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AUTUMN 2018
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FROM THE EDITOR

Welcome to the Autumn edition of *Pool+Spa* magazine. What a whirlwind 2018 has been so far!

Hopefully, you've had a busy and productive summer season and can now take time out to ponder what the rest of the year holds for you and your business.

We are living in times of constant change — new technologies and ways of doing business are continually cropping up and reinventing the landscape.

That's good news for industries like ours, which continues to evolve each day, thanks to the ongoing efforts and commitment of passionate professionals like yourselves and the support of dedicated industry bodies like SPASA.

If looking forward (rather than back) and taking steps to guarantee a better future for yourself and your business is of interest to you, we think you'll find plenty of valuable information to inspire in this issue of the magazine.

Ever wondered whether increased automation will do you out of your job? Then look no further than our article on the importance of staying ahead of the curve when it comes to new technologies in the pool and spa industry. If self-improvement and training isn't on your radar for 2018, it should be. The changing face of consumer behaviour is making some traditional business models all but obsolete, so keeping up to date should be a priority for every business owner and operator. Even if you aren't convinced, your competitors probably are, so don't let them get a leg up.

The weather may be cooling, but this isn't the time to take your foot off the pedal. Lay some solid foundations now for the rest of the year and reap the benefits when the silly season hits again.

I do hope you enjoy this issue of the magazine and encourage you to drop me a line (ps@wfmedia.com.au) at any time to let me know your thoughts, or to suggest some topics you would like to see us cover in the future.

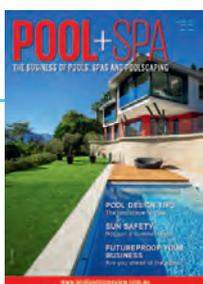


All the best,
Dannielle Furness
Editor



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A LITTLE KNOWLEDGE IS A DANGEROUS THING

THE VALUE OF QUALIFICATIONS IN AN EMERGING INDUSTRY

Dannielle Furness

While the pool and spa industry isn't exactly new, it's still seen as 'emerging' — largely because of the historical lack of formalised education programs, recognised training and national licensing schemes. Maybe it's time to change that.

What exactly makes an industry? Common practices and procedures? Universal business models? A code of ethics?

Independent regulation? A collective customer base? Legislation and licensing?

It's a tricky question, as there are no absolute delineations. The reality is that some, none and all of these things help define many business sectors.

There's unlicensed... and then there's loose cannons

Some markets — like the pool and spa industry — grow organically and can support many small family-owned businesses, which are often handed down through successive generations. As an industry matures, the players start to grow, some companies join forces through mergers and other consolidations, franchise networks materialise and large multinational manufacturers or distributors get in on the action. With growth and maturity comes a level of industry self-organisation, as general business methods and practices become normalised across the board.

But there are often players on the fringes, like sole traders who perform a specific service — armed with nothing more than a vehicle, an ABN, a phone and a supply of chemicals — who can effectively establish themselves as a bona fide industry member.

It's that last one that's the kicker. What other industry can you think of that affords untrained, unlicensed operators to carry out complex chemical calculations and the handling of highly volatile substances, all while working with hydraulics and water? Not many.

Of course, it's not the case in all regions, as some Australian states and territories do govern licensing for pool and spa technicians, but that lack of national parity is also part of the problem. Even

when there is a nationally recognised qualification system, the regulator responsible will vary from state to state.

Breaking down the barriers

For an industry to thrive, its members must work together towards common goals and to clearly understand the benefits that become accessible to all when the playing field is levelled through legislature, licensing or a formalised system of qualifications.

Barriers to entry are a double-edged sword. On the one hand, making it easy for anyone to enter the market means, well... literally anyone can join the fray. Conversely, the presence of complex or costly restrictions can make it difficult to set up a business and attract new staff.

Yet, when it comes to finding new people, a lack of industry controls and qualification requirements is equally problematic — if there's no value placed on knowledge and no clear path of progression, what will draw new members to the fold?

What about succession planning? If you've got half an eye on retirement and are thinking of funding it from the sale of your business, what exactly are you selling if your team isn't qualified?

No-one wants to see legislation and regulation just for the sake of it — this isn't the finance sector after all — but there are some compelling arguments for encouraging an industry-wide shift towards a more qualified and knowledgeable workforce.

Changing the status quo

It's easy in small business to adopt a 'this is the way it's always been done' attitude — especially when there's no externally driven need to change the status quo. Budgets are pretty finely tuned, so it can be hard to justify additional non-core expenses such as training, marketing or business process improvements.

FURTHER LEARNING

Training is a bugbear for small business owners, as there is always the risk of spending valuable resources on education only to have staff members leave once trained up. Equally, many will argue that there's no better schooling than good old learning on the job. Both viewpoints are completely reasonable, but err on the side of being inward-looking, rather than considering the industry as a whole.

The truth is, people leave jobs anyway, whether they've been given training or not. It's just one of the realities of employing staff. You could also argue that providing education sends a positive signal — why would business owners incur that additional outlay if they didn't value their employees? Providing quality training, skills improvement and a progression path actually makes you a far more appealing employer and increases the chances of quality people.



THE TRUTH IS, PEOPLE LEAVE JOBS ANYWAY, WHETHER THEY'VE BEEN GIVEN TRAINING OR NOT.

Half the argument also goes away if the whole industry takes part. At the risk of stating the bleeding obvious — if we train everyone, then everyone is trained. The upshot is a more skilled workforce, which can only serve to improve credibility in the eyes of both existing and potential customers.

Credibility is key

Speaking of credibility, remember when positive word of mouth was the ultimate

goal of a small business? Well today's customer can reach a lot more people thanks to the internet, social media and a host of other platforms used to broadcast general opinions. Those sentiments can easily extend to include someone's view of your business, based on their personal experience — be it positive or negative.

If you're wondering how important it is to have good online reviews, consider this: in 2015, consumer behaviour specialist Nielsen conducted a survey of 30,000 consumers across the globe to determine the sphere of influence on the average consumer. The results were published as the *Global Trust in Advertising* report.

Two-thirds of participants (66%) nominated 'consumer opinions posted online' as a trusted source of information. In fact, it was the third most trusted form after 'recommendation from a known person' (89%) and 'branded websites' (70%).

Taking it a step further, the survey established the direct effect each influence had on buying behaviour — 69% of survey participants indicated they would 'always' or 'sometimes' act on the strength of those reviews. That's a great outcome if the review is positive, but a bit less desirable in the case of a negative opinion.

Your potential customers are being directly influenced by complete strangers before they've even gotten out of the research phase, which means you no longer necessarily even get the opportunity to directly delight or disappoint. You are literally only as good as your last review.

These opinions are formed based on interaction with your team, so why not arm them with the skill set to deliver the best possible customer experience? It's better for your staff, for your organisation and for the entire industry.

A little knowledge may be a dangerous thing, but a lot of it benefits everyone.





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Harmonic disruption — what does change sound like?

When describing change, the term “disruption” has been a buzzword for leaders and change management consultants since the 1997 book *The Innovator’s Dilemma* was authored by Harvard Professor Clayton Christensen. I recently read an article that referenced the term “harmony” when dealing with changing or disturbing the status quo.

When thinking of harmony, I generally think of music, the harmony of multiple voices singing the same melody. Can you disrupt harmony? Beethoven was a disruptor, Elvis’s harmonious tones disrupted the crooners of the forties. Lennon and McCartney, Jagger and Richards provided the great harmonic disruption of rock and roll to almost define a generation. Nirvana disrupted me — from bad eighties pop back to rock and roll (at the time it was grunge to differentiate from Dad’s music).

In business, harmony can provide strength in numbers to ensure a few can do the work of many through efficiency or common purpose. Harmony is behind a success of championship teams or a single flawless performance for the gold medal. Almost anything can be accomplished faster, better or with fewer resources with harmony.

As leaders we set strategy, drive culture, provide guidance and influence to meet goals in the demands of business. This responsibility requires drive and determination for oneself. Sometimes in times of stress, that necessity for drive comes at the cost of harmony and the world does sound as it should.

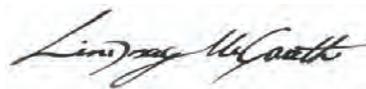
Personally, when stressed I can default to what my spouse calls “fix it mode”. I have the ability to see an issue and will immediately try to address the problem at the cost of whatever else is happening, thereby disrupting the harmony. This is fine with minor challenges that we face every day where being nimble is a worthy skill. So what helps us stay in tune when major disruptions happen?



Vision, values, missions, projects, tactics are all worthwhile tools to provide tangible reference points for common goals to help your team stay in tune. Culture is what can truly make music if you follow the metaphor. Culture is ‘how things are done here’ — does your team trust you when changing direction and creating disturbance into new markets? Do you bring them along as you conduct the orchestra? Do you have lead guitarists or backup dancers or roadies that come in afterwards to clean up? Do you have the tools to get you and the team back singing the same harmony?

Know your goals and reach out to mentors and peers when your plans have gone astray, and the job is out of tune. Asking for help to get back on track is not weakness. Be open to your team or business partners if

you don’t know what to do in a situation, as this gives everyone the chance to skip a track, change the format and refocus on the goal. If you don’t have a mentor or coach, get one! Reach out to a specialist in projects, implementation or human resources; use the free services provided by industry associations and business groups. As a leader, you are the conductor or lead singer of your band. Prepare your band, your team, to be clear on the objective; trust in them to be in tune and in harmony with daily disturbances.



Lindsay McGrath
CEO
SPASA Australia

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New geothermal pool a 'game changer'



A new beachside public swimming pool located in the Perth suburb of Scarborough is being hailed as a 'game changer', thanks to its eco-friendly design. The Scarborough Beach Pool falls under the remit of the City of Stirling, which wanted to ensure that the new facility was environmentally sound. Original plans envisaged a pool would be ocean-fed, similar to Bondi's famous Icebergs, but it was soon realised this was geographically impossible and plans subsequently changed.

The new pool is the first in Western Australia to be awarded a six-star green rating by the Green Building Council of Australia, thanks to the utilisation of geothermal energy to keep the water temperature between 26–28°C year-round.

According to the City's website, "The geothermal process pumps water from the Yarragadee aquifer and the natural heat from the aquifer is used to maintain pool temperature. Water is then pumped back to the aquifer in a closed loop operation."

By avoiding the use of gas boilers, the facility's environmental footprint is substantially reduced and it is estimated that the process will cut production of 1800 tonnes of carbon dioxide each year.

SPASA Australia members to benefit from new partnership

SPASA Australia has announced a new partnership that will provide members with access to current legal information specific to the pool and spa industry. The Construct Law Group is a boutique legal firm specialising in building and construction law that counts builders, subcontractors, consultants suppliers and industry bodies among its clients.

"I have a team of senior lawyers with a wealth of knowledge specific to the building and construction industry in Queensland. We have enjoyed a close working relationship with SPASA in Queensland in the past and are looking forward to developing that relationship further in 2018. We are passionate about educating businesses in the industry to ensure they are empowered with knowledge that helps them comply with their legal obligations, avoid disputes and get paid on time," Construct Law Group Director Aleisha MacKenzie said.

"We are excited to provide members the opportunity to obtain legal advice from a leading firm who focuses on our industry. This benefit not only provides Queenslanders with local assistance, it also adds to the national support base. Aleisha and the team are collaborating with SPASA to tailor content and services that offer solid and tangible benefits to members," SPASA Australia CEO Lindsay McGrath said.



