

plumber


ABBIES
2021
Award Winner



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SIMPLIFYING PREQUALS

New cross-recognition scheme - PAGE 67

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Catering for growth in apprentice numbers - PAGE 74

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REASONS



#23 Beat the big C.

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Plumber

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Eyes on the future

The growing number of apprentices coming into the industry have exciting challenges ahead.

Our main feature this edition looks at progress here and abroad for hydrogen and biogas as alternative fuels of the future. With hydrogen training facilities being built in Australia and a new report out in New Zealand on the viability of renewable biogas right now, the race is on to provide energy options beyond hydroelectricity.

Countries around the world are looking to fulfil all three pillars of the energy trilemma: energy security, affordability and environmental sustainability. Today's new generation of gasfitting apprentices will be part of history in the making as long as New Zealand has a clear national energy strategy that includes investment in the development of and skills training for these alternative fuels.

It's great to see the Apprenticeship Boost scheme and Targeted Training and Apprenticeship Fund resulting in significant growth in apprentice numbers—though there's a way to go yet if they are to sufficiently overtake the number of baby boomers retiring at the other end.

This growth has seen the opening of a new ICE plumbing, gasfitting and

drainlaying school in Ōtaki to help meet demand for apprentice training in the lower North Island. Turn to p74 to find out more about this new centre and what it offers.

Our cover stars this edition are newly qualified Masterlink apprentice Valentino Eyer and Masterlink apprentice Marcelle Petera, who Valentino is helping train at Rogers & Rogers in Kaitaia (see article on p78), with the support of owner Jack Rogers.

It's young people like these who will be taking the industry forward into a future that is likely to look very different from today—but they will only be able to do it with the dedication and commitment of the wonderful businesses who are prepared to take them on, look after them well and pass on so much invaluable knowledge. Legends all.

Beverly Sellers

Editor, NZ *Plumber*,

bsellers@masterplumbers.org.nz

We're delighted to report that NZ *Plumber* has taken out three awards at the 2021 Tabbies, placing in the 'Top 25' categories for: Best Single Issue, Feature Article and Covid-19 Coverage. The awards are presented each year by Trade Association Business Publications International.



Over to you

Got feedback? A query? Or something you'd like to read about in a future edition? We welcome your emails. And remember there's a \$50 letter prize for the best we receive each edition. Email the Ed: bsellers@masterplumbers.org.nz



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Some things never change...



COVER STORY

On page 78, we profile two young plumbing superstars Valentino Eyer and Marcelle Petera—pictured on this edition's cover. They both work at Rogers & Rogers in Kaitaia, run by Jack Rogers, who has trained many apprentices over the years. Valentino completed his apprenticeship through Masterlink and is now supervising Marcelle, also a Masterlink apprentice.

PHOTOGRAPH: JESS BURGESS PHOTOGRAPHY



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Please include copies of the article and all correspondence with the publication.

— CEO'S REPORT —



Again, we are seeing record consenting numbers, with Auckland up 70% and an average increase of 12% for the rest of the country. These numbers are evidence of what we already know—that we are in a construction boom.

This is an opportunity we must grasp with both hands. We know we have supply restraints and it is important for the industry to get very organised when it comes to products and supply. This means you need to be communicating with your customers well in advance and procuring products for your projects much earlier than in normal circumstances.

We will see more issues for timber and building product supply, so organising and project planning is essential if we are to take advantage of the opportunities of the boom.

New Zealand Inc also has a very exciting opportunity to embrace alternative fuels and Master Plumbers is really pleased to see the release of a comprehensive plan by Beca, Firstgas Group and Fonterra for how biogas can be a viable alternative in this country. Major work on hydrogen is also underway around the world, with Australia and the UK among the countries conducting pilot projects for using hydrogen in existing gas networks.

A significant amount of gas advocacy work is underway at Master Plumbers and I've met with senior government officials to discuss the future for the sector, and particularly hydrogen and biogas alternatives. As a country, we will need significant investment in these alternative fuels and bipartisan support across all political parties, as a national energy strategy will require a 10, 30 and 50 year plan to allow for the development of these fuels using innovation and new technology.

With rapid progress already being made, we should be pleased that the Climate Change Commission recommendations recognise that banning new gas connections by 2025 was not a sensible concept. We are also very pleased with the Future Sure campaign, launched by the gas industry to highlight to consumers that gas is here to stay—and, although it may be in a different form, the appliances that we use and love today will still be available into the future.

You may have seen TVNZ's *Sunday* programme in July, highlighting Master Plumbers' ongoing concerns about lead in plumbing products and the risks for New Zealanders' health. The Australian Building Codes Board (ABCB) has just announced that Australia will move to 0.25% lead content for drinking water products—in essence zero lead—over a three-year transition period from September 2022.

We are extremely supportive of this commitment, as we believe lead must be removed as far as possible from drinking water—and, as has been shown from Dunedin City Council's newly released report into the lead contamination of the Waikouaiti, Karitane and Hawksbury Village water supply, plumbing fittings in people's homes play a significant role.

We think it is strategically important that we remain aligned with Australia and the joint drinking water product standard AS/NZS 4020, as many of our products are sold

Trans Tasman, and we also don't want to become a dumping ground for products leaching high levels of lead, which will only cause us further risk.

We are aware that this will have an effect on plumbing importers and resellers, and some potential cost increases to provide these lead-free products, but we think the scientific evidence about potential harm, particularly to infants and young children, is too high for New Zealand not to move to zero lead.

Master Plumbers is still adamant that the testing regime for plumbing products being sold in New Zealand is not sufficiently robust and we continue to advocate strongly for some sort of mandatory third-party verification for products sold in New Zealand, as exists in Australia.

We will be consulting with MBIE and other government officials about aligning our drinking water standards with Australia, but also hope to engage with the wider plumbing sector to discuss and agree any transition period to lead-free products.

Greg Wallace, CEO

Master Plumbers, Gasfitters & Drainlayers NZ

Australia will move to 0.25% lead content for drinking water products—in essence zero lead—over a three-year transition period.

THE GAS YOU TURN ON IS NOT BEING TURNED OFF.

Gas energy has a bright future in New Zealand. As we move to zero carbon energy we'll look to new renewable gases like hydrogen, biogas and bioLPG to energise our homes, buildings and businesses.

In fact, new gas energy will help us achieve our 100% renewable aspirations. The modern gas appliances of today are already able to run on a blend of natural gas and new renewable gases, so you and your customers can be confident that the gas energy you love is here to stay.

Find out more gasenergy.org.nz



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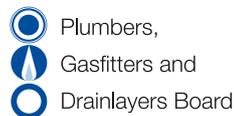


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PROPOSED CHANGES FOR RETENTIONS

Subcontractors can look forward to better protection of their retention monies in future. The Construction Contracts (Retention Money) Amendment Bill, which is currently working its way through Parliament, proposes changes, including:

- removing the ability to co-mingle retention money with other money and assets
- regular reporting requirements
- requirement for contractors to confirm with the subcontractor where and how much retention money is being held
- harsher penalties for non-compliance.

Public consultation was open until 23 July. The Select Committee's report is due by November.



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NEWS AND INFORMATION FROM AROUND OUR INDUSTRY.



Tapware one of main causes of East Otago lead spikes

Residents of Waikouaiti, Karitane and Hawksbury Village were advised by Dunedin City Council in late July that they are finally safe to use their water again after a five-month ‘do not drink’ notice—as long as they follow Ministry of Health advice on flushing taps.

The announcement followed the release of the Council’s investigative report into the cause of lead spikes in water samples tested between July 2020 and January 2021. Investigations focused on the raw water reservoir and also on the Waikouaiti Golf Club and Karitane Bowling Club, where five samples had been found to be above acceptable lead limits—with one almost 40 times over.

The report concluded that the likely cause was lead from pipes and fittings in private properties,

and not from the river or water supply network.

This is grist to the mill for Master Plumbers, which has long been telling the Government to stop ignoring compelling evidence that the health of New Zealanders is at risk as there is no mandatory independent verification of drinking water products sold in New Zealand, making it possible for consumers to buy taps containing dangerously high levels of lead.

“The Australian Federal Government has recently announced they will be reducing the permissible concentration of lead in plumbing products in contact with drinking water from 4.5% to 0.25%,” says CEO Greg Wallace. “New Zealand should be doing the same. It really is a no-brainer.”

We’ll have more on this topic in the next edition.

NEW EMPLOYER ACCREDITATION SCHEME FOR HIRING MIGRANTS

From 1 November, employers will have to be accredited to hire migrant workers on a new Accredited Employer Work Visa. The aim is to simplify the visa application process by replacing six different visas, including the Essential Skills Work Visa, and Long Term Skill Shortage List Work Visa, with a single visa process.

Employers will be able to apply for accreditation from late September. They will need to show they:

- are a genuine business, registered with IR and holding a NZ Business Number (NZBN)
- have no recent history of non-compliance with immigration and employment laws
- will minimise exploitation risks by:
 - completing employment modules
 - providing migrant workers with advice on their rights
 - paying all recruitment costs inside and outside NZ.



More information is available at www.immigration.govt.nz

FOUR NEW WATER ENTITIES PLANNED

It's estimated that up to \$185 billion will be needed to upgrade and maintain NZ's water infrastructure over the next 30 years. The Government is proposing to create four large publicly-owned water entities to manage the work, as it says most of the country's 67 councils can't shoulder the cost.

"We have seen the effects of a system in crisis: fatalities from bacteria in drinking water, broken sewer pipes, poorly treated wastewater running into streams and rivers, no-swim notices at the beaches, regular boil-water notices, and lead contamination," said Local Government Minister Nanaia Mahuta in June. Some councils remain opposed to the proposal, despite being offered financial incentives—the latest being a \$2.5 billion support package, with an initial \$500 million to ensure no council is 'worse off' from the reforms.

FUNDING FOR SPECIALIST TRADE BENCHMARKING SCHEME

Plumbing, gas, drainlaying and other specialist trade businesses will be able to receive reports on their business performance and industry trends with the development of a new benchmarking scheme, being funded by the Construction Sector Accord (CSA).

Based on an existing Registered Master Builders scheme for lead contractors, it will enable businesses to upload their financial and operational metrics into the web-based system to receive the reports. The Specialist Trade Contractors Federation is supporting the project delivery, with the development phase due to be completed by November.

"SME construction businesses make up the majority of the sector and are sensitive to economic cycles," says Federation President Graham Burke. "Improvements for this sector will have a significant impact on lifting the overall construction sector's performance and resilience."



Supervision of trainees —as you were

The Plumbers, Gasfitters and Drainlayers Board (PGDB) has resolved **not** to go ahead with the proposal to remove the requirement for Certifying Plumbers, Gasfitters and Drainlayers to ensure trainees working under their supervision work in their direct presence (or the direct presence of a nominated person) for the first months of holding a Limited Certificate.



LIFE SHIVERS

Shaving your beard could save your life, says WorkSafe in its new Life Shavers campaign. When you're wearing respiratory protective equipment (RPE) at work, you should be clean shaven to make sure it's forming a seal and protecting you from breathing in harmful materials. Even a small amount of stubble can prevent RPE forming a correct seal. This can mean that, although you are wearing the appropriate RPE, you're still inhaling potentially harmful materials which may cause health issues.

Watch WorkSafe's new Life Shavers video and find more RPE information on the WorkSafe website at www.worksafe.govt.nz/topic-and-industry/work-related-health/life-shavers/

We

This edition's heartwarmers.

Heron Plumbing in Auckland popped the corks in May to celebrate 60 years in business. Current owners Dale and Andrea Lovell say the party at Waitemata Rugby Club was a great way to thank everyone for working hard for them and supporting the business over the last 60 years. Original owner Bryan Heron and his wife Pat were among the 140-plus guests, who also included current and former staff and suppliers. Following drinks and nibbles plus speeches from Dale, Bryan, former Waitākere Mayor Sir Bob Harvey and Waitākere Ward Councillor Hon Linda Cooper, the White Chapel Jak band had everyone dancing the night away.



The 60th birthday cake offered a slice of toilet humour.



Dale and Andrea enjoying the celebrations.



Where the business all began: Bryan and Pat Heron.



Palmerston North plumbing apprentice Shaun van Bunnik ran 144km in his gumboots for I AM HOPE's Gumboot Friday in May, raising an amazing \$13,370. Shaun, who is doing his plumbing, gasfitting and drainlaying apprenticeship at Preferred Plumbing, told the *Manawatu Guardian* the hardest part of his Bridge 2 Bridge Freedom Run was some of the laps after 5am but he was boosted on by his friends. Gumboot Friday's motto is 100km for \$100k—the total fundraising goal—with 100% of all donations going to provide kids with free counselling in a timely manner. Shaun told the newspaper I AM HOPE's support for young people struggling with their mental health is a cause close to his heart.



Photograph: New Zealand Rugby 2021 Super Rugby Aotearoa

Quinn Tupaea discovered he'd been named among four new All Blacks while at training camp in Wellington with the Māori All Blacks. Quinn is the son of Brent and Kelly Tupaea, who run Master Plumbers member business Laser Plumbing Hamilton East. He says he rushed to call them and there were a few tears as they had missed the announcement—but he made a quick trip home for a celebratory dinner before heading to Auckland to join the squad for the July test against Tonga, the first in the 2021 Steinlager Series.

TRAINING & EVENTS

Coming up on the industry calendar...



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FOOT ON THE GAS

With a new Future Sure gas consumer campaign for New Zealand, the Climate Change Commission's recommendations recognising the potential for hydrogen and biogas, and new hydrogen training facilities being built in Australia, positive moves are afoot for alternative fuels. *NZ Plumber* provides an update.

This February, the first turf was turned on a AU\$20 million Hydrogen Training Centre of Excellence in Queensland, Australia.

The new facility is part of the Queensland government's plan to fast track the development of the hydrogen industry for internal use and export—with the export market estimated to be worth about \$1.7 billion a year by 2030.

