvention.com

What: Salon Piscine & Bien-être
When: 3 to 11 December
Where: Paris, France
Website: www.salonpiscineparis.com

What: Canadian Pool & Spa Conference & Expo
When: 5 to 8 December
Where: Ontario, Canada
Website: www.poolandspaexpo.ca

January 2017

What: The Pool & Spa Show
When: 23 to 26 January
Where: Atlantic City, New Jersey
Website: www.nesapool.org/Events/The-Pool-Spa-Show

What: Spatex 2017
When: 31 January to 2 February
Where: Coventry, UK
Website: www.spatex.co.uk

February

What: Forum Piscine
When: 16 to 18 February
Where: Bologna, Italy
Website: www.forumpiscine.it

What: Water Expo 2017
When: 23 to 25 February
Where: Chennai, India
Website: www.waterexpo.biz

What: Pool Spa & Outdoor Living Show
When: 25 and 26 February
Where: Rosehill Gardens Event Centre, Sydney
Website: www.poolexpo.com.au

May

What: Asia Pool & Spa Expo 2017
When: 12 to 14 May
Where: Guangzhou, China
Website: www.poolspabathchina.com

June

What: Asian Attractions Expo 2017
When: 13 to 16 June
Where: Marina Bay Sands, Singapore
Website: www.iaapa.org/expos/iaapa-attractions-expo

September

What: Euro Attractions Show
When: 24 to 28 September
Where: Berlin, Germany
Website: www.iaapa.org/expos/euro-attractions-show/home

October

What: Aquanale
When: 7 to 10 October
Where: Cologne, Germany
Website: www.aquanale.com

November

What: FSB 2017
When: 7 to 10 November
Where: Cologne, Germany
Website: www.fsb-cologne.com



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9 out of 10 Australian toes prefer a JXi Pool Heater



They're wiggling in anticipation. From the moment you install Zodiac's **JXi™ Gas Heater**, they'll be looking forward to dipping into perfectly heated water while you look forward to greater efficiency and a daily swim all year round. If Aussie toes are happy, so are we.



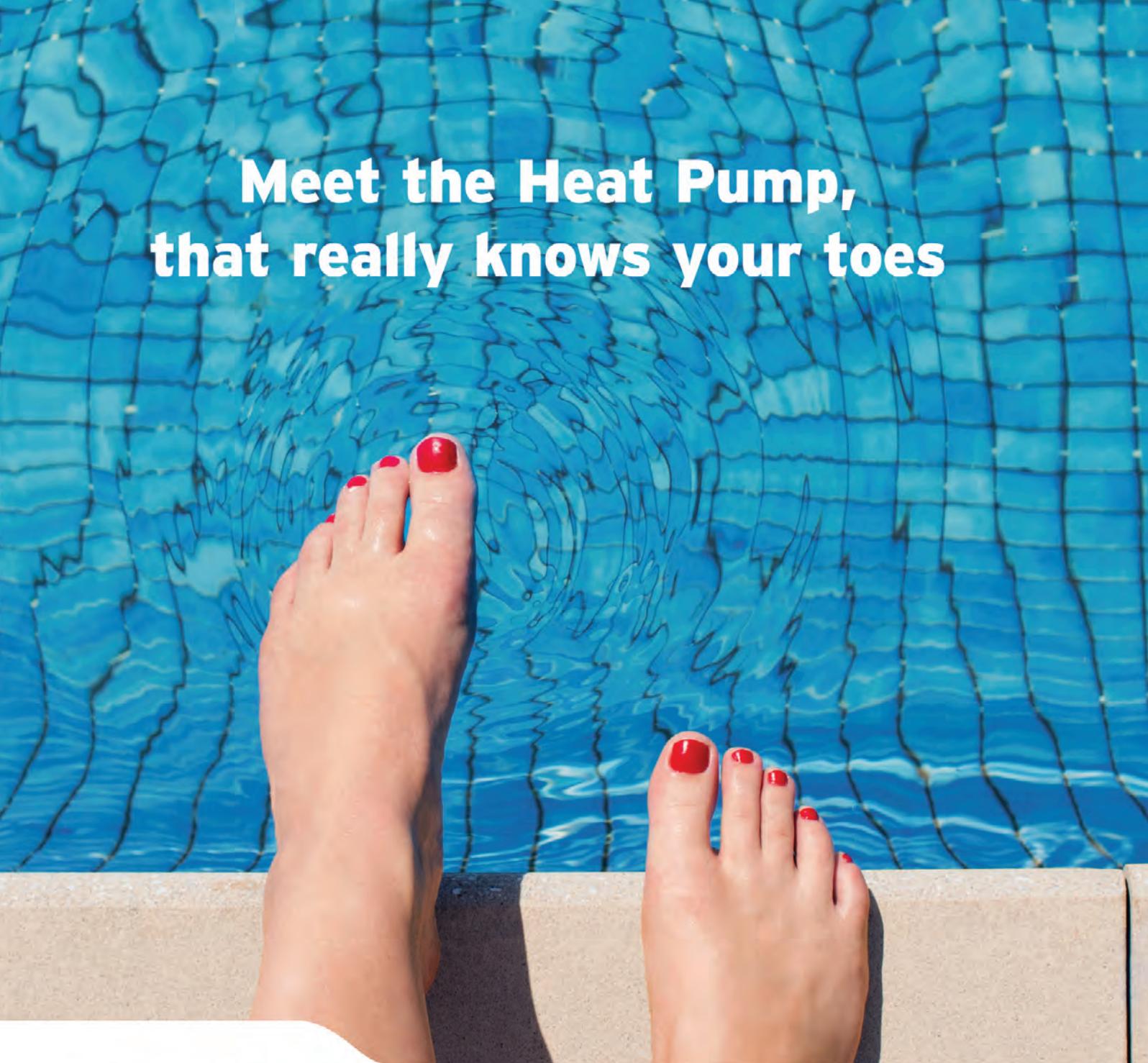
- **Ultra Compact, Lightweight Design** - Easily blends into any environment
- **Patented VersaFlo® Bypass** - Slows wear and tear and extends the heater's lifespan
- **Energy Efficient** - Heat your pool quickly using less energy and time
- **Automation Ready** - Aqualink® compatible and controllable via the iAquaLink™ iOS/Android smartphone app

iAquaLink™
COMPATIBLE

Discover more about the **JXi™** heater range
Phone: 1300 763 021 | www.zodiac.com.au/gas

 **ZODIAC®**
a better life

Meet the Heat Pump, that really knows your toes



The Zodiac® ZS500 Heat Pump

When it comes to measuring the perfect pool temperature, nothing's more sensitive than Australian toes. Pleasing them (and the rest of you) is why we designed the **ZS500**, a heat pump with a Smart Mode that automatically selects the optimum operating power for quieter operation and energy savings that'll make you wiggle your toes with pleasure!

- **Inverter Technology** - Choose from Eco, Smart and Boost modes for energy saving, quieter operation and speedy heating
- **Vertical Blower Unit** - For easy installation in smaller equipment pads
- **Simple Control Screen** - Easily select the operation mode or control your pool temperature

Find out more about the ZS500 Heat Pump range

Phone: 1300 763 021 | www.zodiac.com.au/zs500



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