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End of an era — Keith Andrews to retire

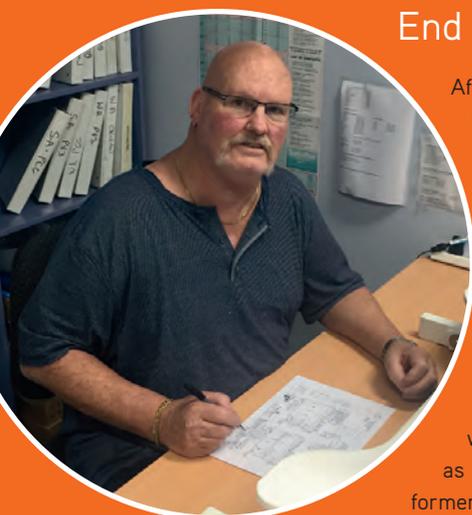
After 20 years of service, it is with much regret but also warm wishes that Pool-Water Products has announced the retirement of Keith Andrews, effective 8 February 2018.

After providing the company with his extensive knowledge and devoted service, Andrews will be sadly missed.

When he joined the PWP in February 1998, he was one of only a few employees on the payroll. Responsible for internal sales, manufacturing, infloor drawing processes and special projects, Andrews has developed strong and lasting relationships with many of PWP dealers. He is well-respected within the industry due to his vast knowledge, gleaned over 20 years.

He has been lucky enough to witness the evolution of the swimming pool and spa industry, seeing it grow from a simple trade to a dynamic, professional and technical industry.

PWP is indebted to his loyalty, commitment and dedication over the years, providing dealers with attentive service, knowledge and advice and allowing PWP to maintain a solid reputation as a market leader. He will be missed by all at PWP, but will no doubt keep in touch and make his former colleagues jealous while enjoying his well-earned retirement.





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New aquatic centre planned for Sydney



Work on the City of Sydney's highly anticipated new aquatic centre in Green Square — the largest to be built in Sydney in nearly 20 years — will soon get underway.

The City has signed a contract with Sydney-based construction company CPB Contractors for construction of the Gunyama Park Aquatic and Recreation Centre on Joynton Avenue in Zetland, with work expected to start in early 2018 and be complete by early 2020.

At the centre of the new aquatic centre will be a 50-metre heated outdoor pool set within a larger, irregular-shaped pool inspired by the ocean pools at some of Sydney's best-loved beaches.

The new complex will cater for the diverse and growing Green Square community and feature:

- a 25-metre indoor 'program pool' for swimming lessons;
- an indoor heated leisure water area and hydrotherapy pool;
- a creche with indoor play areas;
- a health and fitness centre;
- a multipurpose synthetic sports field suitable for use by community sporting teams;
- sports field change rooms, public toilets and storage facilities;
- new landscaping, lighting and a new public artwork by acclaimed Aboriginal artist Jonathan Jones.

Lord Mayor Clover Moore said the new pool was an important addition for Green Square, an area that will soon be home to more than 61,000 people.

"Green Square is one of the fastest growing precincts in Australia, and we're doing everything we can to make sure it is a wonderful urban neighbourhood with the services and facilities its residents and workers need," the Lord Mayor said.

"The Gunyama Park complex will be a terrific place for locals and visitors alike to exercise, relax and catch up with friends and family. The pool will have something for everyone, from serious swimmers looking to improve their lap times, to families wanting a safe place for their children to learn to swim or play.

"I'm looking forward to seeing this exciting project take shape in the coming months and know the Green Square community will be pleased to see work begin on their new aquatic centre very soon," Moore said.

The aquatic centre has been designed by Andrew Burges Architects, whose 'beach pool' concept was chosen from more than 140 other entries in a design competition run by the City. The jury, made up of some of Australia's leading architects, described the aquatic centre as a "world class, exciting new project".

CPB Contractors Managing Director Juan Santamaria said they were pleased to be selected to build the new aquatic and recreation centre following an extensive competitive tender process.

"Our team has both the local and international expertise and project experience to deliver significant value for the City of Sydney.

"Our flexible, multipurpose design will ensure

that Gunyama Park is able to host a variety of activities, welcome locals and visitors from across Sydney, and remain adaptable to the city's future growth requirements and sustainability expectations," he said.

The construction of the Gunyama Park Aquatic and Recreation Centre will be completed in two stages, as the City does not currently own all portions of the land on which the complex is planned.

The full aquatic centre, multipurpose sports field and landscaped areas will be completed by early 2020, with an expanded sports field, playground and further landscaping to be completed as the remaining land becomes available.

The project will target a five-star design and as-built rating from the Green Building Council of Australia. A cogeneration scheme will heat the pools and supply electricity throughout the complex.

The Gunyama Park Aquatic and Recreation Centre sits within the 278-hectare Green Square development area, which includes the suburbs of Beaconsfield and Zetland, and parts of Rosebery, Alexandria and Waterloo.

The City is spending \$540 million over the next 10 years on extensive infrastructure and streetscaping works throughout the area, as well as new community facilities that also include a library and plaza, creative centre, childcare centre and more than 15 parks and open spaces.

When fully developed, Green Square will accommodate close to 61,000 people living in 30,500 new homes, and provide around 21,000 permanent jobs.



Stay connected with AstralPool

AstralPool has launched a new blog and an increased presence on social media platforms to stay connected with customers and deliver the latest company, industry and product information.

Follow AstralPool on Facebook for the latest info on pool and spa equipment, head to Instagram for pool and spa design and lifestyle information, or check out the company's LinkedIn page for the latest company updates and job opportunities.

The Cool Pool Blog is devoted to the world of pools, exterior design and wellness. AstralPool will travel the world over to bring the latest industry trends and most innovative projects, and delve into the coolest pools around.

To celebrate the launch, they're inviting you to share your best summer pool moments for a chance to win \$300, \$200 or \$100 EFTPOS gift cards.

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- Upload your best summer photo and tag @astralpoolaustralia.
- Use the hashtag #astralpoolsummer.

The winner will be chosen at random and will be notified by a direct message from AstralPool through Instagram. The competition closes Wednesday, 28 February 2018 at 11.59 pm AEST. Terms and conditions apply.



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Wave pools and water parks in the works

Wave pools and water parks are the order of the day at the moment, according to reports published on Australian Leisure Management.

Operators of Surf n Slide in Manly are releasing plans for revitalisation of the attraction, including four new waterslides and a surfing wave pool. The former Manly Waterworks site was reopened late last year and the new owners are looking to lease additional land to meet with their plans for expansion, which will also include an interactive toddler pool.

Meanwhile, over in Western Australia's Goldfields region, Kalgoolie-Boulder Mayor John Bowler wants to develop a lagoon-style beach or surf park with an artificial wave adjacent to the Goldfields Oasis aquatic and recreation centre. Being 400 km from the nearest surf beach, the mayor thinks an outdoor beach would attract greater numbers than the existing indoor pool. If a lagoon-style artificial beach went ahead, it would likely include a swimming area of about 1.2 hectares.

A formal proposal and business plan will be put together after public consultation.

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ATTENTION ALL POOL TECHNICIANS: HOW TO FUTUREPROOF YOUR JOB

Ben Richards

The Internet of Things (IoT) has enabled pool owners and managers to remotely monitor and control their pools. That automation enables pool systems to ‘make decisions’ independently and reduces the need for human involvement.

IoT technology is advancing at an exponential rate and artificial intelligence (AI) will take it to a whole new level. Customers today can do things like remotely monitor pool chemistry and adjust timers, while pools can even backwash themselves in response to high pressure. As the price of technology rapidly drops, it becomes accessible to the average pool owner. The question is: will we get to a point where pools can completely manage themselves, rendering pool technicians a thing of the past?

We’ve all seen the ‘Will a robot take my job?’ articles and wondered what the future holds for our profession. There are

even websites that can tell you the likelihood of your job being replaced by technology. As an example, www.replacedbyrobot.info suggests there’s a 50% chance that pool technicians will be replaced — but its reality is not quite as clear cut. To do a true assessment, you need to break down your job into tasks and assess each component individually.

The real question is not ‘Will technology replace my job?’, but rather ‘Which parts of my job will be replaced by technology?’ So, what will a pool technician do in the future and how can you ensure that you stay at the top of your field?

Making an assessment

There are immensely complicated calculators and processes used to assess whether things will be automated, but it all comes down to one thing — what is the ROI? How much money will be made



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“GIVEN THE CURRENT APPROACH TO WATER CHEMISTRY, FULL AUTOMATION WILL MOST LIKELY NEVER BE AVAILABLE.”

1. Cleaning.
2. Water chemistry.
3. Repairs, hardware installations and maintenance.
4. Dealing with edge cases.

Cleaning

Definition and tasks: Removing particles, leaves and debris, brushing walls, emptying baskets and backwashing the filter.

Current technology:

- Pool cleaners remove debris and some also brush the walls.
- Filters can backwash themselves when pressure goes above a certain level.
- Baskets cannot empty themselves.



Future technology: This technology is already fairly advanced, so the cost to build will be low, because improvements will just build on existing technology and systems. Pools can already clean themselves to a certain standard and filters already backwash in response to pressure. It won't be long before pools will be able to clean themselves to the same level as currently provided by a technician.

from the technology and will it be significantly more than the cost to build or implement it?

Here's an example:

Say someone develops a machine that drives to a site and checks whether pool pump capacitors are operating at full capacity and — if not — replaces them. It would be expensive to build and operate and is likely to deliver low revenue levels. The upshot is a negative ROI, so the technology is unlikely to be built by anyone of sound mind.

Which parts of your job will be automated?

Pool servicing and maintenance can be broken down into a few key areas as follows. We've outlined the likelihood of each area becoming fully automated in the future, based on typical tasks and current versus future technology.

Technology	Remove leaves and debris, brush walls, empty baskets
Cost to build	Medium
Cost to buy	Medium
Potential revenue	High
ROI	High
Likelihood of build	100%
Time to full automation	2-5 years
Market saturation	5+ years

Conclusion: This is definitely the most 'automatable' component of pool servicing. The speed at which full automation achieves market saturation will depend on the time it takes to build the technology and how long before it becomes affordable and, therefore, appealing to the mass market.



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Water chemistry

Definition and tasks: Regularly testing pool water and taking action to ensure the right balance. Actions include adding chemicals, changing sanitiser settings or even partially draining and refilling pool water.

Current technology:

- Automated technology exists for basic chemistry such as ORP and pH.
- Alkalinity and phosphates are more complex.



Future technology: Two things make building a system to test and treat everything virtually impossible:

1. Many tests require the mixing reagents rather than the use of probes.
2. Many of the chemicals are in solid form and cannot be pumped into the water without prior mixing.

Full chemical automation (based on today's requirements) is unlikely to be made available to the mass market due to the following barriers:

1. Upfront costs — technology capable of testing and dosing every chemical would be monumentally expensive to buy and maintain.
2. Space — the area required to store and dose 20+ chemicals would require pool owners to build a second home to house the system.
3. Maintenance costs — all systems would need to be professionally installed, maintained and serviced to ensure safe operation.

Technology	Tests all aspects of water chemistry and takes action
Cost to build	Very high
Cost to buy	Very high
Potential revenue	High
ROI	High
Likelihood of build	50%
Time to full automation	5–10 years
Market saturation	10+ years

Conclusion: Given the current approach to water chemistry, full automation will most likely never be available to the average pool owner. However, we will certainly see this technology progress and a growing number of chemicals will be added to the automation list. The more likely outcome is a change in the approach to water chemistry, whereby new technology may negate the need to test or dose the long list of chemicals we do today.

Repairs, hardware installations and maintenance

Definition and tasks: Everything from installing a pump, to leak detection, to MPV valve replacement.

Current technology: This technology is basically non-existent. There are self-cleaning cells, but that's about as automated as it gets. In the commercial space, there is technology that monitors hardware and identifies faults, such as impeller blocked or pump running hot etc. Automation exists, but only to slow the pump or kill it in the event of an issue.