"Investing in state-of-the-art training facilities will attract new workers to the industry as well as meet projected demand from existing apprentices and tradespeople," said Treasurer Cameron Dick at the turf-turning ceremony.

The facility, which is expected to open by June 2022, is a joint project between the government and the industry not-for-profit Plumbing Industry Climate Action Centre (PICAC) and will be built on the same site as the existing training centre in Beenleigh.

In other hydrogen training investment for Australia, \$10.6 million will go to a Hydrogen and Renewable Energy Training facility at the Bohle TAFE campus in Townsville, Queensland, and a \$2 million upgrade to training facilities at Gladstone State High School to prepare students for jobs in the hydrogen industry.

Master Plumbers, Gasfitters and Drainlayers NZ CEO Greg Wallace says the organisation is working closely with Master Plumbers Australia to ensure hydrogen training will be available to New Zealand businesses and their staff.

"We are meeting with Energy and Resource Minister Dr Megan Woods in September

GREEN HYDROGEN

Hydrogen is the most abundant element in the universe, but on Earth it exists as compounds in combination with other elements—mainly water (H₂O), but also fossil gas, coal and petroleum. In the race to decarbonise by 2050, economies around the world are increasingly viewing green hydrogen energy production as a key way to achieve a low-emissions future.

Green hydrogen is generated by renewable energy sources to power an electrolyser, sending an electric current through water to split the hydrogen from the oxygen.



Queensland Treasurer and Investment Minister Hon Cameron Dick MP (centre) turning the turf on the \$20m Hydrogen Training Centre of Excellence in Queensland, Australia, this February. The Minister is shown with, from left: Glen Chatterton, CEO National Fire Industry Association; Kent Vickers, President, Master Plumbers' Association of Queensland; Gary O'Halloran, State Secretary, Plumbing and Pipe Trades Union Queensland; Adrian Shackleton, CEO, Air Conditioning and Mechanical Contractors Association Queensland; Penny Cornah, Executive Director, Master Plumbers' Association of Queensland; and Peter Daley, CEO, Master Plumbers and Mechanical Services Association of Australia.

to outline the investment required by our Government to meet the training needs of the New Zealand industry,” says Wallace. “There is a great deal of advocacy work to be done but we are committed to have a strong and viable carbon-neutral gas sector for all New Zealanders.”

December decision date

Following the release of the Climate Change Commission (CCC)'s final advice report at the end of May, the Government now has until 31 December to decide whether or not to accept the recommendations in the report when setting its first three emissions budgets out to 2035.

DID YOU KNOW?

- 90% of the NZ natural gas piped network is hydrogen gas ready
- 100% of new subdivisions use hydrogen gas ready yellow PE pipes

The CCC recommendations stress the need for a cohesive national energy strategy and for more work to be done on developing low emissions gases, such as hydrogen and biogas. It recognises that diverse energy sources are needed to maintain energy security and that relying solely on the electricity grid could make New Zealand vulnerable in the face of climate change and extreme weather events.

“Bioenergy and hydrogen hold promise and can either be produced domestically or imported,” it notes. “Our analysis indicates that these fuels have significant potential for reducing emissions in transport, space and process heat, and industrial processes.”

In contrast to the CCC's initial draft advice, which proposed banning new gas connections from 2025, the final advice leaves it to the Government to set a date. It also recommends the Government keep its options open as far as possible while the energy system decarbonises. >>>

H21 hydrogen projects for the UK

In New Zealand more than 430,000 homes and commercial buildings use natural gas and LPG as their primary energy for cooking and heating. In the UK, that figure is 23 million (over 80% of the UK population)—making it impossible for electricity to be the only energy source to handle the load.

Since 2002, the UK has been undertaking the Irons Mains Replacement Programme, upgrading most of its gas distribution pipes to polyethylene, with an estimated completion date of 2032. These polyethylene pipes are considered suitable for transporting 100% hydrogen.

In the north of England, the large-scale H21 project suite, led by Northern Gas Networks, is working to prove the UK gas network can safely transport hydrogen in the future. To help meet the UK's Climate Change Act commitment to reduce carbon emissions by 80% of 1990 levels by 2050, the government has committed to heating a neighbourhood with hydrogen gas by 2023 and an entire town by the end of the decade.

H21's first project examined the gas network in Leeds and the resulting feasibility

study concluded it was technically and economically viable to decarbonise the UK's gas distribution networks by converting them to 100% hydrogen, with minimal disruption to gas customers.

H21 now comprises multiple projects tackling the different challenges of a hydrogen gas conversion. Current projects include testing hydrogen on a purpose-built mini gas network at Spadeadam Royal Air Force station in Cumbria.

Next up will be 100% hydrogen trials on a section of the Middlesbrough gas network, which will be disconnected from the existing gas network during the trial. Testing of gas operations and maintenance activities will take place over several months, practising what gas networks do every day but in a hydrogen world. This will be followed by a small-scale trial, providing 100% hydrogen to about 50 homes on the public gas network, with the intention of widening this out to several hundred homes—putting the H21 research into practice.

Find out more at <https://h21.green>



Hydrogen is being tested on a purpose-built microgrid at the UK's Spadeadam Royal Air Force station.

FUTURE SURE CAMPAIGN

There has been plenty of talk in the media lately about the future of gas in New Zealand, but the most important thing to know is that the flame is not going out—and there are many reasons to be sure of this.

Firstly, the gas industry agrees with decarbonising New Zealand's energy supply. It is increasingly poised to move towards future gases that will help achieve this. The Climate Change Commission (CCC) report recommendations to the Government also acknowledge their potential.

Secondly, most of the existing reticulated network can already take many future gases (the yellow pipes are hydrogen gas compatible). Some new gases like bioLPG and biomethane are chemically identical to traditional gases and considered a 'drop-in' replacement for LPG and natural gas. Others, like hydrogen gas, which generates no CO₂ when burned, can be blended with natural gas to help create a smooth transition, with no supply interruption, as technology advances and trials and standards are developed.

Renewable gases will remain good value and competitive with renewable electricity.

Blending trials are expected to begin as early as the end of this year. The blends will increase towards 20% hydrogen by 2035 and most gas appliances now are proving compatible with this ratio. This means consumers can confidently buy new gas appliances now and use them for the product's expected lifetime.

Plumbers and gasfitters will definitely not be out of a job as New Zealand moves towards lowering its carbon footprint, and ongoing training in the industry is going to be important, interesting and evolving as technology develops.

The gas industry Future Sure campaign represents 29 retailers, distributors, appliance manufacturers and suppliers, gasfitters, and training organisations in New Zealand, including Master Plumbers. It is working to inform consumers that the gas they turn on isn't being turned off, and advocate for the sector as it moves to a low carbon and renewable gases future.

Find more information and download the Future Sure flier at www.gasenergy.org.nz

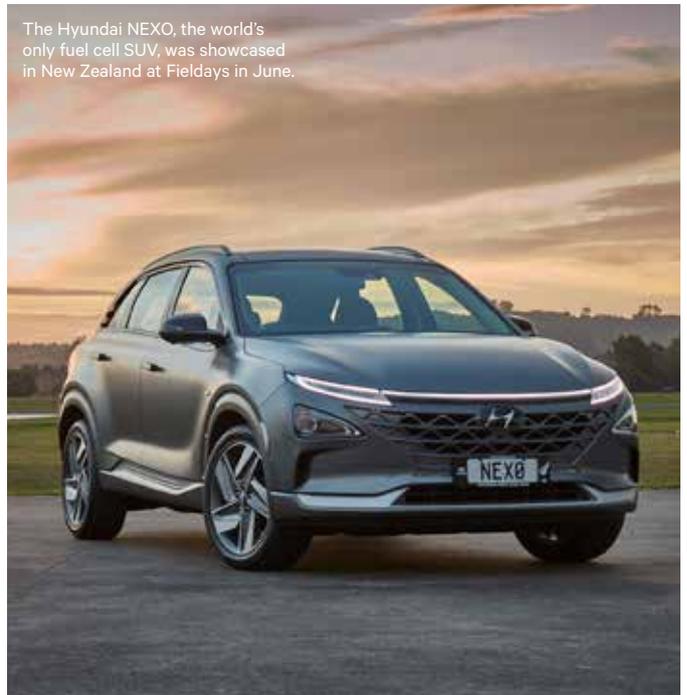


Two of the key messages in the Future Sure consumer gas campaign.

“Bioenergy and hydrogen hold promise and can either be produced domestically or imported. Our analysis indicates that these fuels have significant potential for reducing emissions in transport, space and process heat, and industrial processes.”

CLIMATE CHANGE COMMISSION

The Hyundai NEXO, the world's only fuel cell SUV, was showcased in New Zealand at Fieldays in June.



HYUNDAI: FUEL CELL EV TECHNOLOGY

Long ranges and short refuelling times make hydrogen an appealing future energy source for electric vehicles.

The Hyundai Motor Group began developing fuel cell EV technology in 1998, going on to produce its first fuel cell bus in 2005. In 2010, it launched the new ix35 FCEV prototype fuel cell vehicle, which went into series production in 2013, with a 594km range. By 2015, these were being sold worldwide. The NEXO followed in 2018—the world's only fuel cell SUV—with a range of 665km, and at the 2019 Frankfurt Motor show, the company showcased the Hyundai Generator portable charging station for electric vehicles, which allows two EVs to charge simultaneously.

Most recently, Hyundai has developed the world's first fleet of fuel-cell electric trucks, with 1,600 XCIENT trucks being rolled out to the Swiss commercial vehicle market by 2025. The 18-ton trucks, being made in cooperation with Swiss renewable hydrogen producer H2 Energy, have a single-fuelling travel range of around 400km, and are fitted with seven large hydrogen tanks with a combined storage capacity of almost 35kg. The trucks take around eight to 20 minutes to refuel.

At the 2021 Carbon and Energy Professionals (CEP) Conference in May, the Energy and Resource Minister Woods said the Government will develop a national energy strategy to guide the transition to a low-carbon economy.

“We have a large programme of work to be pulled together,” the Minister told the audience. “We know regeneration will involve disruption. The structure of the energy system will be quite different in 2030. It may be unrecognisable by 2050. Rest assured we’ll be consulting with everybody.”

Hydrogen technologies

Biogas, bioLPG and hydrogen are the top contenders for replacing natural gas and LPG.

Hydrogen can be burned like gas or used in fuel cells. A fuel cell generates electricity through an electrochemical reaction, combining hydrogen and oxygen in the fuel cell to generate electricity, heat and water. Fuel cells are already used today to provide power to homes, businesses, cars, buses and trains.

Fuel cells don’t need to be recharged like batteries but continue to produce electricity as long as a fuel source is provided. Although they’re less efficient than electric batteries, today’s hydrogen fuel cells compare favourably with internal combustion engine technology, which converts fuel into kinetic energy at roughly 25% efficiency. A fuel cell, by

contrast, can mix hydrogen with air to produce electricity at up to 60% efficiency.

It is likely that the accelerating pace of hydrogen technology will see a race between injecting hydrogen into existing networks for combustion and onsite production, storage and use of hydrogen for stationary fuel cells in domestic and commercial applications.

Firstgas Group have already announced plans to start blending up to 20% hydrogen with natural gas in the existing New Zealand network from 2030, with a goal of delivering 100% zero carbon gas in its pipelines by 2050.

Whichever technology becomes prevalent, skilled workers will be needed with knowledge of water, gas and electricity. ⚡

BIOMETHANE: READY TO ROLL

Biogas upgraded into biomethane is a viable solution to decarbonising NZ’s residential natural gas network right now, with the potential to replace nearly 20% of this country’s total gas usage by 2050, according to a joint study by Beca, Firstgas Group and Fonterra, released in early July.

By using organic waste like kitchen food scraps and cow manure to produce biomethane, New Zealand could avoid 4% of

its energy-related emissions, says the report, noting that biomethane can be used in existing pipeline networks, appliances and equipment.

“Our joint study is the evidence needed to prove that biomethane is a very real solution to decarbonising New Zealand and one that could realistically be having an impact by 2030,” says Eleanor Grant, Beca’s Industrial Sustainability Lead and report co-author. “Our estimates indicate that

implementation of wide-scale anaerobic digestion in New Zealand could produce enough biomethane to supply all residential users and three quarters of commercial gas users with carbon free fuel.”

The new study report is available to view at www.becca.com/ignite-your-thinking/ignite-your-thinking/july-2021/biogas-and-biomethane-in-nz-report

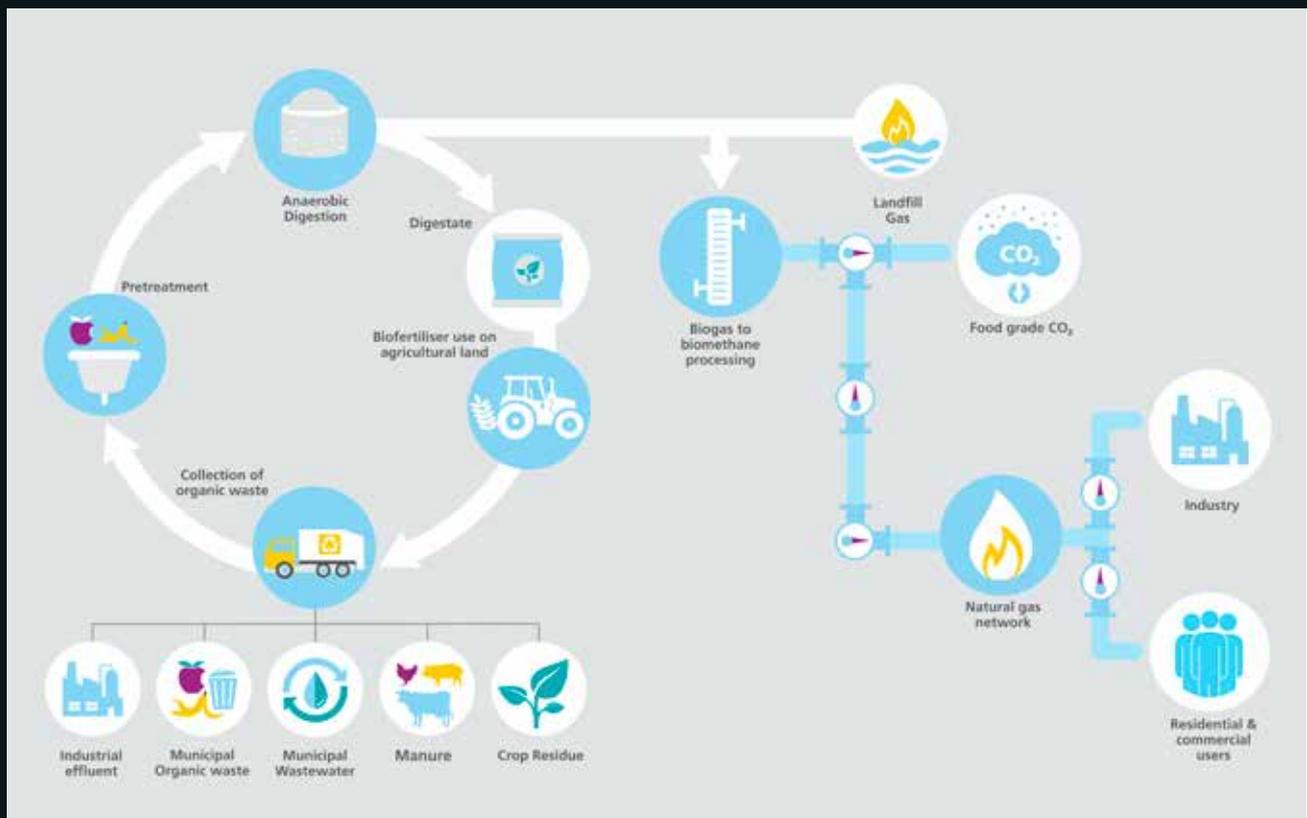


Diagram of the biomethane value chain from the new *Biogas and Biomethane in New Zealand* report.

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“WE NEED TO CRACK ON”

New Zealand Green Building Council Chief Executive *Andrew Eagles* outlines progress for sustainable building and what this means for the plumbing industry.

AUTHOR: ANDREW EAGLES, CHIEF EXECUTIVE, NZGBC

There can be no doubt that our industry is changing. That the way we build our homes and buildings is evolving to consider the climate and our impact. With that comes challenges to old methods, products and perceptions. Importantly, it offers huge opportunity for the industry, for our environment, and for improving the lives of every New Zealander.

Key steps are already being taken. As the country’s leading advocates for sustainable building, the New Zealand Green Building Council [NZGBC] has seen support grow year on year and with it the use of our third-party certifications like Green Star, Homestar and NABERSNZ. More developers, architects, builders, contractors, plumbers, are on to it—actively taking responsibility for the way they design and build and backing up their sustainability claims.

On a consumer level there is growing demand as businesses recognise the benefits for staff working in a green, healthy office, the benefits of lower energy bills from better efficiency, and homeowners are increasingly demanding warm, dry, healthy homes to rent and buy.

Running alongside those industry developments is increasing regulatory pressure to build better. In the last year or so we’ve seen MBIE finally look to improve the Building Code around basic things like our incredibly inadequate insulation requirements. We’ve seen landlords held to account for the condition of their rentals and forced to get them to a semi-decent standard.

We’ve also seen the launch of MBIE’s Building for Climate Change programme—a hugely important step towards transforming our sector’s understanding and approach to embodied carbon and building performance over the next decade. Among the proposals, they’re considering adding water efficiency measures into the Building Code.

Energy benchmarking through NABERSNZ is now required for new Government tenancies, Green Star is being rolled out across Government procurement and Kāinga Ora has committed to building to Homestar standards.

There’s pressure now from the top to get on board, and increasingly there’s interest and demand from industry and everyday New Zealanders to tackle buildings’ alarming 20% contribution to our emissions. Anyone dragging their feet, regardless of where they fit in the supply chain, risks being left behind.

So, what does all that mean for plumbers? Plumbers will increasingly need to know about how water efficient aspects like fixtures, taps, toilets and showers can contribute to the likes of Homestar and Green Star. This will help secure projects already building to these standards and means you can advise clients to make more sustainable choices. Water heating is a big one, so it’s important to understand how we

can decarbonise our systems. Those who best understand the alternatives and how they work will do well in the coming years.

Droughts and water shortages are already prevalent in parts of the country so it’s no surprise we’re increasingly seeing people consider greywater recycling or rainwater harvesting. We need better resilience when it comes to these types of events and plumbers are in a prime position to offer advice on how to deal with them, and support the use of WELS ratings, flow restrictors etc.

There is work to do across the board, not just in the houses and buildings we’re building now. How can we best retrofit our existing stock? There’s a huge opportunity to decarbonise by transforming our current homes and buildings into efficient, low carbon versions simply by changing the systems they use every day.

I’m excited about the role our sector can have in transforming Aotearoa. We just need to crack on and get stuck in. 🛠️



Plumbers are in a prime position to advise clients on sustainable technologies, such as rainwater harvesting and heat pumps.

PROJECT WITH BITE

The plumbing team at Foleys made the most of 3D modelling as they sank their teeth into the task of helping redevelop the University of Otago's dental faculty. *NZ Plumber* takes a look at this major project.

AUTHOR: MATTHEW LOWE

With more than 200 teaching dental chairs at the University of Otago's new dental facility, the team from Foley's Dunedin branch had to work out how best to get all services and piping to each chair. It was just one challenge amid the five-year revamp, which was completed in January this year.

The project involved building the 8,000sq m, four-storey Clinical Services Building at the Dunedin campus. This started in August 2016 and was completed by mid-2019.

It was followed by a refurbishment of the 6,000sq m, heritage-listed Walsh Building and the construction of an 1,800sq m atrium connecting the buildings.

Pride in the project

Gareth Bowen, project manager for Foleys, says he feels "incredible pride" at the efforts of his team. The company had 12 staff at the site most days but peaked at 35 during critical project phases, and included about one apprentice to every four tradesmen.

"This was amongst the longest duration and largest dollar-value >>>



The plant room with hot water cylinders at the new Clinical Services Building.



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The team did all the civil drainage for the new building.

The refurbished Walsh Building, which provides the entrance to the dental faculty. Photograph: Dennis Radermacher



projects Foleys has undertaken,” explains Bowen. “Reticulated gas was piped to all laboratories. We did all the civil drainage for the new building. We installed dental suction pipework for 230 new dental chairs.”

As the plumbing contractor on the project, Foleys also installed hot and cold-water services through the new building.

Overcoming challenges

Bowen says Foleys is accustomed to working on large-scale commercial buildings—the only difference with this project being the scale and size—but he admits the team faced two main challenges.

“Firstly, the complexity of the amount of services within a small space,” he notes. “The teaching dental chairs are extremely close together and therefore everything required to supply these gets squashed. The other main challenge was having multiple laboratories throughout the building.

“These challenges were overcome by utilising the hydraulic designer from our subsidiary company Cable Car Design and working with a 3D model to have full confidence in the location of services.”

Copper skills

Foleys installed 14,207 metres of copper pipe throughout the faculty, ranging in diameter from 15mm to 150mm. Bowen says staff, and especially apprentices, had to learn the more ‘traditional’ techniques of brazing and working with copper especially for the job. “Nowadays we use crimpers for all pipework but this project required us to braze and weld all the copper.

“In 2016, when we were beginning to get ready to start this job, crimping techniques were unproven in New Zealand and in Foleys. In addition, we didn’t have the equipment required to crimp, so therefore we would have had to purchase additional equipment.

“While brazing has its own downsides, including the necessity for gas plants and causing heat, it was a tried-and-true method. The use of copper was for longevity and reliability.”

Covid-19 disruptions

The plumbing team also had to contend with Covid-19 restrictions last year, with the site shut down at Alert Level 4 in March and April. “In the transition from Level



A safety shower was one of the more unusual features the plumbing team installed at the faculty.



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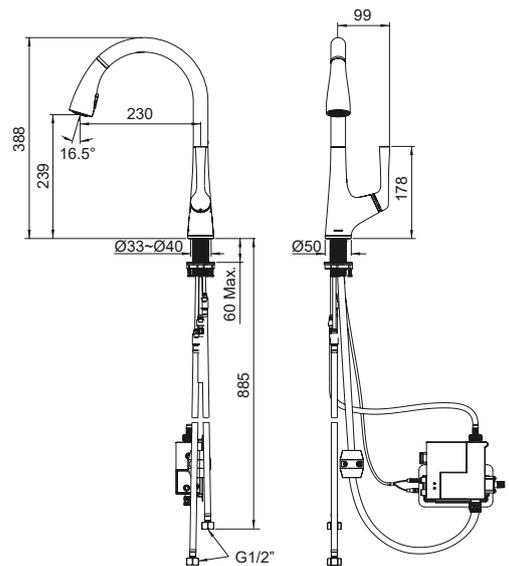
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4 to 3, we had a senior tradesman and an apprentice onsite to install additional wash stations throughout the site,” says Bowen.

“We returned to site at Level 3 and each day commenced with a pre-start in which tradespeople were put into distinct bubbles and work areas in order to maintain the requirements of Level 3 and 2.”

Location considerations

Overall, more than 100 tradespeople were involved in the faculty’s redevelopment, with Leighs Cockram the main contractor. Other companies involved included Tansley Electrical, Balcrom Engineered Concrete and Miller Creative Group for joinery.

Stephen Willis, the university’s chief operating officer, says the location of the Clinical Services Building posed challenges because the site is surrounded by buildings, and precast concrete panels had to be craned into position.

“Optimising the ratio of windows to walls to control energy consumption while maximising light and reducing glare at the dental chairs was managed using vertical louvres for outlook and east-west light,

Some of the 218 dental chairs at the redeveloped faculty, which is now considered one of the ‘highest tech’ hospital-level patient treatment buildings and facilities in the world. Photograph: Dennis Radermacher

horizontal inserts reduced glare and provided shading for the north facade,” he adds.

“Despite testing, geotechnical conditions were discovered to be very inconsistent across the reclaimed land, which resulted in changing the pile methodology.”

Staged commissioning

He says maintaining operations at the faculty while the redevelopment work took place also caused a few complexities.

The project was staged to allow the faculty to continue functioning for teaching, research, emergency dental care and other essential treatments. These continued in the five-storey Walsh Building, which was built in 1961, until the Clinical Service Building was commissioned.

The Walsh Building was then repurposed with laboratories and offices for staff, teaching, students and research. It officially reopened in March.

Heritage features

A heritage-listed glass-curtain facade at the site was replaced with a replica facade that meets current standards of weatherproofing and technology. Willis says maintaining the building’s architectural authenticity was a key constraint while upgrading it to reflect dental education advances of the past 60 years.

“The Heritage New Zealand Category 1 building is an early local example of the International Modernist movement and was a much prized ‘dental school’ providing lower-cost treatment for lower South Island patients,” he explains.

“The 1960s’ single-glazed curtain walls were replaced with double-glazing replicating the original joinery dimensions and glass colours as closely as possible. The building’s original rendered northern and southern facades were simply cleaned. The original vertical feature stairs were retained.”

World-class facility

The redevelopment has increased the number of dental chairs from 151 to 218, expanded teaching spaces, and there is a larger operating theatre and four procedure rooms, as opposed to one previously.

Willis adds the university, which has been home to New Zealand’s national centre of dentistry since 1907, now has one of the “highest tech” hospital-level patient treatment buildings and facilities in the world. 📍

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A typical poor quality backflow set up that network operators and IQPs have to deal with.

BACKFLOW: BIG CHANGES AHEAD

The new regulatory environment signals a long-awaited and much-needed shift towards better safety protection from backflow contamination, as Water New Zealand's Backflow Group Chair *Jim McGibbon* explains.

The new Water Services Bill will forever change how New Zealand regards water—and the spotlight will finally go on areas that have been overlooked for far too long, such as backflow. We need to be prepared for the changes ahead.

Upping our game

For a long time, the backflow of water through either back siphonage or back pressure has been an overlooked feature of water quality in New Zealand and it has been seen as more of a 'bolt on' than a 'must have' by both water suppliers and property owners.

But this isn't the case on the international stage, and we have to ask why that is. Is the risk simply lower in New Zealand than anywhere else? Well, spoiler alert—it isn't.

In more litigious societies (North America, for example), backflow prevention is a serious concern, as the consequences of illness or death through contamination can have extreme legal consequences with class action lawsuits featuring in many backflow incidents. Simply put, it is too expensive not to have a backflow programme.

Across the Tasman, our Australian cousins have taken a pro-active approach to backflow prevention and embedded the philosophy into the standard operating procedure. Once ingrained it has become the norm.

These different steps have underpinned the requirement to keep people safe and now, finally, a robust legal framework has been crafted to get us Kiwis to up our game. This framework borrows from both models and, though the method of implementation is not yet crystal clear, the fact that it has to be implemented is inescapable.

Industry implications

So, what will this mean for the industry in terms of backflow prevention?

Clearer rules

For a start, there will be clearer definitions given by national water regulator Taumata Arowai. Though the wording in the new Bill is not too dissimilar from that in the current Health Act (which gives a demarcation between the responsibility of the water supplier and of the property owner that has been flexibly interpreted), the rules that will accompany this portion of the Bill give even greater insight. Yet at the draft stage, these rules will push for properties to be surveyed to establish that all protections are accounted for, not just those at the boundary.

It is hoped that these surveys will join up both the Building Act and the Bill to bring accountability and understanding for all aspects of backflow prevention. Once alerted, property owners will have a legal obligation to mitigate the risks both to occupiers and to the network supply.

Training requirement

Second, this change brings with it a requirement for training. Having competent inspectors, surveyors, independently qualified people (IQPs) and plumbers will be a high priority and there is a great educational opportunity here that should not be missed. Ask any plumber or IQP who has dealt with backflow devices and they will tell you horror stories of bad installs, remote testing and flagrant non-compliance.