Future technology: We will certainly see basic levels of automation in this space over coming years, but the focus will be monitoring and reporting, with action from a technician still required.

Technology	Install, repair and maintain hardware
Cost to build	Extremely high
Cost to buy	Extremely high
Potential revenue	Medium
ROI	Low–Medium
Likelihood of build	10%
Time to full automation	Unknown
Market saturation	Unknown

Conclusion: The high level of complexity associated with automating installs and repairs means we won't see a huge amount of automation in this space. With the constant development of new technology, an increasing amount of hardware will need to be installed, maintained and repaired. This is one aspect of being a pool technician which will grow rather than diminish in the face of new technology releases.



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Dealing with edge cases

Definition and tasks: A rare occurrence or incident, such as acid washing, flocking or dealing with a tree that has fallen into a pool.

Current technology: Automation or monitoring solutions in this space are basically non-existent — and for good reason. These are rare occurrences and quite often are difficult to assess and manage. Therefore, the ROI on something in this space would be minimal.



Future technology: We won't see any real movement in this space. Nobody will develop a device that identifies a fallen tree, jumps in, chops it up and places it out by the curb for pick-up. Even if someone did, no-one would ever buy it.

Technology	Deal with edge case scenarios
Cost to build	Extremely high
Cost to buy	Extremely high
Potential revenue	Extremely low
ROI	Negative
Likelihood of build	0%
Time to full automation	Never
Market saturation	Never

Conclusion: Edge cases are, by definition, rare events and they are usually hard to fix. From an investor perspective, this makes for the worst possible automation scenario. While the nature of these cases will change, they will always make up part of a pool technician's job.

What is the pool technician of the future?

There are a few key factors driving the evolution:

1. Automation technology replacing certain tasks.
2. An increasing amount of complex technology for pools.
3. The increasing emergence of remote monitoring and control technology.



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So... will a robot take your job?

Absolutely not! You just need to stay ahead of the curve, as some aspects of your job will become less important. Here's how to ensure you remain relevant in an increasingly automated world.

Get training, repairing and installing: It's important to cross train and to understand how to install, fix and maintain all equipment including pumps, cleaners and chlorinators. This technology will become increasingly complex, so you need to build a foundational understanding now.

Be an early adopter: If you see Internet of Things (IoT) hardware emerging, grab yourself a unit and offer to be a tester. Manufacturers will often provide this for free or at a reduced rate in return for your feedback. If this piece of tech becomes the next big thing, you're already ahead of the game.

Educate your customers: Get your customers up to speed on the newest technological advances, particularly when it comes to the IoT. Those who roll out first will roll out best when the numbers start to grow.

Develop a suitable business model: IoT connectivity presents a significant opportunity to transform your business and create a very lucrative revenue stream. Start to model a remote monitoring solution with SLAs in place to fix things within an achievable time period. This is a great way to minimise seasonal revenue fluctuation, optimise your business and improve customer satisfaction.

Plan	Price	Details
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Advanced	\$\$\$	Standard features plus: <ul style="list-style-type: none"> Fortnightly pool service. Remote control of pool to optimise timers, pump usage, sanitiser optimisation, seasonal changes etc.
Pro	\$\$\$\$	Advanced features plus: <ul style="list-style-type: none"> Weekly pool service. All chemicals supplied.

Have fun with it: The best way to learn more is to do it yourself. Grab a starter kit like a Raspberry Pi, Arduino or any of the many others available and build your own solution. For less than \$100, you can build your own remote temperature monitoring solution. Take it to the next level and develop a device that monitors ORP and pH for a couple of hundred bucks... the possibilities are endless, so buy a kit and get designing.

The world as we know it is changing faster every day, with automation replacing humans in an increasing number of roles. Understanding how those roles will change, rather than fearing the change itself, will be the difference between staying alive or getting left behind.

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WHAT IS A POOL REALLY WORTH?

IT DEPENDS WHO YOU ASK

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In early 2017, research found that a swimming pool added \$140,000 to the value of a house in 10 of Melbourne's suburbs. Now, a new survey sheds light on how much more Australians will pay to snag a home with a pool.

The previous research was conducted by buyers agent Secret Agent and these new findings come to us courtesy of home loan specialist Lendi. To determine the perceived value of a pool when it comes to property, the company surveyed more than 1000 men and women aged 18 to 65+ across Australia in December 2017.

The survey asked 'How much extra would you pay for a property with a swimming pool?', and provided pricing options that ranged from \$0 to \$200,000+.

The results, naturally, were a mixed bag. First up, nearly 40% of respondents said they would pay no more for a home with a pool than one without, which means that 60% of respondents recognise the value of a pool — to some degree at least.

The second highest response was \$10,000 (15.7%), followed by \$20,000 (10.8%). One in seven respondents said they would pay \$50,000 or more, with 5.8% expecting to pay in excess of \$200,000 more for a property that featured a pool. So who are those respondents, and where can you find them?

Determined by demographics

Location obviously has an influence. While Lendi says results didn't vary much from city to city, respondents in warmer states and territories are marginally more inclined to value a pool, with Queensland, Western Australian and Northern Territory showing a higher than average response. Combining those three regions, the number of participants willing to pay \$20,000 more for a home with a pool

was about 5% higher when compared with southern states. By state alone, roughly 45% of WA respondents fell into this bracket, compared with 33.3% of Victorian survey participants.

Men appear to value pools more than women, with 45% of male respondents (compared with 35% of women) prepared to pay up to \$20,000 more for the privilege of ownership.

Age also had some bearing on results, with younger people more likely to pay extra. Nearly half Gen Y respondents (about 48%) said they would pay around \$20,000 more, while for Gen X that figure was around 40% and for the 55+ group it was just over 30%. At the other end of the scale, less than one-third of Gen Y respondents said a pool added no value, compared with more than half of the 55+ age bracket.

It's hard to survey emotions

While survey data potentially provides a loose 'ideal customer' framework based on age, location and associated demographics, there's more at play behind the scenes.

The purchase of property is often emotional, as it is tied to completely subjective elements including family dynamics, status (real or perceived) and individual memories. Aside from obvious direct influences — like available budget — there are many indefinable drivers that help someone determine their perceived worth of a pool. While a lifelong fear of water is unlikely to translate to a high value on pool ownership, recalling a sense of missing out as a kid can easily make a parent determined that their children will never feel the same — so, in goes the pool.

There are any number of online articles that offer advice to consumers on whether investing in a pool is worth it, yet most can't definitively answer the question. This isn't really surprising, given the number of intangibles and variables involved. It's a fair assumption that a high proportion of pool constructions aren't carried out with an absolute return on investment in mind, but certainly with a view that the outlay is worth every penny.

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Generational marketing

Spiros Dassakis, Chief Operating Officer, SPASA Australia

We've all heard the terms 'baby boomers', 'Generation X' and 'millennials'. Did you know that six generations have been formally defined? Do you understand the differences and — more importantly — why businesses should care?

The Silent Generation (also referred to as Traditionalists) was born between 1925 and 1949. They grew up in tough times and had a strong work ethic towards the job they felt it was a privilege to have. This generation has an understanding of the value of money and the importance of saving a penny. They were considered the wealthiest generation.

Baby boomers were born between 1949 and 1960 in a period of population growth after World War II. Often associated with economic prosperity, consumerism and self-indulgence, baby boomers are on the cusp of retirement. This will have far-reaching economic consequences, as they make up such a large percentage of the population.

Generation X members were born between 1960 and 1980. Gen Xers were often referred to as the 'slacker' or 'why me?' generation and accused of being uncommitted and unfocused. The first generation for which divorce was a feasible and simple option, Gen X was also known for job skipping and career changes, unlike the 'job for life' generations that came before them.

The much-maligned Generation Y covers the years between 1980 and 1998. The first globally alert generation, they have grown up with increasing access to fast-changing technology. Labelled as having a 'what's in it for me?' attitude, Gen Y is often seen as entitled and demanding by generations before them.

Generation Z members (or post-millennials) were born between 1998 and 2016 and are the first

generation to be brought up with technology virtually from birth. They are socially, politically and environmentally aware, hold corporations to account over their actions and are not afraid to judge via social media. As a generation, they are advocates for equality across gender and race.

Generation Alpha is the new kid on the block. Born after 2010 (and through to 2024), the top end of this generation is only just approaching school age. Not a lot is known as yet about future social traits, but demographers have already identified this group as being more diverse, with a longer projected lifespan and likely to avoid traditional career structures in favour of flexible work/life balance.

We all know someone who is living (or who has lived) in each of these generational groups. Irrespective of what our general views are, all generations have more in common than we realise. Today's consumer landscape includes a diverse range of buyers, each with its own set of beliefs, values and spending habits. Notwithstanding, it is important to cater to specific personalities when it comes to selling and marketing, as not all consumers from each generation will respond the same way.

As each generation's preferences on product, service or brand interaction come into focus, it's essential for industry, retailers and marketers to re-evaluate the 'one-size-fits-all' approach and develop new strategies for engaging each generation.

Discovering how each generation thinks, behaves and makes purchases can assist in finding new opportunities to engage with potential customers, while still ensuring businesses continue to evolve with the changing landscape.



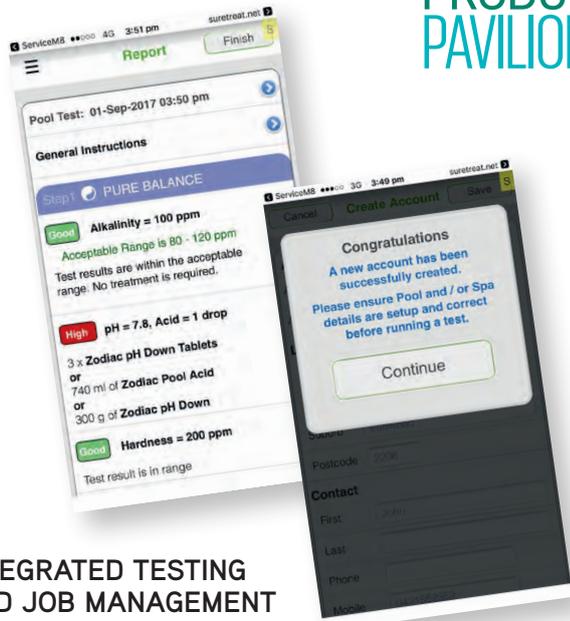
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Zodiac Pure Solutions water-testing software allows pool store staff to become confident chemical experts and to make product recommendations based on easy-to-read water test reports. The software is available for use on mobile devices, so field technicians can instantly access customer information, history and chemical test reports while on the road.

Pure Solutions is now integrated with ServiceM8 job management software, putting complete project history information into the hands of both field and pool shop staff and allowing them to print and email pool test reports directly to customers.

Synchronisation of the databases automatically adds water test history and recommendation reports to the ServiceM8 job file, eliminating the need for spreadsheets and manual entry.

Zodiac Group Pty Ltd
www.zodiac.com.au

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The OSEC L electrolyser is a water disinfection system that creates sodium hypochlorite on-site and on-demand.

The OSEC L's design is compact, easy to install and easy to use. It offers push-button operation, plug-and-play installation and a footprint roughly 50% smaller than other on-site generators.