All of this can end if we have the passion for it, and if we are able to train people to a

higher standard, we can all benefit from it. For me, the greatest aspect of being part of a backflow group is the shared knowledge and experience that has come with years of training. I learn something new every time we meet and my fervent hope is that the people undertaking this training will have that same experience.

Better collaboration

Thirdly, it also brings a great opportunity for three disparate parties to come together. It's no great secret that there has been a three-way split over backflow device testing, with IQPs, the fire industry and the supplier each pulling the rope in different directions.

Compliance agents (and their IQPs) have staked their claim to some devices, the fire industry has clung to theirs as precious things and the water utilities have invoked the Health Act to test what they deem to be boundary devices.

Property owners will have a legal obligation to mitigate the risks both to occupiers and to the network supply.

At the start of May 2021, I had my contractors audit a backflow device on a property boundary that had been tested under the Building Warrant of Fitness by both an IQP (under SS7) and a fire engineer (under SS1) in the same week. The customer was of course double charged for this. This level of confusion and territorialism has led to a fractious relationship and that must cease if we are to move forward successfully.

For too long IQPs have felt powerless to raise issues, as they are only there at the behest of the compliance agent or customer and thus are answerable to both. If an IQP identifies a problem on site, be it a cross connection or devices that are not featured on the Compliance Schedule, they are seen as trouble makers and as a consequence find themselves out of a job for the next round of testing.

Honesty and integrity can be seen as a poor career choice. That must be a difficult

position to be in and, though some registrars set ethical parameters as part of IQP registration, adherence to those can be problematic if you end up losing work as a result.

The fire industry faces a similar issue. Some fire professionals are of the opinion that devices connected to the fire lines should be upgraded to testable units; something that will doubtless now happen in the new regime. However, this view makes them unpopular with their colleagues who state that the units were installed to standard in the 1970s and as a consequence should not be played with for fear of pressure loss, hydraulic adjustment and substantial cost to the customer.

Sure, the device may not be sufficient to stop stagnant water getting into the building in the event of a backflow incident, but it isn't leaking and therefore it's compliant. You have to feel for the people stuck in the middle on this issue as it cannot be an easy position to be in when your *raison d'être* is protecting the lives of your customers.

Then you have the water suppliers, some of whom may have barely functional backflow programmes that are at the mercy of poor funding, a lack of skilled professionals and no oversight by any current regulators. Under the new Bill and accompanying rules, these suppliers will have a short time to get themselves compliant and will need guidance and assistance from other suppliers to make this happen.

Again, this provides a tremendous learning opportunity and a chance to get us all on the right path to keep all New Zealanders safe.

Finally, we should not overlook the role of Water New Zealand in this. Professional insights, directed leadership and robust training packages are firmly in their wheelhouse and it is hoped that Water New Zealand will be seen as key drivers.

Taumata Arowai will point the way, Water New Zealand will lay out a clear map and identify the hazards, and then all water professionals will make that journey with the knowledge that the voyage is necessary and the route is safe. 🐾



About the author: Jim McGibbon is Water New Zealand's Backflow Special Interest Group Chair and works for Watercare's Asset Protection Team as their Backflow Advisor. Jim escaped the UK in December 2009 and arrived in Auckland where he joined Metrowater (and later Watercare), developing a passion for water quality and the protection of what is one of our most precious resources. He lives on Waiheke Island where he also volunteers for local animal charity WISCA as their feral feline whispereer. As a direct consequence he now has five cats.

Best-practice BACKFLOW PREVENTION

Given the potential for any backflow situation to cause sickness or even death, a backflow prevention device should be used on every water supply connection, says *Haydon Mace*, Technical Lead at Hydroflow.

Whilst you'll rarely hear a true Kiwi complain about long, hot summer days, in recent years the soaring temperatures and lack of rainfall have resulted in the need to conserve water. With water at a premium in places like Auckland, Marlborough and Hawke's Bay, the importance of protecting what we have has never been higher.

Back-siphonage and back-pressure

Backflow prevention is a key component in maintaining the availability of high-quality drinking water and fits neatly into the Government's Three Waters Reform Programme. There are two distinct types of backflow situations: back-siphonage and back-pressure. When foreign contaminants are introduced into a potable water supply due to back-siphonage or back-pressure, we call this backflow.

Back-pressure situations arise when the downstream (delivery side) of a water supply has a higher pressure than the upstream (supply side); this may be due to a downstream pump forcing water back upstream through the pipework. Back-siphonage occurs when the supply pressure drops to less than the atmospheric pressure, inducing a siphon through the pipes.

Backflow prevention devices are classified as low (nuisance by colour, odour or taste), medium (potential to injure or endanger health) or high hazard (potential to cause death). The main objective of a backflow prevention device is to protect drinking water from being contaminated. And it's not just industrial manufacturing

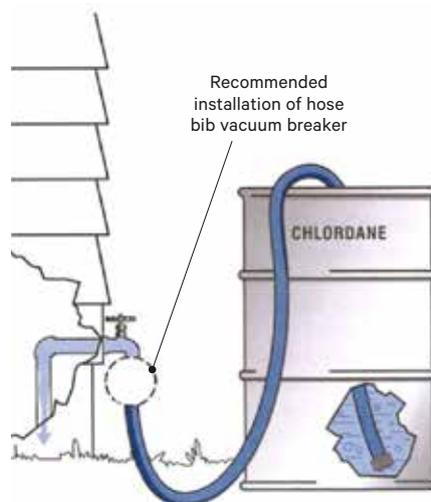
companies in big cities that are at danger of contaminating the water we drink. The danger we face from unhealthy water can be greater than we think.

A common dangerous scenario

Mixing chemicals with water using a hose is one of the most common, dangerous causes of backflow conditions around the world.

In the above scenario, if there is a drop in supply pressure (before the hose tap) then back-siphonage will occur, sucking the poisonous chemical out of the container and into the household water system. This could also travel into the town supply water main and affect other homes.

When it's that simple to potentially poison your family, neighbours and community, it makes sense to take a best-



ABOVE: Mixing chemicals with water is one of the most common, dangerous causes of backflow.



Stainless steel double check valve for medium hazard situations.

practice attitude towards eliminating the potential harm. In this case a few simple steps are all that's necessary:

- Don't leave an open-ended hose inside chemical mixing containers
- Do install a hose tap vacuum breaker on the outlet of the hose tap, before the hose adapter or hose tail.

These are low cost, high hazard protection devices that will create an air gap as soon as a back-siphonage situation arises, preventing the chemicals from entering the water supply.

Havelock North water contamination

The above example is simple and easier to foresee than some other potential backflow situations, such as the events that took place in Havelock North back in August 2016. Scenes on our TVs showed families queuing by water tankers with large plastic containers—something that we shouldn't expect in our '100% Pure New Zealand'.

Around 5,500 people were struck down with campylobacteriosis, a nasty illness that ranges from stomach pain, cramps and nausea, through to vomiting, muscle pain and bloody diarrhea. Approximately 45 people were sick enough to be hospitalised and it's possible that the outbreak contributed to four deaths. In addition an unknown number of residents continue to have health issues after the event.

The government inquiry into this event found that farm run-off containing sheep faeces was the likely source of contamination. Due to heavy rainfall, stormwater flowed to a neighbouring

pond, from there entered the Te Mata Aquifer and flowed across to an active bore. Contaminated water was then likely pumped into the local reticulation system.

Whilst the specific nature of this contamination was not a normal backflow situation, it clearly demonstrates the widespread effects of unhealthy drinking water, and variations of this scenario can occur easily around the country.



DR brass reduced pressure zone device for high hazard situations.

Device installation and maintenance

The obvious place to stop backflow from occurring is at source—ideally as close as possible to the likely contamination point. Hose tap vacuum breakers on every tap is a good start, with double check valves or reduced pressure zone devices (depending on hazard rating) at known locations where any sort of processing or manufacturing occurs.

There is no point in installing a backflow device if it's not maintained. In current legislation, backflow devices connected to reticulated mains water supply require testing every 12 months by an Independent Qualified Person (IQP), with all backflow devices needing to meet AS2845.1 or ASSE. 



Cast iron reduced pressure zone device for high hazard situations.

About the author: Haydon Mace is Technical Lead at Hydroflow, who distribute the Watts range of backflow prevention devices in New Zealand. Watts is an American company with a long history of supplying quality products to the plumbing industry. Hydroflow continues this approach with its breadth of products and depth of technical expertise. A dedicated Technical Team supports the Hydroflow tagline 'Leading with Knowledge'. If you're in any doubt as to the best backflow solution for your situation, Hydroflow are here to help.

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Small bore wastewater pump curves

In the third of this series on small bore wastewater pumps, Saniflo give guidance on pump curves.

A pump performance curve indicates how a pump will perform with regards to pressure and flow.

Pump curve basics

Pressure equals head—the height the pump will lift vertically straight out of the unit. The pressure decreases along with the discharge rate, the higher the vertical rise in the pump line.

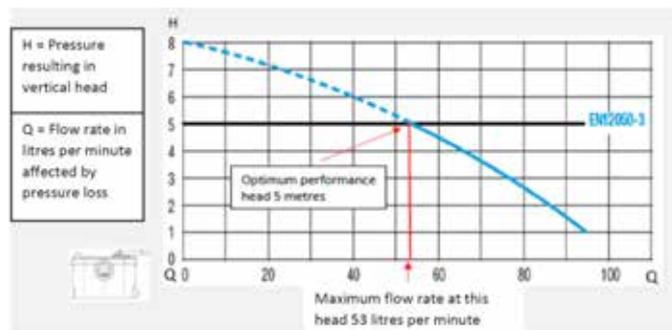


CHART 1: Typical pump curve.

Pump curves in relation to flow rate

- As indicated in Chart 1, the ideal performance range for this pump is 5m head. At this height, the maximum flow rate is approximately 53 litres per minute
- The optimum performance is generally the halfway point of the flow rate between minimum (zero litres per minute at 8m head) and maximum (97 litres per minute at 1m head), and then seeing where it intersects with the head
- The head rating versus flow rate is based on a vertical column directly out of the pump. Any additional friction loss on the line will decrease the flow rate and height
- This flow rate indication is crucial in correctly specifying the pump required for an installation.

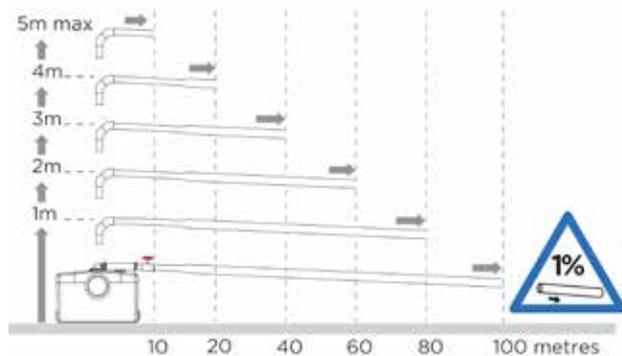


CHART 2: Vertical/horizontal performance.

Vertical/horizontal performance

- Chart 2 indicates how far the pump line can run horizontally on a 1% (1:100) grade after the vertical rise is achieved
- The pump line must increase in diameter by a minimum of one pipe size within the first 5m after the vertical rise and 1% grade has been achieved
- This increase cuts down on friction loss in the line and assists gravity flow
- If 1% grade cannot be achieved, allow 1m head loss for every 10m pumped horizontally.

Fixtures flow rates in relation to pump sizing

- The sizing of a pump not only relies on the number of fixtures draining to it, but also on the flow rates of these fixtures
- This is also important when the pump size may also depend on how high and how far the unit need to pump to its discharge connection point
- The height a pump needs to lift also reduces the flow rate, which may mean you will have to increase the size of the pump.

Friction loss in pump lines

Friction loss occurs any time a fluid is moving from point A to point B through a pipeline and can decrease the 'head', or total vertical performance of the pump.

Factors affecting friction loss that can slow down the flow of the material as it flows:

- Fluid coming into contact with the internal walls of the discharge pipe
- Movement through fittings or valves
- Changes of direction within the discharge pipe
- All changes of direction must be achieved using 45° bends as this will reduce the friction loss compared to using 90° elbows or bends.

Calculating for friction loss

If the pump line has additional changes of direction or if the specified 1% grade and pipe size increase is not achieved in the first 5m after the vertical rise, the following must be factored into calculating the head loss and the effects on maximum flow rate:

- If 1% grade cannot be achieved and pipe size increased within first 5m after the vertical lift, then allow for 1m of head loss per 10m pumped horizontal
- Every change of direction (2 x 45° bends = 90°) = 0.5m of head in friction loss
- Friction loss in 90° bends can be as significant as 0.7m of head per fitting
- The total vertical lift. Ⓢ

Visit the Saniflo plumber portal link: www.saniflo.co.nz/plumberportal



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"I can see exactly how much each job costs me and how much profit I am making per job. I like the fact I can quickly look through previous jobs and customers and see how much work I have done for them."

Andrew, Watersmith Plumbing



Fergus

PRODUCTS

DISCOVER THE LATEST PRODUCTS FOR THE PLUMBING, GAS AND DRAINAGE SECTOR.



 **Master Plumbers**
WINNER
NZ Plumbing Awards 2021
PRODUCT OF THE YEAR

Malleco® Touchless Kitchen Mixer From Kohler Winner of the 2021 Product of the Year at the New Zealand Plumbing Awards

Introducing 'Malleco', a touchless kitchen faucet that makes simple chores hands-free and more hygienic. Reliable touchless on/off operation is achieved through a state-of-the-art sensor which not only responds to movement in 20 milliseconds, but is precision designed to prevent false activation.

Malleco speaks to the need for hygiene through touchless control, while offering complementary manual functions to place convenience at your fingertips. A single lever handle allows for easy flow and temperature adjustments and the retractable sprayhead boasts a choice of flows at the touch of a button, from stream to

Sweep®: a powerful blade of water for superior cleaning. The multifunction sprayhead operates smoothly and comfortably at a variety of angles thanks to ProMotion® technology and is secured safely when not in use with Kohler's DockNetik® magnetic docking system. Malleco is available in a polished chrome and vibrant stainless steel finish. Sleek lines and a timeless design make it suitable for contemporary or traditional kitchen design. Suitable for mains pressure with a WELS Rating: 5 star, 6 litres per minute.

www.kohler.co.nz



Methven Maku Shower Refresh

Methven are always looking for the new, always researching what can be better, always on the quest for the ultimate water experience. So they turned to Maku showering.

Available now, the new Maku MK2 shower handset and rail shower feature a larger modern handset for a wide spray and cohesive Maku bathroom collection. Utilising Satinjet® technology, twin water jets create the optimum water droplet size and pressure. Delivering 300,000 of these droplets per second, Satinjet creates a truly immersive, full body shower experience.

The Maku MK2 showers are designed for all pressure installations (35kPa-500kPa), making them the perfect choice for NZ bathroom renovations. Install with confidence knowing these products are backed by Methven's Lifetime warranty. Ask for Maku MK2 showers at your local trade desk.

www.methven.com





Introducing Voda's STORM tapware range

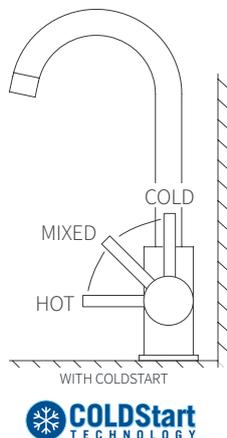
The newly-released Storm tapware range from Voda Plumbingware gives you a timeless, ultra-sleek design with minimal lines. Storm is at home in all modern bathroom designs, with the range of on-trend colours allowing flexibility to suit all styles, while a full selection of bathroom and kitchen tapware means you can easily fit out your entire home in the same look. Made from 304 Stainless Steel, Storm is available in four colour finishes to complement modern bathroom and kitchen designs, including Voda's striking Brushed Copper PVD finish, as well as Brushed Gunmetal PVD, Brushed Stainless, and classic Chrome. The range is designed and assembled in New Zealand, and is suitable for all water pressures from 35kPa. The gooseneck Sink Mixer has been engineered with Cold Start Technology, while the minimalist Slide Shower features a high flow, wide angle spray, stainless steel handpiece.

Available now through selected plumbing merchants nationwide. View the full range online at www.vodaplumbingware.co.nz

Voda's new COLDStart Technology

Voda Plumbingware now features COLDStart technology on selected sink mixers. The cold water setting is now at the top (normally the mixed hot/cold position), allowing the mixer to be installed closer to the wall. With COLDStart technology, you only turn on cold water when the lever is in the upright start position, resulting in reduced hot water consumption. Many of Voda's current sink mixers are being re-engineered, and COLDStart is now standard spec on all new releases, including the newly released Storm range. Find out more about COLDStart and your nearest retailer online at

www.vodaplumbingware.co.nz/coldstart



Sanicubic 1GR Lifting Station

Saniflo's new Sanicubic® 1 GR has been designed for medium to heavy domestic, commercial or industrial use. The Sanicubic 1 GR unit is able to pump 20 metres vertically and 200 metres horizontally or a combination of these distances and is therefore ideal for sloping waterfront properties where a boathouse could be converted to run amenities. The Sanicubic 1 GR is also perfect for rural properties where the main drainage is far away, as it features a powerful and efficient 2200W motor with a high flow rate performance.

Why choose the Sanicubic 1GR:

- Compact dimensions
- Intelligent level controller
- 32mm non return ball valve
- External hard-wired audio and visual alarm
- Integrated non-return valves
- Will handle up to 55°C intermittent
- IP68 rated



View or download the product sheet and instruction file from the Saniflo Plumber Portal: www.saniflo.co.nz/plumberportal

Added to the AdjustaPit® range



New Zealand's original height adjustable silt pit is now available with 250mm Cast Iron Grates, in your choice of round or square to suit installation requirements. Load tested to 5 tonne, the 250mm cast iron grates are suitable for use in trafficable areas and visually match the 350mm AdjustaPit® grates, providing a uniform finish to installation.

www.dux.co.nz/adjustapit

NEW: Buteline & Pexline Fittings

Buteline have been working on some more new fittings to further extend the Buteline & Pexline product ranges—great for facilitating an easy disconnection/connection point and for point-of-use temp valves!

- **FFS1**
Brass Fixed 1/2" BSP x 1/2" BSP Female Swivel Straight
- **MFS1**
Brass Male 1/2" BSP x 1/2" BSP Female Swivel Straight
- **FSFS1**
Brass Female 1/2" BSP x 1/2" BSP Female Swivel Straight



Enquire at your local plumbing merchant.



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HEALTH & SAFETY SUPPORT

In a new partnership with First 4 Safety, Master Plumbers has some exciting new member health and safety resources in the pipeline.

Members of Master Plumbers can now enjoy reduced rates on health & safety consultancy work, thanks to a new relationship with First 4 Safety Ltd. Led by Greg Dearsly, who has 20-plus years working in industry health & safety roles and is supported by a small team of qualified professionals, First 4 Safety is here to help guide members on what good health & safety looks like.

Master Plumbers is also working with First 4 Safety to update the member health & safety manual and app, and to create new how-to videos on workplace health & safety duties. Look out for more details in the next edition of *NZ Plumber*.

Members wanting guidance on managing health & safety in their businesses can contact enquiries@first4safety.co.nz to discuss their needs.



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BULLETIN

THIS EDITION'S ROUND-UP OF NEWS FROM MASTER PLUMBERS.

On the advocacy front

Master Plumbers has provided feedback on a wide variety of government proposals for our sector, including:

Climate Change Commission's advice: We strongly urged reconsideration of the CCC's proposed ban on new natural gas connections from 2025, incorporating comments from our member survey and suggesting the fast-track development of fossil gas alternatives such as hydrogen, rLPG and biogas. The Commission's final advice recognises the potential of these alternative fuels and acknowledges that gasfitting skillsets will be important for maintaining the existing fossil gas infrastructure, and for building up low-emissions gas industries. The gas industry is currently lobbying the Government to invest in the advancement of alternative gases.

Building system reform: MBIE consulted on proposals for regulations to support the Building (Building Products and Methods, Modular Components and Other Matters) Amendment Bill, which has now passed into law. We broadly supported all three proposals for new building product information requirements, a modular component manufacturer scheme and strengthening the CodeMark scheme, but submitted that CodeMark should reflect Australia's WaterMark scheme for plumbing products as the foundation for product certification across the construction industry.

Introducing a tier framework for Standards: A new framework for referencing a Standard in the Building Code is to be introduced, comprising three tiers, with only the first tier receiving government funding. We're pushing to have AS/NZS 1547 *On-site domestic wastewater*

management and AS/NZS 4020 *Testing of products for use in contact with drinking water* included in the first tier, rather than the partially-funded second tier where they sit currently.

Water Services Bill: This bill aims to comprehensively reform the three waters regulatory system. We have supported the bulk of the bill's proposals, but have noted that some questions need answering. It is unclear on a number of technical points, including who has a duty to protect against backflow risk and to ensure end-point treatment, the meaning of point of supply, and whether there will be an auditing process for verifying compliance with the bill's new provisions.

Introduction of a comparative technology method for evaluating hot water system performance: This proposal aims to introduce a trans-Tasman method of assessing water heating product performance. We have not lent our support, due to the inclusion of additional unnecessary testing standards on top of existing Minimum Energy Performance Standards. Instead, we are advocating for the NZ Water Efficiency Labelling Scheme (WELS) to apply to hot water systems.

SAVE THE DATE!

The 2022 NZ Plumbing Conference will be held at the Energy Events Centre in Rotorua from 15-17 June.



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Bosch: new Gold Partner

Bosch Hot Water & Heating draws on decades of experience as a world-class, leading manufacturer of hot water and hydronic heating systems, with an uncompromising focus on quality, comfort and innovation. Bosch has been delivering hot water and heating solutions to the New Zealand market for many years, and their range includes gas continuous flow water heaters as well as condensing and conventional hydronic heating boilers.

Bosch has a large range of mechanical gas continuous flow water heaters. Built to last, the

HydroPower and Internal Compact appliances deliver continuous hot water reliably and efficiently.

Bosch has a history of innovation and success in hydronic heating. Their boilers have been used for over 100 years throughout the world and provide superior quality and durability. They are a world market leader for residential heating systems, producing over 1.5 million boilers every year, and their German engineered boilers are the only boilers approved by the Asthma and Respiratory Foundation NZ's Sensitive Choice programme. Bosch is excited about the new partnership with Master Plumbers NZ and looks forward to providing members with exclusive Bosch offers.

→ For further information, please visit www.bosch-climate.co.nz

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SILVER BUSINESS PARTNER

FELTON'S HYDRAULIC TESTING LAB NOW IANZ ACCREDITED

Felton's hydraulic lab has been accredited by IANZ to undertake official testing to a range of Australian and NZ standards for tapware and showers. Engineer Shikal Mannie says it's taken almost two years for the lab to be developed around specialist software, customised for Felton's application.

This puts Felton in a position to test their products for compliance with the various standards to ensure that quality product is delivered to the market. Capabilities include endurance and watertightness testing required for tapware standard AS/NZS 3718, and mean spray angle, temperature



Felton Engineer Shikal Mannie performing lifecycle testing on the Felton Tate sink mixer.

drop, coverage and spray force for shower standard AS/NZS 3662.

"All outputs are captured on our network and controls are largely automated, including a pumped system to maintain dynamic pressures of hot and cold water at 2,500 kPa at a tight tolerance," says Mannie. "What we have is state of the art in terms of accuracy and reproducible results."

Felton's Roger Marty says the project wouldn't have been possible without Felton's part-time Quality Manager Nic Lourens, who consults to Felton and others in the industry on WaterMark requirements and quality systems implementation.

While the lab has been developed for their own testing, it will also be available for external use, with reports now accepted by Australian certifiers towards, for example, WaterMark certification. WELS water-efficiency testing to NZ or Australian standards can also be completed.

Nic Lourens says controls have been put in place to ensure confidentiality, should others wish to access the lab on a commercial basis. "As Felton continues to develop new products, we'll build on the lab's capability," he adds.

→ Go to www.ianz.govt.nz/directory for the scope of testing Felton's lab can complete.



OBITUARY Eric Shaw

It is with much sadness that we report the passing of Eric Shaw in June at the age of 86. A true gentleman, Eric was a staunch supporter of Master Plumbers, serving a term as National President from 1974-75. Previous to this, he was President of the Otago Master Plumbers Association from 1969 to 1971 and was later made an Association Life Member. He was also

a long-standing member of the local Apprenticeship Committee and Chairman of NZPM Group from 1995 until 2004.

"I think it would be hard to find many men who so unselfishly devoted the whole of their life to the plumbing industry within New Zealand," says Eric's son Ken, who continues to run third-generation family-owned business EC Shaw Plumbers in Mosgiel, established in 1903.

"He loved spending his time with plumbers, and he so enjoyed and treasured the friendships that he made though his career. He always lit up like a Christmas tree when he walked into a room of colleagues and recognised so many familiar faces."

Together with the late John Simpson, Eric co-authored a book commemorating the first 100 years of the Otago Master Plumbers Association, providing a valuable and lasting record of New Zealand's plumbing industry history.

Master Plumbers extends sincere condolences to Eric's wife Carol and their extended families.



Eric wearing the chains of office during his term as National President of Master Plumbers from 1974-75.



MEET THE TEAM...

Get to know the Master Plumbers team with our quick Q&As.



NAME: **Verity Vender**

ROLE: **Executive Assistant to CEO**



What does your day-to-day role entail?

While my job title is Executive Assistant, and my core role is to keep CEO Greg Wallace and the Board organised, I like to think of myself as a professional problem solver. I can get all manner of questions or requests on any given day!

What's your work background?

My background has always been in administration, but over the last 15 years or so I've been in Executive Assistant roles in the accounting and energy sectors.

Can you tell us a bit about you?

I grew up in Blenheim as part of a large family, and while my parents, my three sisters and I all live in different cities now, we catch up as often as we can. I have two stepdaughters in their early twenties, and I live with my husband in Strathmore, along with our two cats and the apple of my eye—my two-year-old ruby Cavalier King Charles Spaniel called Rusty, who is always popular when he visits the Master Plumbers office!

What's your favourite music?

Either upbeat pop (early 2000s preferably) or very mellow. I've recently found *Weightless* by Marconi Union, which has a beat that is said to induce calm, so that's nice and relaxing.

What's your favourite book, TV show or movie?

I can recite almost all of *Breakfast at Tiffany's* from memory, I've watched it that many times! Maeve Binchy is my favourite author. I love how she weaves such a compelling tale around her characters.

Where's your favourite holiday spot?

Anywhere sunny—I'd go back to Likuliku Resort in Fiji any day of the week, with its overwater bures!

What's your favourite food?

If I could only eat one food for the rest of my life, it would have to be pizza. Otherwise, my mum's pea and ham soup is legendary!

Can you name a person who particularly inspires you?

My Nana—she is just so calm and kind and wise. I aspire to be more like her!

What do you enjoy doing in your spare time?

Most of my spare time is spent looking after my puppy, as Cavaliers are known to be quite needy. Rusty and I volunteer at a local rest home every second weekend, when I take him in to see all the residents, who just love their Rusty cuddles and sometimes even face licks!

OUTWARD BOUND!

Congratulations to James Moore, winner of the 2021 Master Plumbers Apprentice Outward Bound Scholarship! James, who is a third-year Masterlink apprentice at EG Glennies in Wellington, enjoyed a 16-day Outward Bound adventure in the Marlborough Sounds in June. James impressed the judges for the scholarship, which is worth over \$3,500, with his determination to grow his knowledge, trade and leadership skills. We'll have more about James' Outward Bound experience in the next edition.



Masterlink plumbing apprentice James Moore (back row, fourth from right) was part of the Batten Watch on the Outward Bound challenge in June.