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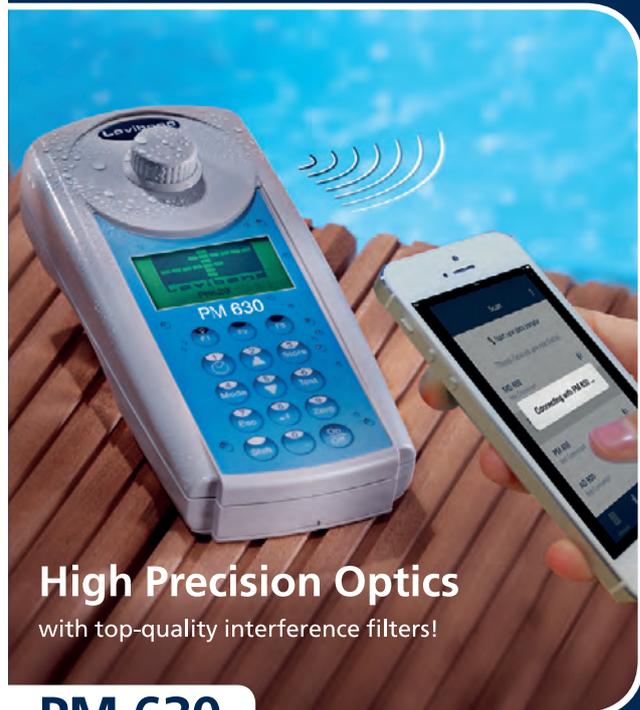


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THE BIGGEST MISTAKE

MANY BUSINESS OWNERS WILL MAKE IN 2018

Jon Mailer, CEO



With the year laid before us and an abundance of opportunities ahead as a business owner, it is important to ensure you have clarity on the outcomes you want to achieve.

Setting goals and objectives is a great start; however, as a business owner, there is one vital piece of the puzzle that could be missing. Unless you use this tool, it is easy for weeks, months and possibly the whole year to go by without truly having the rubber meet the road.

The mistake

You see, the biggest mistake that many business owners will make is... waking up each day and going to work 'in' their business (that is, working on their trade/on the tools/doing the work), without ever taking time to reflect and work 'on' their business. This means stopping to check in and see whether the activities that are consuming their day are actually taking them towards their goals and objectives, or if they are just running in circles and replaying the same day and week many times in a row.

The tool

The power of reflection — that is, checking in on your progress for the year. I recommend that as a business owner and leader of your life, you take time at least monthly — or, even better, weekly — to review your goals and objectives and ask yourself

the most important question: "Is the activity and the work that my team and I are involved in aligned with the outcomes I want to achieve this year?"

Also, do you have a method to measure your progress? A scoreboard to keep track of your progress, or a dashboard with some monthly and weekly measurements, that gives you direct feedback on your progress? This scorecard will be your map, keeping you on track to reach your objectives.

How to use it

1. Set goals, objectives and key measurable outcomes.
2. Work on specific activities that progress you towards the items in point number one.
3. Schedule time monthly/weekly to check in and ask 'The Question'.
4. Have some measurements and a scoreboard to give you clarity on where you are on your journey for the year.
5. Adjust your activities should you feel that progress is not being made.

All the best for a great year ahead. Ensure that this year is one of your best by taking the time to reflect, check in and adjust.

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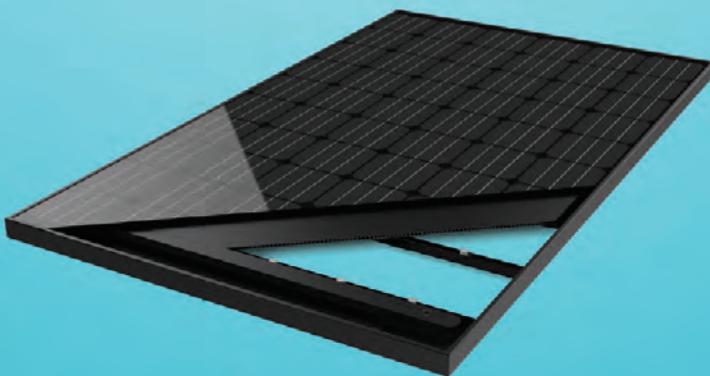
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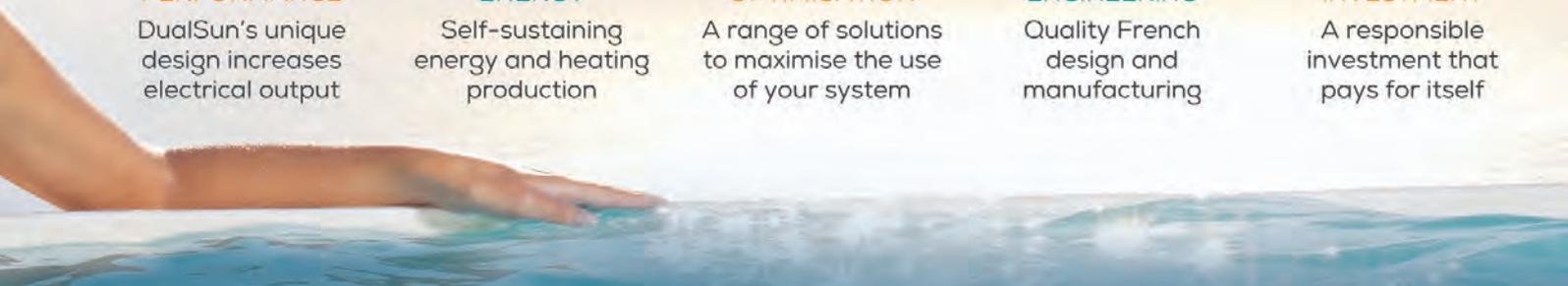
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This results in a highly efficient transfer of heat between the photovoltaic (PV) surface and the water circulation on the underside. Traditional PV panels generate much more heat than electricity. The cooling effect on the DualSun panel allows the PV electrical generation to be maintained, and increases peak performance by up to 20%. A DualSun installation generating heated water and solar electricity produces up to four times more energy than a standard PV installation.

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2. The efficiency of PV panels decreases as the surface temperature increases.



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WHY ORP/PH CONTROLLERS AREN'T SUITED TO SPAS

David Watson

Commercial spas in Western Australia require the use of a chemical controller for automated dosing of chlorine and pH correction. For many years, I have been recommending against the ORP/pH control philosophy in spa installations — a viewpoint which has not been without its detractors.

About a year ago, I received a phone call from a pool technician who challenged my view in not supporting his preferred ORP/pH controller. He asserted that these devices worked in commercial spa applications without any issue. He was wrong.

While there is a lot more at play than I can cover in this short article, there are some key factors that highlight why controllers of this type are unsuitable for spa applications. The best way to illustrate the problem is by conducting the following testing procedure.

1. In a spa installation, turn off any present chemical controller, salt chlorinator or other chemical control system.
2. With the spa in normal filtration mode — this means no blowers operating and no jet booster pump working (for at least five minutes) — test the pH level. Assuming the spa is balanced, the pH will likely be in the region of 7.4.
3. Turn the blower on and start the jet pump, then wait a few minutes and test the pH again. It is likely to have increased. Depending on how long it has been running (the pH will increase with the run time), it is likely to reach up to 8.2.
4. Turn off the blower and jet pumps, wait for the water to settle and return to normal filtration mode, then test again. You'll find the pH level has reverted to initial test levels.

You can continue this process time and again, and the results will remain consistent. This reaction occurs in every spa — or any body of water undergoing aeration. Other examples include water slides, sprays and fountains.

The reaction being observed is the outcome of two chemical functions:

1. The first is Le Chatelier's principle, which states that a change (in this case, aeration) will drive elements in a chemical equation to one side of the equation in order to bring equilibrium. In the above testing scenario, by altering the amount of aeration, it drove the equation toward 'gassing off' and increased the hydroxide content in the water, thereby increasing the pH level. That increased

- pH is a real result and, while harmless to humans, ORP/pH controllers do not respond well to the change. The longer the aeration time, the more likely it is to disrupt the pH reading on an ORP controller, which leads to inaccurate chemical dosing. This is particularly problematic in commercial spas, where users are in and out often, generally requiring longer aeration times.
2. The second chemical function at play is Henry's law — a gas law which effectively states that the amount of gas is at equilibrium in a solution at a given pressure. Activating aeration devices alters the pressure, which results in the release of gasses. By removing the aeration, the pressure returns to previous levels and (assuming no other chemicals have been added) the spa returns to its previous state.

The entire process wreaks havoc on ORP/pH controllers, not because the equipment isn't fit for the task, but because the underlying ORP/pH reaction requires a pH level that is more or less stable. Introducing a moving pH level adds a layer of complexity to the chemical equations, which an ORP/pH controller simply cannot handle.

To my mind, the pool technician arguing the suitability of these types of controllers for spas is the equivalent of arguing that gravity doesn't exist. It is that extreme. So, how to explain his vastly different view in the face of inescapable chemical evidence?

The most likely reason is that it hasn't been noticed or is assumed to be a calibration error. If a spa has a very light loading or no aeration devices fitted, then it is likely the reactions either haven't been observed or are complete and corrected by the time the next service visit occurs.

Appreciating these chemical principles will help technicians understand why high or low readings still occur after adjusting set points in spas with an ORP/pH controller installed. Armed with that knowledge, you can develop a suitable workaround.

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**WATERPROOF SHADE
STRUCTURES**

The Triax system from Scully Outdoor Designs takes the difficulties out of designing and installing waterproof shade structures. The system gives architects,

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The light construction coupling system allows two pipes to be permanently joined at any angle, on-site, without welding. It can be assembled by inexperienced installers with the use of simple, non-specialty tools and without the need to rely on precision critical measurements.

Structures can be wall mounted, roof mounted or freestanding on posts. The tension of the membrane cover is not transmitted to the mounting points, instead being contained within the frame itself. This means that unlike with traditional membrane covers, the structural integrity of existing buildings is not compromised. Difficult site restrictions can be overcome and minor design modifications can be adopted if and when they occur.

The shades are constructed from commercial-grade reinforced PVC, offer 100% UV protection and are available in a range of colours.

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The closed-cell foam layer provides good insulation and water repellence properties and is resistant to chemical degradation, while the outer woven layers provide strength and durability.

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Daisy Pool Covers

www.daisypoolcovers.com.au



POOL LOUNGER

Ledge Lounger products available from Pool Systems are lightweight, colourfast and durable. The products, including the signature chaise, are manufactured from polyethylene and easy to install — simply fill with pool water and position on the pool edge. This allows it to remain in place even when not being used.

All products are designed for in-pool use in up to 63cm of water. Ledge Lounger furniture is resistant to pool chemicals, salt water, UV rays and general weathering. It requires minimal effort to clean and maintain.

The resin furniture collection is contoured for comfort and the contemporary design blends with most homes, pools and outdoor spaces.

Pool Systems

www.poolsystems.com.au

PRODUCT PAVILION



5 M PLUNGE POOL

Maax Spa has launched the Australian-designed Jadan 5 m Plunge Pool concept for smaller spaces.

The fully filtered and heated plunge/spa hybrid includes Gecko-controlled equipment, one swim jet for light exercise, air injectors in the stepped seating area, a fully insulated shell and pipework, a 3 kW heater and an integrated LED lighting system in a 4.9 x 2.3 m pool. It is 1.45 m deep.

A simpler version is also available without the blower, air injectors, swim jets or lighting.

Maax Spas

www.maaxspa.com.au



MODULAR VERTICAL GREENING SYSTEM

The Elmich VersiWall GP Tray Planter is an easy-to-install and low-maintenance modular vertical greening system with a choice of mounting, planting density and growth media options to suit different wall conditions.

Depending on the plant size and planting density selected, the trays allow plant spacings of 200 and 250 mm horizontally and 150 and 225 mm vertically.

The trays can be individually replaced or removed for wall maintenance or design change. Each tray has a water reservoir with a cover designed for the provision of a capillary wick to re-use stored water and facilitate sustained plant growth.

The use of mounting frames minimises wall penetrations and enables installation to be carried out easily and safely by one person.

The trays and mounting panels are manufactured from UV-stabilised recycled polypropylene that meets requirements for international Green Building certification.

The trays' six-point anchoring system enable them to be installed on different mounting frames, while anti-lift arms prevent inadvertent dislodgement of trays. A baffle plate distributes irrigation across the tray and prevents media spillage.

Excess water flows into underlying trays or is discharged through a drainage pipe. A tray plug that prevents water from draining out of the tray is available separately.

Several different mounting systems are possible using the trays: the company's VersiWall GP Mounting Panel; standard welded mesh with rod spacing 50 mm wide x 75 or 150 mm high; or steel rods at 75 or 150 mm intervals, providing a more minimalist design.

Elmich Australia Pty Ltd

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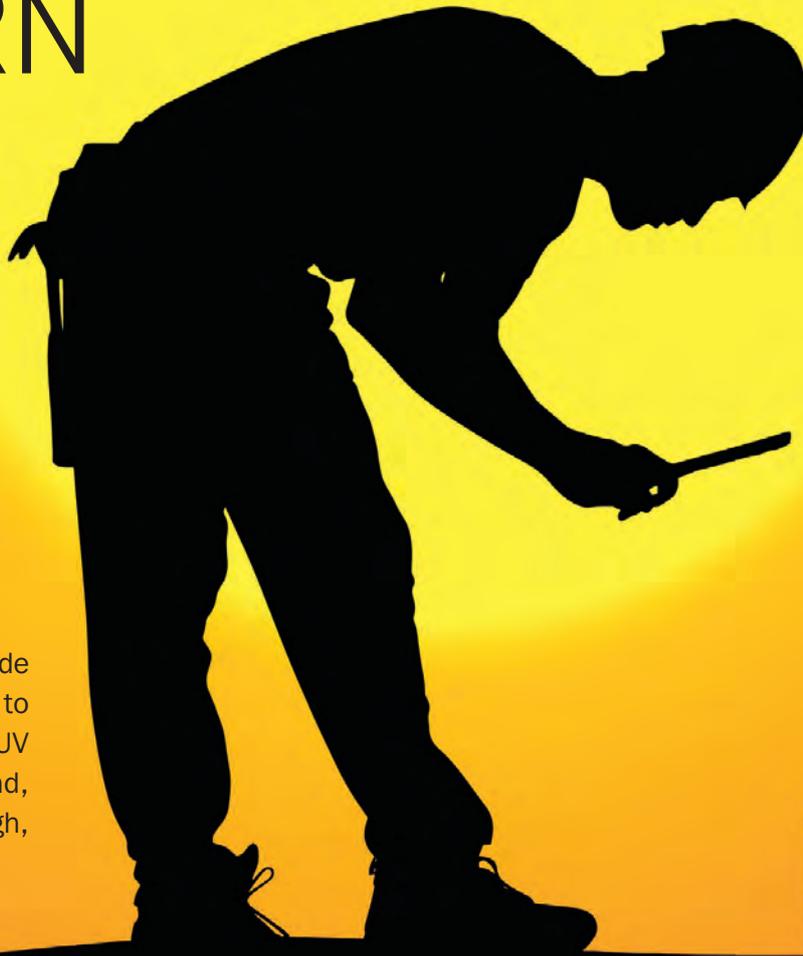
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SUN EXPOSURE IS A YEAR-ROUND CONCERN

Jared Butt



Employers have an obligation to provide a safe workplace, and that extends to ensuring protection from harmful UV rays. In Australia and New Zealand, where UV exposure levels are high, that's a year-round concern.

While most of us know that too much sun exposure can harm our health, because results of exposure are not immediately visible, it can be difficult to identify damage until it's too late. Overexposure to solar ultraviolet (UV) radiation is a serious hazard for everyone, but particularly those who work outdoors — even if only for short amounts of time. In the Southern Hemisphere, the harsh summer months may now be behind us, but UV exposure is a year-long concern for employers and workers alike.

Nearly one in three workers completely unprotected

The Skin & Cancer Foundation of Australia is urging employers to wake up to sun safety, after research found an 'unacceptable' number of organisations are failing to meet responsibilities for protecting workers from sun exposure.

According to the research findings (published as the Skin Health Australia Report Card 2017), nearly 2 million employees working

outside are not being provided with any form of sun protection by their employers and are instead being left to fend for themselves.

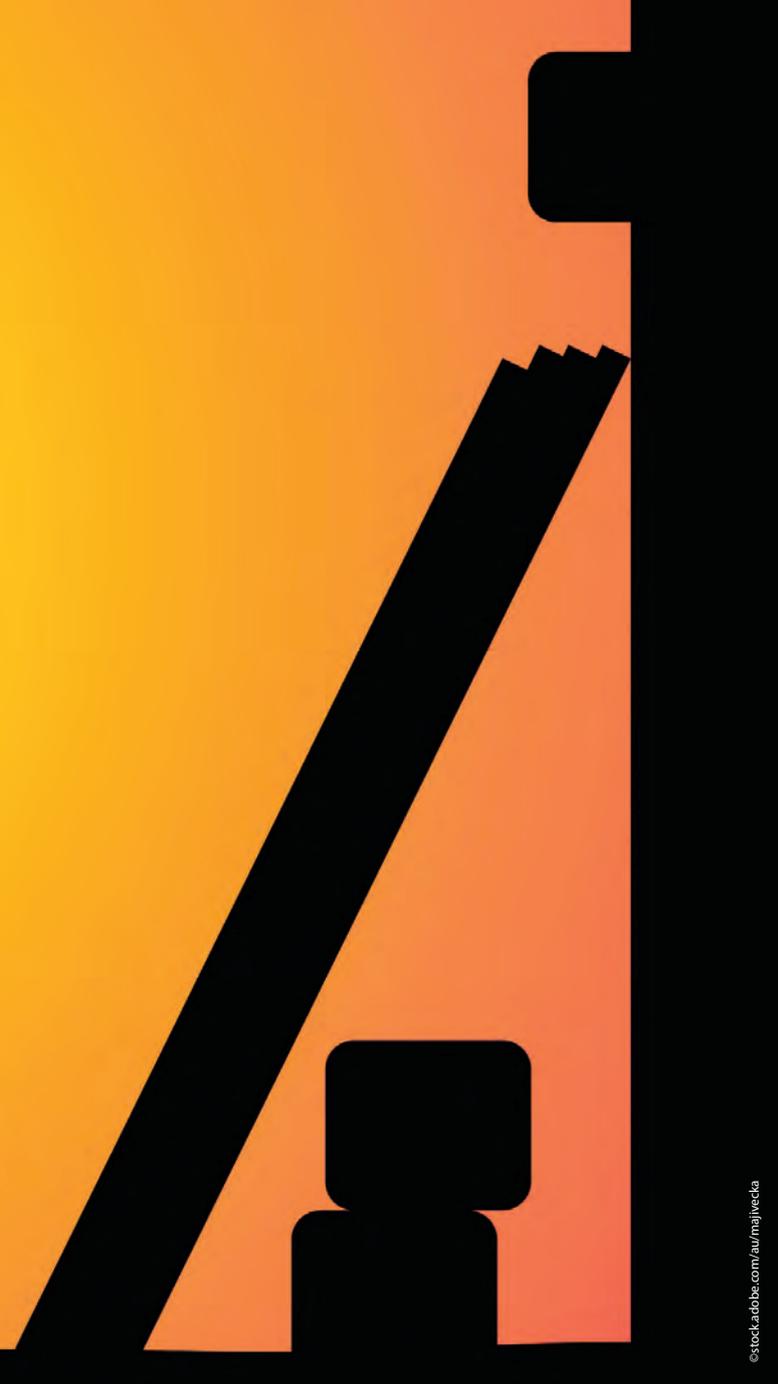
The report found that 8 million Australian workers work outside sometimes, mostly or all of the time. Alarming, 57% of these outdoor workers said their employers did not supply sunscreen, 66% did not supply protective clothing and 80% did not provide sunglasses.

Of most concern, 28% of outdoor workers were provided with no protection at all.

Skin & Cancer Foundation Associate Professor Chris Baker said the number of employees provided with little or no protection was simply unacceptable and that employers needed to wake up.

"It's hard to know why they don't see it as their responsibility as, clearly, there is a duty of care for employers to provide a safe workplace. While the numbers are improving, we still have a long way to go," Baker said.

Andrew Farr, workplace law partner at PwC, said the careless attitude to sun protection was concerning and that employers are



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potentially opening themselves up to hefty workers compensation claims down the road.

“Given Australia’s robust work health and safety standards and laws, I would hope to see more employers realising that it’s their responsibility to ensure outdoor workers are protected from risk — and that includes sun damage and sunburn.

“Ideally, comprehensive sun protection would be provided to outdoor workers. It is important to stay compliant, minimise any liability to your business and do the right thing by your employees and their families. The technical definition of ‘comprehensive sun protection’ differs from state to state, so every employer should know their obligations to staff who work outdoors,” Farr said.

New Zealand sun safety

Across the pond, WorkSafe New Zealand is also urging employers to make smarter sun safety choices. With one of the highest rates of melanoma in the world, 2000 people per year report to the New Zealand cancer registry with melanoma – that’s around six

people per day. It’s proving fatal, with over 300 New Zealanders dying each year from skin cancer.

Outdoor workers can be exposed to harmful UV radiation while working, even for as little as 10 minutes. This increases the risk of developing serious health conditions, including skin cancer. These are risks that both persons conducting a business or undertaking (PCBUs) and workers have a responsibility to manage.

WorkSafe NZ says employers need to consider what higher-level control measures they can use to keep workers out of the sun. This may include rescheduling outdoor tasks, moving work indoors or providing shade structures. If these options aren’t possible, businesses are urged to use lower-level control measures, such as provision of protective clothing, hats and eyewear, along with SPF 50+ sunscreen.

The organisation has developed a quick guide titled ‘Protecting workers from solar UV radiation’, which can be downloaded from its website — www.worksafe.govt.nz. It has also published the following information to debunk some common myths around sun safety.

Common sun safety myths

Myth 1: If you can’t see or feel the sun, you’re safe and can’t get burnt.

UV radiation can’t be seen or felt and sunlight or warmth from the sun is not the same as UV radiation. Radiation from the sun does not provide light that we can see or heat that we can feel, so your skin can be effected even when it feels cool.

Myth 2: Wearing personal protective equipment (PPE) is inconvenient and difficult to enforce.

Wearing PPE or sun protection clothing is only an inconvenience if it is not fit for purpose. Ensuring the selected PPE and sun-protective clothing is suited to the task will provide workers with a higher level of comfort and maximum protection.

Myth 3: Sunscreen provides enough protection on its own.

Sunscreen is limited in the amount of protection it can provide and shouldn’t be the only form of defence employed. Appropriate amounts must be applied correctly to exposed areas and also re-applied regularly, as both perspiration and contact with water will cause it to wear off.

Myth 4: I haven’t used sun protection before and it’s too late now to start.

Sun damage is cumulative, meaning the more we are exposed, the greater the risk. It is never too late to start protecting skin and eyes against UV radiation.

Myth 5: I’ve developed a gradual suntan without burning so I am better protected from the sun.

A suntan is an indicator that the skin is trying to protect itself from UV radiation exposure. It does this by creating more pigment, which provides a very small SPF. A suntan provides only minimal protection from future sunburn, but the cell damage caused during the process can be enough to lead to skin cancer. Overall, the risk of harm outweighs the small and short-lived benefit of a suntan.

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PORCELAIN PAVERS

2 cm PDS porcelain pavers are produced with a dense clay using the 'dust pressed' technique. This process involves immense amounts of pressure and extremely high temperatures over long periods of time. The result is the removal of almost all liquid from the clay forming a finished product that is dense with low porosity and an absorption rate of less than 0.5%.