PROUD TO BE A PLUMBER

Nathan Smith was pleasantly surprised when a fully-stocked Master Plumbers-branded mini fridge was delivered to him in June. A first-year Masterlink apprentice at Laser Plumbing Hamilton West, Nathan was picked as the winner of Masterlink's #ProudToBeAPlumber giveaway to celebrate World Plumbing Day. His reason for being proud to be a plumber? "Because of how important our role is in society to supply water and remove waste."



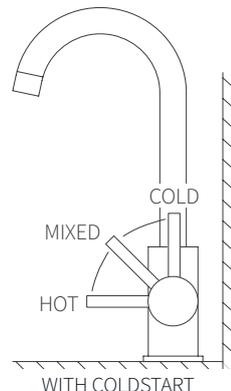
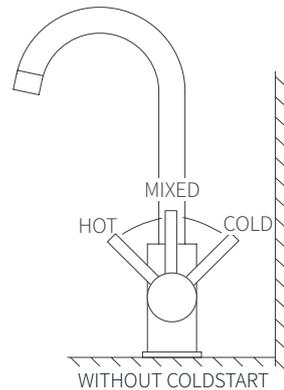
Nathan Smith generously shared the contents of his prize mini-fridge with the team before taking it home!

NOW WITH



Voda Plumbingware now features COLDStart Technology on selected Sink Mixers;

- The cold water setting is now at the top - normally the mixed hot/cold position
- Only turns on cold water when the lever is in the upright start position
- Reduces hot water wastage
- Lowers electricity use
- The mixer can be installed closer to the wall, ideal for use in butlers pantries or when replacing existing sink mixers.



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BEST IN BRAND

A Best in Brand winner with a difference this edition... This photo was sent in by Houghton's Plumbing, Heating & Gas in Hawera, who added the Master Plumbers, Master Gasfitters, and Master Drainlayers logos to the frosting on their new glass partitions when carrying out their recent office and showroom renovations. Great thinking! Your \$200 Prezzy Card voucher prize is on its way.

WANT TO ENTER?

Just send a photo or two of how you're using the Master Plumbers brand in your business for a chance to win our next \$200 Best in Brand prize.

Email Henry Cassin by 1 September:
admin@masterplumbers.org.nz



New members

A very warm welcome to all.

Northland

I Plumb 4 U Northland

Auckland

5n1 Trade Services
Aqua Works
Ash Plumbing & Drainage
Aylward Drainage
Benchmark Plumbing and Gas
Capricorn Plumbing
Cooke and Dowsett NZ
Drain Quick
Elite Home Plumbing
Flow On Plumbing
GM Plumbing
Grouse Plumbing
Inland Plumbing Gas Fitting & Drainlaying
Jason Plumbing
Landwork Civil
LJ Plumbing and Renovation
MI Plumbing
Maintenance Works
NBD Construction
Plumbing Guru
Polite Plumbers
Spiros Gasfitting & Plumbing Services
The Gasman
Water To Waste
Z Plumbing

Waikato

Flux Plumbing
Pipeline Plumbing
Plumbing & Gas Systems
Proflow Plumbing Services

Bay of Plenty/Coromandel

Bay Brothers Plumbing and Gas
Greg Swanberg Plumbing
Summit Plumbing

Hawkes Bay

Alex the Plumber
Lamont Plumbing Services

Gisborne

Harrco 2016

Hutt Valley/Wairarapa

Swat Plumbing and Gasfitting

Wellington

West Coast Plumbing

Nelson

My Personal Plumber

Otago

Adams Plumbing Drainage & Electrical

Queenstown & Lakes District

Rural Plumbing & Roofing

GET IN TOUCH!

Master Plumbers is here to support all businesses in the plumbing, gasfitting and drainlaying industry. Members are Quality Assured and backed by the Master Plumbers Guarantee. We offer a wide range of business resources, health and safety, HR & technical support, plus training and member discounts—and we advocate for our members as a collective industry voice. Get in touch to discuss our two-year membership deal!



Gillian McGeever
NORTH ISLAND

027 839 8398

gmcgeever@masterplumbers.org.nz



Sam Timlin
SOUTH ISLAND

021 433 615

stimlin@masterplumbers.org.nz



Or contact 0800 502 102

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WAY TO GO!

Earlier this year, on International Women's Day, Master Plumbers ran a Facebook prize draw in conjunction with Rheem to recognise all the amazing women working in the plumbing, gasfitting and drainlaying industry. We thought we'd share some of the entries in *NZ Plumber*.

Jade Corry

**Van Dam Plumbing 2020,
Putaruru**

Hubby Stephen and I bought the business 1 April last year. Our 8-week old bub was the most incredible little office helper—a dream in fact. Slept through all the workshop noise and charmed everyone who came in. Gee, he's been at daycare about three months now and is too busy and into everything to be here any more! Mr 3 also loves to come and help mum and dad too when he's not at daycare—sweeping and washing vans are his fav jobs.

I have thrown myself into this new admin/management role and I think I've done a pretty awesome job at keeping on top of everything while raising our young boys. I have had a lot on my plate—the rebrand, technology upgrades, apprenticeship sign ups, health and safety, advertising, social events, learning the accounting and job management system, PA to hubby etc etc... Maybe one day I can even help with the plumbing too. I'm in this for the long haul!



Until he started at daycare, baby Rex was a great little office helper!



Jade Corry and husband Stephen Mulholland.



PRIZE DRAW WINNERS

The three prize winners, drawn at random, each received a gift hamper plus a morning tea shout for the workplace, worth up to \$500. They are:

Janie Aldridge

Auckland Plumbers Group

Karishma Singh

Straight Flush Plumbing

Jade Corry

Van Dam Plumbing.

Natalia Ioane

Hawkins Plumbing, Tawa

I work for Hawkins Plumbing. I'm currently 20 years old, the newest apprentice and only female on the team. I chose to do an apprenticeship because I wanted a challenge. I yearned to step out of my comfort zone in an environment where there isn't really a lot of women. This is a job I absolutely enjoy and the rewards I get from meeting new people, forming relationships with customers that acknowledge me for doing a trade and learning something new every day has been so, so awesome. With all jobs from blocked drains to new hot water cylinders, I throw myself in the deep end and get the job done. We women, we can do anything.



Natalia says working in plumbing has grown her confidence and character.



Andrea Lovell

Heron Plumbing, Auckland

NOMINATED BY PAT HERON

Andrea Lovell does amazing work at Heron Plumbing. When she and hubby Dale took over the company seven years ago from Bryan Heron, she had a young family to organise as well as putting herself out of her comfort zone to run the office and not only to keep up Heron Plumbing's good name and standards but also to expand the company.



Andrea Lovell is Manager and Co-Director of Heron Plumbing in Auckland.



Daisylee started her apprenticeship with BOP Plumbing and Gas in January this year and is their first female apprentice/tradesperson.

Daisylee Wilson-Rogers

BOP Plumbing and Gas, Rotorua

NOMINATED BY SARAH JAMIESON

We are super excited to have Dais on board and she is already showing that she is more than capable of keeping up with the men, and her attention to detail is impeccable. This is an amazing industry to be a part of and I highly encourage more women to get involved and take up a trade in plumbing, gasfitting and drainlaying. I am surrounded by great women in our business who are the reason things happen. We couldn't do it without the full team doing their bit.

Janie Aldridge

Auckland Plumbers Group

NOMINATED BY ANDREW DURRANS

Janie Aldridge is now into her second year of apprenticeship in plumbing, gasfitting and drainlaying. Janie is an extremely valuable member of the Auckland Plumbers Group team... you know you have an impressive apprentice when the tradespeople want to work with them and Janie is that person. Thanks Janie, we look forward to you achieving both Tradesman and Certifying qualifications while working for APG. Onwards and upwards. >>>

Vicki Lawrence

Plumb Tight, Auckland

NOMINATED BY NICK LAWRENCE

I'm not sure where or how I would have got started or had such a cool business name if it wasn't for Vicki. If she left me in charge, our company would probably be called Code Brown. But in all honesty, day in day out, the unseen effort and hours she puts in to keep us going motivates me to work harder too.



Nick Lawrence says it was Vicki who came up with the name for the business.



Janie is all smiles as she shouts the rest of the APG team afternoon tea!



Karishma receiving her prize vouchers from Rheem Territory Manager Mike Kymbrekos.

Karishma Singh

***Straight Flush Plumbing,
Wellington***

NOMINATED BY NGAIRE MANSFIELD

We hands down couldn't run the show without Karishma. Operationally she knows our business inside out and can both keep the team in order and maintain a sense of humour. She's my right hand lady!

Petranella Molloy

Laser Plumbing Tauranga

I look after the maintenance boys, health and safety and more!



In 2020, Petra was awarded a 2020 Site Safe Scholarship, providing her with free H&S training towards completing Site Safe's Health & Safety in Construction programme.

Helen Mitchell

NOMINATED BY MIKE FOOTE

Helen Mitchell has been involved in every part of our industry: apprentice, tradesperson, merchant, manufacturer, upskilling provider, investigator, tutor and examiner. Not sure of anyone, male or female, who has had more involvement in plumbing.



Helen Mitchell discussing the finer points of system design.

Olivia Coleman

Hutt Gas and Plumbing

NOMINATED BY: COLLEEN UPTON

Olivia is fantastic. She has overcome some big personal obstacles in the last 12 months and has continued to provide top-class service to our customers. She receives a lot of very positive feedback from customers and is often requested for jobs. She LOVES being a plumber and tackles every job with great enthusiasm from blocked drains to bathrooms. That said—we think this industry is full of superwomen manning the phones, doing the invoicing, out on sites and wielding their tools like a boss, co-owning plumbing businesses, and doing a sterling job!



Olivia is one of four women plumbers, gasfitters and drainlayers at Hutt Gas and Plumbing.

Alice Hunter

Hunter Plumbing, Christchurch

NOMINATED BY ANDREW HUNTER

Alice Hunter brings a woman's point of view (clear thinking) to our male-dominated team. Without her, the business would not run as smoothly as it does.

Iwa Tule-White

***Hutchison Plumbing, Gasfitting
& Drainlaying, Rotorua***

NOMINATED BY JOHANNA BERRY

Iwa is our superstar in the office and also wife to our first-year apprentice Dennis Tule-White. She has just had baby number four so is on maternity leave at the moment. She runs a tight ship in the office and is not afraid to muck in digging soakholes and whatever needs doing. We can't wait for her smiling face to be back at work. 🙌

FELTON



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PRIZING YOUR PEOPLE

Master Plumbers CEO Greg Wallace considers ways businesses can retain staff in a highly competitive market.

Residential construction activity is forecast to remain strong for the foreseeable future due to a combination of low interest rates and a busy renovation market, with people spending on their homes rather than overseas holidays as a result of the Covid-19 pandemic.

Whilst a buoyant market is good news for the construction industry, it comes with some substantial current issues, including project delays caused by Covid-19 supply shortages, particularly in timber and steel.

The most pressing problem, however, is the lack of skilled tradespeople to complete projects. As has been highlighted over the past three to four years, the plumbing, gasfitting and drainlaying sector is around 3,000 workers short.

With the current low unemployment levels, Covid-19 restrictions on imported labour, and just 10 percent of construction industry businesses taking on apprentices, our industry is experiencing incredible pressure on wage rates. Inevitably, this brings increased staff movement as employees seek greater remuneration and employment opportunities.

I personally believe that apprentices who enter into an employment agreement with a business should respect the contract and

complete their apprenticeship with the employer who was prepared to do the hard yards and provide their training.

Under New Zealand employment law, however, all employees are entitled to free movement. So, the question is, what can employers do to retain their staff?

For a start, workplaces need to ensure they are rewarding employees with remuneration at competitive rates. Employers should conduct or utilise annual salary reviews, using regional data to make sure their employees are in the right salary band for their experience and location.

Little things can also go a long way towards ensuring staff are happy. Proper job design and good engagement with staff is important, as is creating a strong workplace culture. Options can include recognising staff for top performance, offering birthday leave, allocating a training budget per staff member, and holding regular informal staff check-ins in addition to more structured

annual performance reviews. You might also choose to offer confidential wellbeing support or flexible working options.

Although some of these practices may seem different from what has traditionally been the case for trades businesses, they are very common

practices today. It may all seem like it's increasing your costs, but employers need to consider the risk that they will not be able to operate without their staff, as well as the cost of employee recruitment and induction training, which can be significant for business in all sectors.

Employees who feel valued and listened to are also more likely to feel they can speak up and approach you about any workplace issues, which can only benefit your business.

The construction industry must adapt to skills shortages and play a leadership role in ensuring opportunities are presented that keep staff engaged, motivated and loyal. 📍

“Little things can go a long way towards ensuring staff are happy.”

GREG WALLACE

CEO, Master Plumbers, Gasfitters & Drainlayers NZ



Chris Fennessy with Masterlink apprentice Caleb Foster and qualified plumber and gasfitter George Wrenn. Chris hadn't always planned to be a plumber. He started an architecture degree at Victoria University but fixing a blocked sink at the pub where he worked was enough to convince him he wanted a career switch—and he never looked back.

Home & away

Chris and Kay Fennessy experienced the plumbing industry in the UK and Australia before setting up their own business in Hawke's Bay. As NZ Plumber discovers, they met some interesting people along the way...

Not many plumbers can say they've worked for England's future Queen Consort, but Kiwi plumber Chris Fennessy can.

Whilst working for a firm in London, where he lived for five years, Chris was called out to fix the central heating at Kate Middleton's home—one of many maintenance jobs he completed on top-drawer properties in the capital's smartest locations. "I was asked for ID when I turned up, which I thought was unusual, but she was lovely and down-to-earth," he says.

Chris started his plumbing career in Hastings working for Graham Wall at EG Wall Ltd and won the Apprentice of the Year at the 1999 NZ Plumbing Conference. During his UK years, he had to retrain to become a CORGI registered gasfitter, setting aside one day a week around his other plumbing projects for the company.

He also found time to fly back to New Zealand to sit his Certifying Plumber, Gasfitter and Drainlayer exams in preparation for starting his own business back in New Zealand.