A combination of high density, low porosity and low water absorption makes porcelain a good choice for high traffic areas subject to stains, chemicals and harsh treatment such as swimming pools and outdoor kitchens. Designed for outdoor use, 2 cm porcelain also has an anti-slip finish applied, creating a safe alternative for wet environments. 2 cm porcelain tiles can be installed over many surfaces using traditional techniques.

They feature a high load-bearing capacity and resistance to breakage, making them suitable for installation using the latest pedestal technology, which enables the installer to hide water, gas or electrical services without permanent installation of the tiles. This allows services access, provides for drainage and makes it easy to replace tiles in the event of a refurbishment. They are available in a range of formats and profile options such as custom rebates, bullnose and pencil round for swimming pool coping.

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PRODUCT PAVILION



SUCTION-SIDE IN-GROUND POOL CLEANER

The Great White II suction-side in-ground pool cleaner from Pentair offers faster, uninterrupted cleaning, due to 38 cm-wide bristle scrubbers that cover more pool in a single pass. The oscillator-powered SmartTrac programmed steering system navigates easily around pool obstacles for continuous cleaning.

The Great White II features a simple hose connection, making it easy to set up and use. Pentair's Bristle-Drive technology provides a deep-cleaning scrubbing action and a powerful oversized vacuum inlet, designed to deliver a sparkling clean pool in no time.

Pentair Aquatic Systems

www.pentairpool.com.au



ALUMINIUM FENCE POSTINGS

Modular Wall Systems has released aluminium post options for its SlimWall and VogueWall fencing solutions. The lightweight posts are specifically designed to withstand the harsh Australian climate and are particularly suited to coastal and pool-adjacent applications.

The aluminium posts are resistant to rust and wear and comply with pool fencing regulations as they have no strip footings.

The aluminium posts are resistant to rust and wear and comply with pool fencing regulations as they have no strip footings.

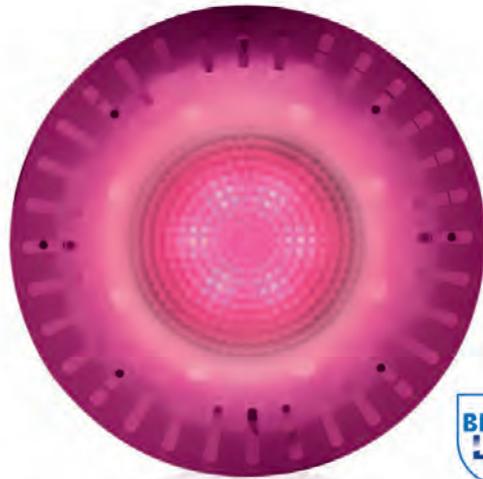
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PROJECT COMPLETE

A NATURAL OASIS

Surrounded by the rolling Shropshire Hills, the Baron at Bucknell near Ludlow in England is a traditional free house country inn considered one of the region's finest. Located roughly 10 minutes away from the small medieval Welsh town of Knighton, the popular pub and retreat is known for its traditional home-cooked British cuisine, warm and welcoming atmosphere, and friendly and attentive staff.

When Michael Caffyn-Parsons from Inspired By Water happened to stay at the Baron at Bucknell, he struck up a casual conversation with co-owner Phil Wright, who was considering a swimming pool as he had permission to build some luxury garden rooms. The challenge was to develop a design that enhanced the inn's surrounds, which are designated as one of England's 'Areas of Outstanding Natural Beauty' (AONB) according to Natural England.

Phil and his wife Debra liked the idea that guests could swim in a natural system that seamlessly integrated with the rustic landscape.

Traditional sanitisers like chlorine are known to emit a strong odour and irritate sensitive skin, so the couple felt a healthier swimming experience could also become a unique selling point. Consequently, the goal was to create a low-maintenance, natural pool that was aesthetically pleasing to the eye and safe for guests to swim in.

Working with colleague Tim Gunning, a natural swimming pool engineer who has managed the construction of over 100 natural



swimming ponds in the UK and Europe, Michael recommended a range of Waterco's filtration and sanitation products for the Wrights' proposed new outdoor pool.

Equipment included an Exotuff 30" Waterco Bead Filter and Aquamite 1.25 HP pumps, which are used to draw water through the reparation area pipework. The system also includes a MultiCyclone MC 16, fitted with an automated valve so it can be flushed out by remote control.

The Multicyclone is a key feature of the system as it helps remove debris through the process of centrifugal filtration prior to reaching the filter. Furthermore, the addition of the automated valve on the waste ensures that the sediment bowl is cleaned regularly with minimal effort.

The Aquamite pump is suitable for recirculation systems used in conjunction with ponds and water features due to its compact design and energy efficiency. The range of Exotuff bead filters offers a sturdy tank design along with the lateral arrangement and water distribution headers, ensuring good mechanical and biological filtration.

Officially opened in May 2017, the 10 x 5 x 2 m swimming pool looks like a natural oasis, where guests swim in pristine water filtered by plants and microorganisms, along with Waterco's sanitation products.

Separated from the swimming area is a 50 m² regeneration area where impurities are absorbed by plants as nutrients and harmful bacteria are destroyed by natural water organisms.

The pool is planted so that there is something in flower from March through to September. Species include *Lythrum salicaria* (purple loosestrife), *Caltha palustris* (marsh marigold), aurora lily — the flowers on these turn from yellow to red in a few days — *Typha minima* (dwarf bulrush), *Iris kaempferi* (Japanese iris), *Calla palustris* (march calla) and *Pontederia cordata* (pickerel weed). The result is an aesthetically pleasing pool that merges with the inn's surrounds and offers a safe swimming option for guests.

Waterco Limited
www.waterco.com.au



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PRODUCT PAVILION

SPA AND HOT TUB PROFESSIONAL MAINTENANCE APP

Gecko Alliance's in.touch-ic is an app designed specifically for spa and hot tub professionals, enabling remote access of equipment via connection to a customer's in.touch 2 app.

In just a few clicks, service professionals can scan all connected spas and hot tubs in their installed base via the in.touch ic app dashboard. Colour status codes and signal strength icons deliver real-time info on system status, enabling service techs to detect and correct customer problems before they are even noticed. If a client calls to report an issue, users can provide a proactive and professional technical service from anywhere, as all information is at hand.

Users need to initially seek customer permission to access spa information, but once connected, troubleshooting and problem rectification is simplified.

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PRESSURE-DRIVEN POOL CLEANER

The Australian-made Jet-Vac pressure-driven pool cleaner from Aqua Quip is characterised by a large-intake throat capable of collecting large debris. Unlike suction cleaners that plug into the skimmer box, clogging baskets and hampering filtration, Jet-Vac works on pressure supplied from the booster pump.

Jet-Vac needs to run only two to three hours a day and, unlike robotic pool cleaners, remains in the pool. The only regular maintenance required is emptying the leaf bag.

Now available in Graphite Grey to blend unobtrusively with



dark pool interiors, the Jet-Vac still maintains its simple yet robust design. The automatic forward/reverse cycles ensure complete pool coverage on any surface without getting stuck in corners and the lightweight construction makes emptying the debris bag a breeze.

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PROJECT COMPLETE

BUGS KNOCKED FOR SIX ON CRICKET POOL DECK



With thousands of cricket fans taking a dive in Cricket Australia's Pool Deck at Brisbane's Gabba this summer, water health and safety was high on the agenda, with one local businessman tasked with keeping the 'water nasties' at bay.

Poolwerx franchise partner Paul Attard has the task of maintaining the 32,000-litre pool at the Gabba sports stadium, which requires him to test the water three times a day when games are on.

Attard, who drew on over a decade of experience in the pool industry to prepare the pool again for cricket fans, said with the large number of swimmers in and out of the pool, the water health needed to be monitored closely.

"Contaminants like sweat, body oils, sunscreen and drinks wash off in pool water, which can impact pH levels and encourage bacteria. So on Test match days we test and balance the pool water three times a day and clean the cartridges in the evening.

"Prior to the pool opening, we came in, plumbed it and maximised the hydraulics to ensure the pool water would circulate efficiently," he said.

Attard and his wife Caroline currently also maintain the five spas in the dressing rooms at the Gabba and they were approached by Cricket Australia to assist with the set-up and maintenance of the new pool.

"The pool is temporary and therefore was constructed with scaffolding and a surface liner, so the pool equipment we used had to be suitable for use with these particular construction materials," he said. "We installed an automated saltwater pH control unit so that the pH level of the pool would remain within the optimal pH range. The pool also has cartridge filters and a pump," he said.

The Attards have operated their Poolwerx business for over 11 years and commercial pool maintenance makes up about 40% of their business.

"We maintain health clubs, swim schools and school pools as well as a number of body corporate pools, so we have experience in maintaining pools that carry a heavy bather load," Attard said.

Poolwerx CEO John O'Brien said the contract for maintaining

Cricket Australia's Pool Deck at the Gabba was one of the highest profile commercial jobs in the company.

"Commercial pool maintenance is a big part of the work that our franchise partners across Australia manage. On average it makes about 30% of their regular work," he said.

O'Brien said one of the reasons Poolwerx was so successful landing big commercial jobs was because of the franchise's commitment to pool technician accreditation.

"Poolwerx recognised a service from a certified technician was above and beyond that of an unqualified technician, so we were instrumental in actually establishing national accreditation for the industry.

"We are the first company in the industry to ensure there is one accredited technician in every Poolwerx franchise," O'Brien said.

The Cricket Australia Pool Deck at the Gabba will be open throughout the summer of cricket.

Poolwerx
www.poolwerx.com.au



WATER ANALYSIS

Lovibond water testing instruments and reagents from Tintometer give users the ability to accurately and easily measure and record water quality.

The environmentally friendly 'Green Chemistry' tablet reagents can be used with classic pool testers, the Scuba II domestic electronic pool tester or the Lovibond photometer to deliver an easy-to-dose, safe, accurate and repeatable result.

With a long and stable shelf life, the reagents are 100% free of boric acid and comply with DIN EN ISO 7393-2 requirements.

Tintometer GmbH
www.lovibond.com

POOL SKIMMER

The MegaSkim pool skimmer from Pentair is designed to be both easy to install and to use. Constructed from a single-piece mould, the skimmer has no glue joints, which helps guard against leaks.

The skimmer features base and rear plumbing points, as well as multiple attachment points for reinforcement, which facilitates easier installation. It features a 6.7 L leaf basket and a patented child-safe lockable lid.

MegaSkim is available for concrete, fibreglass and vinyl liner pools, and with extension throat or wide-mouth throat options. A vacuum plate with flow control valve is included on every model.

Constructed from UV stabilised thermoplastic, MegaSkim is built to withstand the harsh Australian climate. It is compliant to AS/NZS 1926.3 and comes with a one-year warranty.

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HOW SUITABLE IS SOLAR?

ENERGY USE IN COMMERCIAL POOLS

New research from the VTT Technical Research Centre of Finland suggests that while solar power can provide around 30% of the required energy needs for indoor public swimming pools, there are still some major considerations required at the planning stage to make it a truly viable alternative.

Finnish researchers were looking for solutions to facilitate a current EU directive, which requires all new buildings to be nearly zero-energy (NZEB) by the end of 2020. Given that 40% of total EU energy consumption is attributed to buildings, the directive targets new construction in an effort to decrease energy consumption and mitigate climate change as part of the EU's commitment to the Paris Climate Change Agreement. Researchers nominated three key ways to improve energy consumption: by improving thermal insulation of the building envelope, by employing more energy-efficient equipment (such as HVAC) within the building and by replacing part of the energy demand with renewable energy — solar in this instance.

For the study (titled *Towards zero energy sports halls*) VTT conducted computer simulations of two common indoor sports facilities: an ice rink and a swimming pool. The study aimed to determine ways in which energy consumption could be reduced in these electricity-intensive environments. It found that (unstored) solar power is a suitable alternative for ice rinks in spring, summer and autumn, when the energy requirement for refrigeration — coupled with available sunlight — is at its highest. The story was somewhat different for

indoor pools, as an increased heating requirement in winter couldn't be met through solar alone.

Of course, when it comes to weather and available sunshine, Finland is certainly not Australia. On average, a Finnish mid-summer's day boasts around 19 daylight hours, compared with a much lower six hours during the winter months. Depending on location in Australia, summer delivers around 14 daylight hours and winter around 10, so seasonal sunlight availability is not so much of a concern here.

What we do share is the need for an economical solar storage solution. The VTT study found that the greatest challenge to development of a zero-energy building is the cost of solar storage, based on currently available solutions, which is obviously made more challenging during winter months.

The other major hurdle in these applications is space — existing battery storage solutions are cumbersome and take up significantly more room than other energy alternatives, such as liquid fuels. The study suggests batteries can take up anywhere between 10 and 100 times the space of fuels and, with a service life of between 10–15 years, they are still a reasonably expensive solution.

The VTT researchers hope that the study method developed will be a useful tool for planning new facilities, allowing designers to create modelling for renewable energy alternatives. They believe the information provided will assist in planning the number of solar panels required, along with other physical qualities, such as panel orientation.

PROJECT COMPLETE

REDEVELOPED AQUATIC CENTRE UTILISES ETHERNET/IP

The Ruth Everuss Aquatic Centre at Lidcombe in Sydney's west has been closed since June 2015 for extensive redevelopment. However, the reopening in April 2017 unveiled a site that had been transformed into a state-of-the-art facility.

While the transformation has undoubtedly been significant, great care has been taken to preserve the heritage status of the facility, which was built in 1959. Some of the existing buildings were demolished, but many have remained or been refurbished: examples include the grandstand, stanchion and shelters around the main 50 m pool, which will include a ninth lane and ramp for wheelchair access. While many new facilities were built, it was mandated that the look of any new construction fit in with the existing facilities.

Apart from the main outdoor facility, the revamped centre also includes two water polo pools (indoor and outdoor), a six-lane 25 m indoor pool and a program pool for rehabilitation. For families, there's an outdoor splash pad and an indoor leisure pool, complete with numerous jets, air blowers and spas. Other new features include lighting for night-time use and heating for year-round patronage.

Keeping all these facilities running is a surprisingly complex control system. It monitors a range of parameters for each pool, including water levels, chemical dosing, water temperature and filtration. For this, the plant rooms have an intricate web of reticulation pipes, with accompanying pumps, sensors and filters.

An advanced filtration system is used to remove solids from the water. Each pool has two filtration pumps to sift and remove both coarse and fine particles. The active filtering agent is DE (diatomaceous earth). For DE regeneration and backwashing, the controller is required to run a separate vibratory routine for 30 seconds on each of the filters. This operation shakes the DE from the socks in the filter and extends its life.

Pool water is kept clean by an automated chlorination system, also controlled by the central controller. Two types of chlorination are used — inline salt water chlorination for the saltwater pools and granulated chlorine for the freshwater pools. Chlorines are an effective disinfectant but can be expensive. So to prolong their life, the pH level of the pool water is maintained at 7.2 by dosing with CO₂. This required special controlling circuits to be constructed within the PLC program.

For further purification, the indoor pools have UV steriliser treatment to remove remaining chloramines and other impurities.

The water temperature is maintained by the use of heat pumps. Heat pumps exchange heat with the complex's air-conditioning system, recycling heat that would otherwise be dissipated into the atmosphere. They are used in preference to gas heating, as they are more economical to run.

The temperature needs to be strictly controlled within a 0.4°C band, requiring a series of high-precision RTD sensors to be employed. One potential problem found in many heating applications is temperature



inconsistency, where the whole load is not at one uniform temperature. This is overcome by constantly cycling water through the pools.

In order for the many water features to work properly, constant water pressure needs to be maintained.

"Controlling water flows to maintain constant pressure proved surprisingly difficult. PID is normally adequate for this type of control, but in this case, the pressures fluctuated too erratically and PID loops could not respond quickly enough," said Bob Bishop of Engineered Control Systems. A dedicated function block needed to be designed for this and it ensures constant water pressure.

Omron's CJ2M series PLC was selected as the controller. It supports a sophisticated set of instructions needed for the control systems, including user-defined function blocks. It can also handle in excess of 2500 I/O and has an EtherNet/IP port on board for networking. A remote network was needed as both machinery and control panels were distributed across the five main areas within the complex.

The digital and analog remote I/O is connected to Omron's NX remote I/O blocks, which are linked to the CPU via EtherNet/IP. All wiring is ferruled, meaning it can be quickly pushed into screwless terminals without tools. The terminals apply consistent pressure to the wire for a secure, lifelong connection, which is also more resilient to vibration than standard screw terminals.

For operator control, some parts of the complex plant use conventional indicator boards and push-buttons. Other areas use HMIs, which are linked over the same Ethernet connection as the I/O.

Omron Electronics Pty Ltd
www.omron.com.au

PROJECT COMPLETE

ENCAPSULATION RESIN PROTECTS UNDERWATER LED LIGHTING UNIT



Electrochemicals manufacturer Electrolube was recently approached by a company in Australia for assistance with a particularly unusual application: the customer needed protection for an underwater LED lighting unit.

The encapsulation resin needed to be light blue for aesthetic purposes and had to be able to withstand water temperatures from 5–40°C, as well as being flame retardant. The customer specifically asked for a sample of a very flexible encapsulation resin that could resist attack from constant immersion in pool water. Critically, this could be salt water or fresh water.

Electrolube's encapsulation resin was to replace the customer's existing epoxy resin from a different supplier, which was causing problems with slight deformation of the base unit due to the exotherm. The desired resin needed to be highly resistant to both salt and fresh water immersion. Water naturally corrodes most metals due to electrochemical oxidation; however, when a salt water medium is used, the rate of oxidation is significantly increased due to the presence of dissolved sodium and chlorine ions.

Electrolube's technical support team swung into action to resolve the problem as quickly as possible and offered two possible solutions: polyurethane resins UR5118 and UR5097. After further testing, UR5118 was discounted and the first production batch of UR5097 resin material was manufactured and shipped to Australia. Mike Woods, Electrolube's Australia and New Zealand manager, together with Electrolube's global business technical director for the Resins Division, Alistair Little, later visited the customer and discovered that there were a couple of issues with the material.

The first issue to overcome was the material had sedimented over time and was increasingly more difficult to reincorporate back into the resin mix. The second was that there was a slight bleed of resin

through the gap between the resin and the LED unit. With a bit of lateral thinking, the logical solution was to increase the thixotropic nature of the resin, which would help to slow down the rate of sedimentation to an acceptable level and prevent the resin bleeding through the gap.

Following two weeks' laboratory work, where a number of different options were tested, Electrolube's R&D team produced a material that had sufficient thixotropy to slow down the sedimentation and prevent flow through the gap. The resin material was also still very easy to mix and pour into the unit; in fact, the increase in the mix viscosity of modified resin was only slightly higher than the original resin and the colour of UR5097 was altered to the desired colour shade, matching against an RAL standard. This produced a completely bespoke solution that effectively resolved the customer's issues.

Importantly for this application, the resin is designed to withstand both fresh- and saltwater ingress and prevent the transmission of metal ions that could attack any metal present. The polymer used in the resin is also highly resistant to the transmission of water, even at various pressure differences experienced due to the depth of the water.

"We are delighted with the outcome of this particular application challenge," said Electrolube's managing director, Ron Jakeman. "At Electrolube, we are perfectly set up to solve issues for customers quickly and reliably with our international distribution, state-of-the-art in-house testing facilities and global manufacturing sites ready to deal with any challenges.

"We believe the proven quality of our products and easy product application processes, combined with our knowledge of the needs of LED manufacturers, helped assure the success of this project."

Electrolube
www.electrolube.com.au



One year on, SPASA Australia delivering more to members



"In one year as a single entity, we have happier members, a healthier business and more value delivered more often. Happy Swimming" - Lindsay McGrath CEO

STAY CURRENT WITH SPASA TRAINING

The SPASA Certification and Accreditation Program and 2018 Training Calendar were launched last year, with a focus on the importance of staying current in an ever-evolving industry.



SPASA has consulted with members and key stakeholders to design the most relevant training workshops and, with over 120 on offer, participants will now be recognised for industry best practice right across Australia.

SPASA Australia RTO Manager Peter Holland believes the program has the potential to change the industry.

"It is SPASA Australia's vision to promote industry skills and professionalism as well as offer a career pathway via training, education and personal/business development. Our continued professional development (CPD) program recognises and rewards both individuals and businesses that promote the importance of ongoing training and development program for their business and the development of their staff.

"We are proud to be at the forefront of the development of a professional industry that offers nationally recognised qualifications, as well as the educational workshops we have developed for the 2018 Training Calendar. It is our commitment





65% OF CUSTOMERS SAID THEY STOPPED BUYING FROM A BUSINESS BECAUSE OF INDIFFERENCE

to promote and provide qualifications, industry and sector related skills and knowledge in an ever-changing market,” Holland said.

The workshops offered illustrate SPASA's ongoing commitment to the swimming pool and spa industry and, while everyone can participate, only members of SPASA will have the added benefit of accessing the SPASA Certification and Accreditation Program.

Here is a sample of what's on offer.

Two 3-hour workshops, delivering a full-day program packed with practical real-world strategies that have been gleaned from the 'coal face'. At the end of these workshops, we are confident that participants will:

- See an immediate lift in team professionalism.
- Be able to inject a little 'wow' into sales and customer service performance.
- Boost margins and profits by making only small changes.
- Gain an unbeatable competitive edge in pool and spa sales and marketing.



9.00 am–12.00pm Workshop One: *Legendary service starts with WOW! (Sales & Customer Service Level 1)*

This workshop is a must for your entire team.

Here's a stunning fact: 68% of surveyed customers said they **stopped buying** from a business because of 'indifference' from sales and service staff. In a time of increased

price competition and shopping around online, your products and services are at risk of becoming just another commodity.

The only way to beat the trend and to sustain a competitive advantage is to ensure your team is delivering legendary customer service. Not just okay service, not just good service, but truly **awesome** service that wows your customer every time... and that's the focus of this inspiring morning workshop.

In an enjoyable and fast-moving three hours, you and your team will roll up your sleeves and learn valuable new professional selling and customer service delivery skills — skills that are guaranteed to 'switch the light on' and energise attendees, enabling them to go on and outperform the competition. You'll leave this workshop ready to realise immediate sales performance increases and to consistently delight customers. The potential short- and long-term pay-off for your business is huge.

Here's a quick overview of the topics covered:

- Engaging with a customer as a professional problem solver, not just an order taker.
- The simple things that keep customers coming back.
- Why customers only focus on price if you do... what they really want is value.
- Your team's specialist knowledge is a powerful tool, but it can also lose you sales.
- Conversion rates and how tracking them will sharpen your skills.
- Legendary customer service doesn't end with the sale — so what's the next step?

Who should attend this morning workshop? Frontline staff, managers and business owners.

1.00–4.00 pm Workshop Two: *Sales & marketing strategies for pool builders, landscapers and pool & spa professionals (Business Sales & Marketing)*

Whether yours is a small pool-building business or a market leader in the pool and spa industry, chances are you're up to your armpits in a concrete pour, burning yourself out chasing up quotes or your head hurts just keeping the business running.