He and wife Kay, who met over in the UK, returned here 11 years ago, via a two-and-a-half year stint in Perth and the birth of their first son Edward—since joined by Adam, who's now eight. "We weren't quite ready to come back and Chris got a contract with a big commercial plumbing outfit," explains Kay.

Having finally settled on Hastings as their long-term family base, Chris and Kay established Plumbers HB together, with Kay running the office—now assisted by a PA.

"Everyone would agree I'm the boss!" says Kay with a laugh, describing herself as the bossy one while husband Chris is incredibly modest. "I didn't realise I had such a passion for

business when we started but I love it and I'm working hard to promote this industry in our local area.

"Plumbers, gasfitters and drainlayers are a crucial part of the community but I don't feel they get due credit from the public. Over in London, everyone knows about Charlie Mullins, the multi-millionaire plumbing business owner, and the industry is highly regarded as a lifelong ticket to wealth and happiness."

Chris is a hands-on type of employer and loves nothing more than being on the tools, working every day alongside Tradesman Plumber and Gasfitter George Wrenn, who recently won the Young Plumber of the Year Hawke's Bay branch event, and second-year Masterlink apprentice Caleb Foster. "We do a great variety of maintenance work, particularly gas hot water units and hot water cylinders, and some new houses a year," he says.

Ensuring the team's safety is a top priority and Chris has implemented toolbox meetings on Friday afternoons while the working week is still fresh in everyone's mind. "He's a fantastic leader and trainer, who strives for perfection," says Kay. "Not many apprentices can say they are trained every day by a Certifying Plumber, Gasfitter and Drainlayer."

"I didn't realise I had such a passion for business when we started but I love it and I'm working hard to promote this industry in our local area."

KAY FENNESSY

Setting up the business was a steep learning curve. "We bought the van, stuck the tools in the back and away we went not really knowing what to expect," says Chris—and the couple say they owe a great deal to the business resources available as a member of Master Plumbers. "Only today I rang the technical helpline to get a third opinion on a gasfitting question," he says. "The health and safety resources are really good and we get interesting information in the emails that are sent out."

Both are heavily involved in their local Hawke's Bay branch, with Chris joining the executive committee soon after becoming a member. Kay then moved to the role and is now President. "I started this March, with Sean Patrick as Vice President and John Simmiss as Treasurer," says Kay. "John has been an incredibly supportive mentor and this wouldn't have been possible without his help and previous Presidents Mark Watkins and Grayson Allen."

With Sean's wife Emma now also on the committee, female participation is growing at the branch. "I'm not a licensed plumber but women in office roles are the bridge between the tradesperson and the public—they're incredibly important and know a lot about this industry too," says Kay. "The guys have all been fantastic and respect the work we do."

So much so that over 110 plumbers turned out for the latest Hawke's Bay Master Plumbers Christmas event at Mission Estate Winery, along with Master Plumbers CEO Greg Wallace, his wife and members of the Wellington office team.

Chris and Kay also attended this year's NZ Plumbing Conference, where Chris was taken by complete surprise when his name was called out as the winner of the 2021 Plumber, Gasfitter or Drainlayer of the Year Award. Kay, who nominated him, says he set an example on the international stage, showing just how hardworking, focused, knowledgeable and trustworthy Kiwi plumbers, gasfitters and drainlayers are. Her Royal Highness The Duchess of Cambridge would doubtless agree. 🐾



THE NEXT GENERATION HOT WATER CYLINDER - DESIGNED EVEN SMARTER AND BUILT TOUGHER FOR NZ

Protank+ hot water cylinders were designed by Waterware for the New Zealand market in 2015, and are now one of the most sought after cylinders in commercial plumbing. The original Protank model was designed to overcome installation frustrations; such as weight, awkwardness to carry and time consuming to install.

The next generation Protank+ not only succeeds its predecessor, but has some new added features to make installation even easier.

- 50% labour saving for installation
- Re-aligned CWE & TPR ports to allow straight waste pipes
- High performance foam to exceed MEPS requirements
- Revised size range

Waterware has developed these cylinders for the New Zealand market which addresses common issues, while still ensuring a robust, efficient and hard working tank. There are a range of sizes from 90L to 500L that are ready for every domestic application, featuring ring main applications for multi bathroom installations.

Like the original Protank, the Protank+ comes with a 20 year warranty. This will continue to be the hot water solution for all pro's in the industry.

For further information, please feel free to call us on **0800 WATERWARE** or email us at **info@waterware.co.nz** and we would be happy to discuss your requirements.



OUT & ABOUT

The latest Master Plumbers activities and events from around the regions.

Meetings & Milestones

Contact Energy Gas Engineer Stu Brown was the guest speaker at the latest meeting of the Queenstown and Lakes District Master Plumbers, held at the Five Stags in Cromwell this May. The event also provided an opportunity to present some Membership Milestone Award certificates.



Dave Early of Pride in Plumbing being presented with his 10-year Membership Milestone Award by Branch President Mark Galbraith.

Stu McIvor of McIvor Plumbers & Gasfitters Wanaka with his company's 20-year Membership Milestone Certificate.



The Five Stags Bar and Restaurant in Cromwell was the venue for the latest Queenstown and Lakes District Master Plumbers meeting.

Wellbeing at work

Master Plumbers 'Wellbeing Guy' Kereama Carmody was the guest speaker at the June meeting of the Hutt Valley/Wairarapa Master Plumbers, which was also attended by Wellington members. Partners, office people, apprentices and business owners all came along to hear Kereama talk, "and at times you could have heard a pin drop," says Hutt Valley/Wairarapa Secretary Colleen Upton. "The majority stayed behind for at least half an hour after the session ended talking about how helpful and enjoyable it was."

Kereama has been hitting the road, with other sessions being held for the Waikato, Otago, Southland and Queenstown & Lakes District Master Plumbers during June and July.



Kereama Carmody speaking at the Hutt valley/Wairarapa Master Plumbers meeting.

Kereama talking with Hutt Gas and Plumbing team members at a BBQ breakfast session the day after the Master Plumbers meeting.



Happy retirement!

At the Manawatu Master Plumbers AGM in June, President Bill Dwyer (left) presented Colin Funnell and his wife Barb with flowers and wine to mark Colin's retirement from his Feilding-based business, Funnell Gas & Plumbing.



Life Membership celebrations

Canterbury Master Plumbers President Michael Diver finally got the chance to present Mark Whitehead with his national Master Plumbers Life Membership award in June at a lunch event with Canterbury Association Vice President Paul Olsen, Secretary Lisa Duston, national Board Director Martin de Gouw and four Association Life Members. Mark was made a Life Member in 2020, but Covid restrictions put celebrations on hold!



The assembled group at Mark Whitehead's national Life Membership celebratory lunch. From left: Roye Daniel, Maurice Ford, Barry Willcox, Mark Whitehead, Michael Diver, Martin de Gouw, Tom Brown and Paul Olsen.



Aqualine Product Showcase

Master Plumbers, gasfitters and drainlayers in Taupo, Rotorua and Whakatane enjoyed a BBQ breakfast at their local Plumbing World branch in late June and early July, as Aqualine hit the road for a Product Showcase of its new products for 2021.

Plumber or gasfitter?

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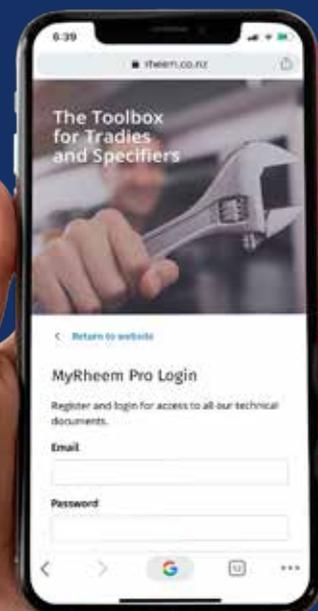


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With an absolute focus on innovation and collaboration, Dux provide plumbers and drainlayers with products and solutions designed to improve installation efficiency.

With over 85 years of experience of designing, manufacturing and distributing to the New Zealand plumbing and drainage industry, Dux is a well-known and trusted brand that requires little introduction. Dux has four key product categories—SecuraGold™, FlexiTrap™, Surface Water Drainage, and Grease Management—as well as one legacy product category: the iconic Centreflush, 55 years young and still going strong with over four million sold.

Dux understand the importance of supporting the industry and value their long-standing relationships with tradespeople through their ongoing Platinum Partnership with Master Plumbers. They also invest in the future of the industry with an annual scholarship to provide further support to plumbing apprentices and have developed an online learning platform for plumbers and drainlayers to continue upskilling at their own convenience. All while staying true to the trade—not making SecuraGold™ available in major hardware stores nationwide, to ensure customers can be confident that in choosing Dux they have a supply partner who cares.



Keith Baker, Dux Sales Rep, demonstrating the qualities of a new Dux polypropylene S-trap in 1966.

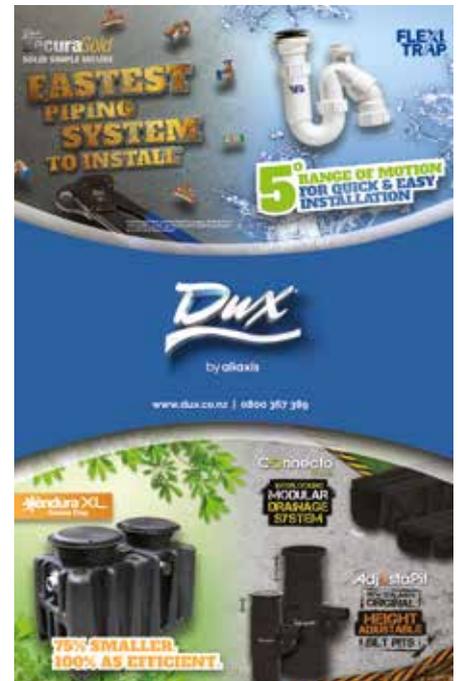
Delivering on their commitment to care, products in the Dux range go through a comprehensive quality control (QC) process before entering the market to ensure they meet standards and deliver long-term results that can be relied on.

With the most extensive Hot and Cold Polybutene-1 system in New Zealand, SecuraGold™ has been tried, tested and proven for over 30 years and has over 90 DZR brass fittings in the range, which undergo QC testing twice with 15 different dimensional or physical checks performed against specification. On top of that Dux offer free unlimited tool servicing to keep your crimp tool in top condition, providing you with peace of mind that your tool is doing what it should.

Their team of highly knowledgeable Territory Managers are supported by an expert technical team, who have been part of the Dux team for an average of 17 years each—safe to say they know their stuff! Despite this, the team understand the importance of collaborating with those on the tools every day, regularly seeking feedback from the trade when it comes to product development and innovation.

Dux introduced the first plastic wastewater traps to the New Zealand market in 1966 and continue to be proud leaders of innovation in the industry, investing heavily in research, development and testing to address genuine market pain points identified by plumbers and drainlayers through trade focus groups. As a result, Dux introduced FlexiTrap™ to the market in 2015. With its unique FlexiJoint™ ball-and-socket design allowing for a 5° range of motion, FlexiTrap™ provides plumbers with an easy and efficient solution when working with misaligned pipes.

Not resting on their laurels, in 2018 Dux launched a New Zealand first... the AdjustaPit®. Designed based on feedback from drainlayers, the AdjustaPit® is faster to install than traditional pits and features a patented



Dux has four key product categories: SecuraGold™, FlexiTrap™, Surface Water Drainage, and Grease Management.

adjustable riser that, with a few quick turns, enables fast fine tuning to the finished ground level. Unlike other silt pits, the 350mm AdjustaPit® was purposefully developed to meet NZBC* compliance requirements to make the installer's life easier and improve installation efficiencies. The range was adjusted up in 2019 with the introduction of the 250mm AdjustaPit®, featuring sleek aluminium grates—ideal for providing the perfect finishing touch to visual areas—and now Dux have added to the range again with 5 tonne load-tested 250mm cast iron grates.

In choosing Dux you can be confident because they offer quality manufacture, years of reliable performance, value for money, and ongoing innovation. ☺

To view Dux's full range, visit www.dux.co.nz

*NZBC Acceptable Solution E1/AS1: Type 1 surface water sump.

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MESSAGEBOARD



UPDATES FROM THE MASTER PLUMBERS-OWNED MASTERLINK MENTORED APPRENTICESHIP PROGRAMME—INCLUDING TWO NEW ONLINE TRAINING OPPORTUNITIES FOR APPRENTICES.



Financial capability training now live!

Masterlink is the first non-university organisation in the world to partner with Blackbullion, an online learning platform packed with tools and resources to help our apprentices grow their financial skills. Apprentices can complete Blackbullion's online modules at their own pace, with learning material that covers budgeting, personal savings, investing, debt and risk management. Registration for Blackbullion is free for all Masterlink apprentices.

MEET OUR REGIONAL MANAGERS

Rupert Sanford-Scutt took up the role of Auckland & Northland Regional Manager in June. Originally from the UK (but don't hold it against him), Rupert developed a love of New Zealand when his parents moved over here while he was at uni in London 17 years ago, eventually following them over. With a background in sales management and teaching, Rupert's last role before joining Masterlink was Australia, New Zealand and South Pacific Regional Manager for the UK's leading luxury travel operator.

"I've seen pretty much all of the country thanks to my former life in travel and it's still up top as the best place I've seen," he says. "Although NZ is now home, I'm still a supporter of the underperforming Manchester United back in the UK."

Day-to-day, Rupert spends much of his time out and about meeting with host businesses and apprentices. "Each day is different and variety is what makes the role so enjoyable," he says. "On any day I might be interviewing a potential apprentice in the morning, heading to a site to deliver some PPE, then visiting a host business for an appraisal."

In his spare time, Rupert loves being active and sport of any kind. "I think it comes from growing up as one of five boys and developing a love of competition as a result. I've just started training for the Auckland Marathon in late October but I also regularly play football, tennis and go climbing."