Most business owners and managers suffer this problem and simply don't get the time to stop and think about the business.



They don't have time to learn about new marketing and sales systems or develop new strategies, even though they know it can have a major positive impact on multiplying sales and growing profits — not to mention freeing up countless hours each month.

In this fast-paced three-hour workshop, you'll get insights into the latest sales and marketing strategies, learn how to cut quoting times dramatically, find out how the right marketing will attract more of the best projects and learn how to position your brand at the top of the pile. If you want to know how to convert more proposals into top margin success stories, we'll arm you with proven action steps that you can turn into results the very next day.

An overview of topics covered:

- The secret to effective lead generation: Don't get swamped by time-wasting, unqualified leads. You'll learn how to identify, attract and engage with more of your sweet-spot clients... those wonderful individuals who say 'yes' faster, don't haggle over price, won't ask you to build 'dream' projects and will rave to their friends about you and the quality of your work.
- How to avoid the 'ships in the night' trap: Like it or not, in this internet age you are constantly being 'shopped' and judged long before you ever speak with a prospective client. Get that step wrong, and the best prospects pass by like ships in the night. Learn how to get clients to actively and eagerly seek you out first.
- Your brand: Your brand is absolutely critical when it comes to potential clients putting you on top of the pile. Learn the little things that make your brand sparkle, as well as how you may be harming your brand every day without knowing.
- Professional selling: Love it or hate it, without selling your business doesn't exist. Learn the art of true professional selling to achieve spectacular sales results using a step-by-step process that clients love being a part of.
- How to win the price war: How to win against competitors who undercut at every turn. Using real case studies and proven methods, you'll find out how others have won jobs at higher price points (even an unbelievable 250% in one case!). You'll learn a 100% ethical and awesomely powerful method for success in selling high-end projects.
- Specialised marketing tools: Learn how to help your client 'own' their dream project while they insist it be created by you. No... this isn't another bit of expensive software!
- Get online: Simple things you need to do online to ensure you stay ahead of the pack.

Who should attend this afternoon workshop? Pool builders, builders, landscapers and all pool and spa industry professionals.

Combined workshop details

Price (inc GST)

Workshop — one full day: Dates and locations

SPASA member	Non-member	NSW	WA	VIC	ACT	SA	QLD
\$300	\$350	16-Mar	19-Mar	20 Mar	21 Mar	22 Mar	23 Mar
		12 Apr	–	–	–	11 May	08 Jun
		13 Jun	14 Jun	18 Jun	20 Jun	15 Jun	19 Jun
		24 Jul	–	–	–	26 Jul	12 Jul

Note — These workshops will also be accessible online. Pricing: Member \$240 (inc GST) | Non-Member \$280 (inc GST).



DON'T GET SWAMPED BY TIME-WASTING, UNQUALIFIED LEADS

Want to know more?

Contact SPASA on 1300 021 482 or visit www.spasa.com.au/education-training/. Once there you can:

- Download the CPD and Training brochures.
- Book RTO courses through the relevant links.
- Book workshops through the SPASA events page (www.spasa.com.au/events/events-calendar/).

SPASA Training is a division of SPASA Australia, the peak swimming pool and spa industry body, dedicated to maintaining and improving the standards and growth within the swimming pool and spa industry for the betterment of members, consumers and the industry in general.

SPASA Australia
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COMMERCIAL POOL HEATERS

EvoHeat CS GEN-2 commercial heat pumps are an efficient option for commercial pools, regardless of size or location. The robust range is designed for the Australian climate and available in 95, 120, 145 and 200 kW models.

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Copeland or Sanyo Japan compressors, double

coil titanium heat exchangers, a 316 stainless steel cabinet housing, automatic reverse-cycle defrost with Thermotec auxiliary element defrost system and patented Bluetec hydrophilic-coated ripple fin condensers.

The CS GEN-2 range also features intelligent digital remote controllers that maintain water temperature to within .5°C of the set point with optional automatic heat/cool mode switching to ensure temperature set point under all operating conditions. The R410a refrigerant provides higher C.O.P. and improved efficiency (+10–15%) over other brands. The units feature night-mode fans, high flow/low pressure drop and a space-saving V style evaporator.

Evo Industries Australia Pty Ltd

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SPA CONTROL SYSTEM INTERFACE

The in.grid spa control system interface from Gecko Alliance offers a flexible way to control external spa heat sources, keeping water warm while acting as a hub for up to to five single-button switches.

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CSN Global Pty Ltd

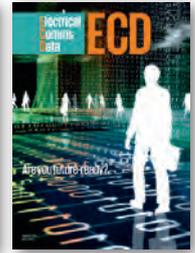
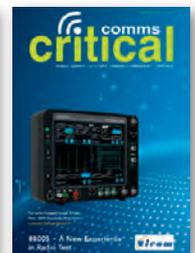
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Top tips for designing pools

Steve Taylor, COS Design, on behalf of Landscaping Victoria



Image credits: © COS Design, Photography: Tim Turner

Pools have come a long way in the last 20 years. Gone are the days of high-maintenance, inefficient, completely manual 10 x 5 m dinosaurs. Today's pools require very little maintenance, are much more energy efficient and are fully automated. They have evolved into architectural masterpieces and often become the central, most significant feature in a garden space. Here are my top tips for designing pools for residential spaces.

The brief

Every design project starts with a brief, which needs to be explored with your client.

Who and what?

Every prospective pool customer will have their own specific requirements from an aesthetic and a functional point of view. Pools are surprisingly multifunctional and used for entertaining, exercise, visual impact, therapeutics or the most common use — expending energy out of kids!

Where?

Where is the best place to site the pool? Consider aspect, visual impact, safety and build-ability. The style of the pool is normally based on the architecture and interior influences of the home, so these elements also need to be considered.

Budget

There's no point designing something that will never be built. Be realistic about your client's budget and don't forget the hidden costs — things like gas supply for a spa, power supplies or sewer backwash. And don't forget the biggest ticket item of all: the surrounding landscape. Many clients think the pool will be the biggest cost, but the landscape can overtake the cost of the pool very quickly. Call me biased, but I think it's the landscape that makes a pool rather than the pool itself, so it's worth encouraging your

client to invest in a consultation with a professional designer to try and ascertain the ultimate look and the total cost of a pool and landscape project. Pools can vary dramatically from \$30K to many hundreds of thousands of dollars, as can the landscape which surrounds it.

Aesthetics

The look is just as important as the functionality of the pool and, let's face it, your clients will look at their pool more than they will use it.

Scale and proportion are where it all starts. Design a pool that has a sense of belonging in a space; not too big, not too small. You can ignore this rule if the pool is mainly for therapeutic or exercise reasons, but creating a geometric shape that complements the surrounding architecture is a rule that should never be broken. The surrounding and borrowed landscape is the next most important consideration and will ultimately define the success or failure of the overall aesthetics. A pool positioned off the main living hub of the home is also recommended, to maximise the benefits of the aesthetics. It also helps with my next point — functionality — as the pool is convenient to access and convenience is king in today's busy world.

Functionality

The functional requirement of the pool is an important consideration. A family pool should be at least 8 x 4 m in size. A shelf or swimout is also a great feature for young children and adults alike. Sitting in the pool with a cold beer or cocktail is a beautiful thing in anyone's language and having a safe ledge for kids to access at all times brings great peace of mind.

A lap pool is great for exercise and an absolute minimum of 16 m will provide just enough length for the average swimmer.

For a family, however, a lap pool restricts the fun for active kids in many ways. Spas are also a fantastic social element and extend the use of the pool to all year round.

In the end this is the golden rule: design a pool that suits your client's specific requirements, however unique they may be.

Compliance

Compliance to your local laws and regulations are not only mandatory, they are a potential life-saving investment. In today's world there are no exceptions or leniency to the rules, for good reason. You need to know the local laws, plan carefully and execute the construction of pool safety barriers to the millimetre.

There is nothing worse than having the very exciting moment of filling a pool being delayed because the pool barrier doesn't pass mandatory inspection, especially in the week before Christmas. Your client also needs to maintain that barrier to meet the required code on an ongoing basis. Not following the laws can result in the ultimate tragedy, which no-one should ever have to experience.

Think outside the square

This is something I personally love to do, because pools can be positioned in the craziest places using cutting-edge designs. There are no creative limitations, just budget and compliance considerations.

Front yards, rooftops, basements, cliff tops — the possibilities are endless. And who says a pool needs to be in-ground? Why not design one that sits above natural ground and create layered design interest within a flat monotone space?

Clever design requires risk, innovation, creativity and thinking outside the square. With this mindset, the pool could become the most exciting feature of your client's property; a real talking point and a permanent invitation to live outside.

Engineering and build-ability

Build-ability must be taken into consideration. While a great design is important, if the pool can't practicably be built, then it's pointless. Things to consider from an engineering perspective include: soil classifications, proximity to neighbouring properties, adjacent buildings, other structures and underground works, such as plumbing.

These factors present engineering and construction challenges, which may mean a pool redesign is required in order to avoid additional costs to your client.

Another thing to consider is using the pool itself as a foundation for additional planned structures on and around the pool area. Using careful planning and thoughtful processes can potentially deliver great cost savings.

Creating the dream

Hopefully some of these basic design tips will help in your quest and fulfil your client's dream of owning a pool. I have only skimmed the surface of a very complex, creative and technical process, so here is the best tip to share with clients: make an upfront investment in a professional designer or pool expert. It will be the best money your client spends on their exciting journey of living the Australian lifestyle dream.

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Coming Events

March

What: Sydney Pool Spa & Outdoor Living Expo 2018
When: 3-4 March
Where: Rosehill Gardens, Sydney
Website: www.poolexpo.com.au

What: WA Pool Spa and Outdoor Living Expo 2018
When: 10-11 March
Where: Claremont Showground, Perth
Website: www.poolandspashow.com.au

What: Adelaide Pool, Spa & Outdoor Living Expo 2018
When: 24-25 March
Where: Adelaide Showground
Website: www.poolexpo.com.au

April

What: 5th International Conference on Evidence-Based Aquatic Therapy
When: 14-16 April
Where: Las Vegas, USA
Website: www.icebat.us/conference-details

May

What: AALARA 2018 Conference & Trade Show
When: 8-10 May
Where: Sunshine Coast, Queensland
Website: www.aalara.com.au/events/aalara18-conference

What: Asia Pool & Spa Expo 2018
When: 15-17 May
Where: Guangzhou, China
Website: www.poolspabathchina.com

What: NSW Country Pool Managers Conference
When: 16-18 May
Where: Nambucca Heads, NSW
Website: www.countrypoolmanagers.com.au

What: Brisbane Pool Spa & Outdoor Living Expo
When: 26-27 May
Where: Brisbane Showgrounds
Website: www.poolshow.com.au

June

What: 2018 ARV Awards
When: 15 June
Where: Docklands, Melbourne
Website: www.aquaticsandrecreation.org.au/events/10995

August

What: SPLASH! Pool & Spa Trade Show
When: 1-2 August
Where: Gold Coast Convention & Exhibition Centre
Website: www.splashexpo.com.au

October

What: World Aquatic Health Conference
When: 10-12 October
Where: Charleston, South Carolina, USA
Website: www.theWHC.org

What: Interbad 2018
When: 23-26 October
Where: Stuttgart, Germany
Website: www.interbad.de

What: 2018 International Pool | Spa | Patio (PSP) Expo
When: 31-2 November
Where: Las Vegas, USA
Website: www.poolspapatio.com

November

What: Piscine Global Europe 2018
When: 13-16 November
Where: Lyon, France
Website: www.piscine-expo.com

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