Masterlink Auckland and Northland RM Rupert Sanford-Scutt is relishing the variety of his new role.



ONLINE DRIVER SAFETY TRAINING

All Masterlink apprentices have been sent instructions on how to get free access to the online SharpDrive driver training course series. Courses are designed to promote road safety by calling attention to good driving habits and positive behaviours. Apprentices who complete the series will be able to gift the SharpDrive course to three family members or friends on Masterlink!

→ For the full range of apprentice Masterlink Training options, including live webinars and face-to-face courses, go to www.masterlink.co.nz/training

COMPETITIVE SUCCESSES!

Great to see so many current and former Masterlink apprentices taking part in Plumbing World's 2021 Young Plumber of the Year branch events during June and July. Congratulations to Masterlink apprentice Akida Shimamoto of HiFlo Plumbing for coming first in Oamaru. Akida will now compete in the Southern Regional Final in September, as will Masterlink apprentice Bradley Thompson, a Wild Card recipient. Masterlink apprentices Hera Eruera, Quintin Trott and Jason Beijerling also went through to their regional finals in August as Wild Card recipients, just as *NZ Plumber* was going to print. Well done all!



Former Masterlink apprentice Lauren Phillips won the Invercargill Young Plumber of the Year branch event.

Masterlink milestones

WELCOME

Warm welcome to new Masterlink apprentices—and a big thanks to their host employers:

- **Clark Sceats** – Norwest Gasfitting, Auckland
- **Zayne Coffey** – BT Plumbing and Gas, Auckland
- **Taku Dzadya** – Kerry Drainage, Auckland
- **Lucas Cormack** – Next Level Plumbing, Auckland
- **Luca Ensor** – Mainstream Plumbing & Gasfitting, Auckland
- **Hans Hylan** – Kumeu Plumbing, Auckland
- **Jack Conder** – Heron Plumbing, Auckland
- **Max McQuoid** – Markabove Plumbing, Hamilton
- **Olliver Bonner** – Kingfisher Plumbing, Tauranga
- **Thomas Gadsbey** – The Drainage Dept, Mount Maunganui
- **Shane Luke** – Rawlinson Plumbing & Gas, Rotorua
- **Ryan Gooding** – Hawkes Bay Wastewater Management, Hastings
- **Lahalo Luka** – Latitude Plumbing & Heating, Paraparaumu
- **Noah Raymond** – EG Glennie & Co, Wellington
- **Cordell Prescott** – Southern Gas, Winton.

QUALIFIED

Congratulations to newly qualified Masterlink apprentices Daniel Smith in Plumbing & Gasfitting, Jack Powell and Ashley Taylor in Plumbing and John Ryan in Gasfitting.

GET IN TOUCH

**Need an apprentice in your business?
Masterlink Regional Managers are here to help.**



Rupert Sanford-Scutt
Auckland & Northland
027 558 5441



Colin Kilpatrick
Auckland
021 773 296



Russell Walsh
Central North Island
027 600 9929



Bob McCoy
Lower North Island
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"Bringing together MM Kembla and SPK Industries made a lot of sense to us," says John Alexander, Country Manager at MM Brands. "Both businesses proudly serve the New Zealand plumbing and building industries, with many shared customers across our merchant channel, distributors and end users."

Easy ordering using a new and improved integrated IT system means distributors, merchants and plumbing businesses can expect more efficient access to these piping and plumbing products. Get whatever you need in one order, delivered quickly no matter where you are in New

Zealand. MM Brands exclusively supplies a range of leading brands, including:

MM Kembla High-quality copper plumbing tube, fittings and accessories for applications including plumbing and gas, HVAC, refrigeration, and industrial.

DUX State-of-the-art hot water systems providing safe, economical and continuous hot water. Choose from a range of electric and gas hot water systems with flexible internal and external installation options.

Rifeng Advanced piping systems that are economical, easily installed and robust for a range of uses including potable water, natural gas and LPG installations—with a single fitting across all systems.

Plastec Innovative PVC plumbing and drainage products, with over 1,000

products in a range that includes DWV, stormwater, plug and leak control systems.

KemPex Designed for water, KemPex Crimp is a PE-Xa press-fit connection system, while KemPex Slide is a PE-Xa sliding sleeve connection. Robust and reliable, these piping systems are made from forged brass, offering superior mechanical properties and greater fatigue resistance.

SPK Copper tubes and fittings with the 'S' standard for NZ plumbing tube, and a 50-year warranty. Suitable for water and gas applications, and supplied in standard 5m lengths for all sizes.

Be in touch with your usual contacts for any questions about the transition to MM Brands. Or visit www.mmbrands.co.nz





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TIME TO GET SOCIAL

You've got a website and a Google My Business account... but what about social media? Antony Young explains why it's worth considering this marketing option and how to make it work for you. >>>

AUTHOR: ANTONY YOUNG, THE DIGITAL CAFÉ

Business Smarts



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Social media is a good way to expand your online presence, and gives potential clients the opportunity to get to know you and your team.

If you aren't yet active in the social media space, Facebook is a good place to start. It's an easy way to post topical content and people are generally comfortable putting recommendations on Facebook.

If you're trying to reach younger clients, bear in mind too that their preferred way of contact is often via Facebook Messenger.

Facebook content tips

So, what to post on Facebook? Here are some tips:



1. Make it personal

People want to know about YOU—your kids or grandkids, your community involvement, what you get up to outside work, such as sports and hobbies. The more personal your posts, the more likes they will probably get.



About the author: Antony Young has worked in New York, London and Asia, running digital and advertising agencies working on global brands such as P&G, McDonald's and Toyota. He is co-founder of The Digital Café with offices across New Zealand, managing social and digital media for numerous companies and businesses. You can find him on www.thedigitalcafe.co.nz



2. Introduce your team

Get your whole team involved. Posts of staff achievements and celebrations with a nice message are likely to get a good response. Or maybe you've all got together for a team activity, like gokarting or a pizza? If a friendly dog or cat is part of your team, post photos of them too—people love cute animal images!



3. Go behind the scenes

Your business has some specialist skills, so showcase them! This could be projects you're working on or photos of the team on the tools. You could use this as a chance to remind people to get regular maintenance and servicing work done.



4. Show it on video

If you've got a message to share, video works best. It could be your company profile or a tour of a bathroom project you've just completed, with reno tips to share. Videos don't need to be an expensive production—filmed on your mobile is fine.

JOIN THE CONVERSATION

Another quick social media tip: being active in local Facebook groups or Neighbourly can help you build awareness and credibility in your community.

What if someone complains?

Some businesses are wary about having a Facebook page in case they get customer complaints for all the world to see. Negative comments are a fact of life on social media but there are ways to deal with them:

- **Respond quickly and acknowledge the complaint**—ideally within 24 hours
- **Move the conversation to private message**—this controls the dialogue and reduces the risk of a complaint spiralling out of control in front of all your followers. It also gives you a few minutes to consider their response and construct a tactful reply. If the person is a regular troublemaker, you can reply openly but get others to read your response before you post it in the heat of the moment.
- **Let readers know how you solved the issue**—if you resolved the complaint, let people know what action you took. No company is perfect and people are likely to respond well if they see you were prepared to put things right. 📍

NEXT EDITION:
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Pipe

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ARE THESE 5 'SYSTEM FAILS' LETTING YOUR BUSINESS DOWN?

Business coach *Daniel Fitzpatrick* looks at the 5 tell-tale signs of bad systems in a trades business.

AUTHOR: DANIEL FITZPATRICK, NEXT LEVEL TRADIE

If you're struggling to systemise, you're not alone. At a certain size of business, the moving parts are harder to control and you run out of hours in the day. That's when systems save your bacon.

Which of these tell-tale signs does your business have?

1 You're overwhelmed with work

You're busy. Working big hours to fit all the pieces together. Business has become all-consuming. Your family is missing out.

And if you're being honest? Jobs are a bit out of control. They aren't being well-organised. When schedules change, or staff are off sick, it's even worse.

We've all been there. But if this is happening to you month after month, it's a red flag you're taking on too much work.

You're likely misjudging your capacity. An easy trap to fall into.

Obviously you know what projects are lined up. But until all jobs are visible in one place you can't truly get a handle on how much extra you can accommodate.

Rely on a good scheduling system. Build in a buffer so you can be flexible enough to



adapt. Only then can you get capacity right.

Hard time turning work down? A better filtering system can identify which work you do/don't want. An improved line of questioning can help you to say 'no' to customers—while still having them walk away happy. To increase capacity, you'll also need to hurdle the skills shortage with a hiring system that attracts quality staff. So you can take advantage of the current boom and grow your business.

2 Your cashflow is hit or miss

It's close to the 20th. A few people haven't paid you. Now you need to pay suppliers and staff. But there's a cashflow gap.

So you scramble to get the money in. Who can you invoice now? Who can you chase? Who can you delay paying?

If you're a husband/wife team, prepare for a late-night argument about who is to blame. Or ring the bank and beg some guy who doesn't understand your business to stump up the money to tide you over. It sucks.

And it's all down to not having robust enough cashflow systems.

If only you'd billed work out earlier, been in touch with late payers sooner, or structured progress payments to better suit your timing. These aren't the whole answer but stack the odds in your favour.

Do cashflow right and next time the 20th rolls around you'll have better options. The trick is to make cashflow as predictable as possible, minimise surprises.

It's having a nice cash buffer in the bank for rainy days. It's seeing ahead, knowing what's gonna be in your account when—and how much is yours after all the bills are paid.

Work the system diligently and you'll almost always have enough cash in the bank. So if someone doesn't pay on time, you're okay.

3 Employees making costly mistakes

A customer calls, there's problems with the job, they're not happy. Re-do's cost you time and money and hurt your reputation.

You arrive onsite and realise things are wrong. You have to pull up your team, commit more time to correct things. Even worse, you feel you can't leave site, you need to be there to make sure all goes smoothly from now on.

Staff are the backbone of your operations. It's essential they are getting things right. You need a solid team that listens, understands what needs to be done, delivers great work at a professional level.

If mistakes keep happening, it's because there are not enough rules and

systems on site so everyone knows what's expected. Or if you've got good systems and your team aren't using them, you've got an issue with buy-in.

It's easier than you think to be the leader that gets everyone pulling the same way, motivated and taking responsibility for their part. It all comes down to having good procedures, checklists, and follow up. So things are done right and mistakes are stopped before they happen.

This enables you to deliver on your promises, delight clients, hit targets. Best of all your time is free. You can be away from site knowing jobs are in safe hands. Or your foreman sorts it for you. Bonus is, when you make it clear you expect accountability, those one or two disruptive staff members? They'll either step up or bow out. Creating a strong team culture also means improved productivity, less sick leave, and your best staff won't leave.

4 Losing money on jobs

Has your business sprung a profit leak? This might show up when you do a bit of costing on a few jobs and it seems like there's some holes there. Or that last job took longer than you thought. So you know you didn't make any money on it.

Basically you're doing a lot of work but there's not much money in the bank account to show for it.

Keep in mind: Bigger businesses have bigger holes. Larger jobs, more staff, multiple jobs all add costs and leak money much faster.

If you're regularly losing money on jobs, let's look at your financial systems.

Start here:

A) Your pricing process.

You might be under-estimating the hours. Or basing your price off old supplier costs. Are you quoting what you think the market will pay or the margin your business actually needs? Price right—in the sweet spot. Not too low you don't make good money. Not too high you price yourself out.

B) Your system for tracking and controlling costs on the job.

Losing margin? Projects always blowing out? Do you often find yourself doing work you feel you can't charge for, so your margin takes the hit?

Let's get your project management software working to its fullest. Maybe you're not tracking target costs and hours to the level you should. Red flag is: not finding out things have gone south until it's too late to do anything about it.

Usually, profitability can be vastly improved with just a few tweaks.

I know we've got this right when tradies I coach are hitting the margins they want. They grin and say, "Dan there's a lot more money in the bank now. Cashflow is way easier. I've adjusted my pricing, and clients agree to pay for variations with no dramas."

5 You're buried in admin and can't get the important stuff done

Despite your best intentions, urgent things come up, and they can't wait. Your week is derailed by quotes you have to finish, things happen on site you have to deal with, your inbox is out of control...

Truth is: To progress the business and regain your sanity, you simply can't be overly involved in the day-to-day runnings.

The answer is to implement a good system for how you spend your time.

You must decide which tasks are most important. Both for the business to be successful, and for you to be happy.

Schedule your priorities and work on the most important stuff first. Tasks that give you the most ROI. Dedicate specific time blocks in your week for certain tasks. So the important stuff has its place.

Part of extracting yourself involves delegating repeatable tasks (and the more simple decisions) safely to your team. Having robust systems and checklists is the only way to hand off tasks and trust they'll be done right. This way a lot of things can happen without your direct input. This creates more time for you. For higher-level tasks. For family time, rest and relaxation.

Stacking small wins to free yourself from working 'inside' your business creates a positive chain reaction where every week, things get a little more structured, a little easier and more profitable. 📌



You've built a great business. You just need to systemise to take the pressure off a bit—with systems for your capacity, cashflow, team/on site operations, pricing/margins, and time. Need a bit of guidance in how to proceed? Grab a free chat with me here: <https://nextleveltradie.co.nz/nextstep/>



SICK LEAVE CHANGES

Should you review your charge out rate as a result of the new sick leave provisions? *Brett Crombie* has some advice.

Trade businesses could be forgiven for feeling under fire from legislative changes lately. The additional public holiday to recognise Matariki, the increased price of utes and vans due to the Clean Car Programme, and the increase in sick leave entitlements are all likely to add costs to trade businesses in the short to medium term.

This article focuses on the increase in sick leave entitlements and how trade businesses could go about adjusting their charge-out rate to mitigate the impact.

The legislation

In May 2021, the Holidays (Increasing Sick Leave) Amendment Bill was passed into law. The Bill means that from 24 July 2021, employees are entitled to a minimum of 10 days of sick leave per year, up from the current 5 days per year.

Impact on trade businesses

It remains to be seen whether the increased entitlement will in fact result in employees taking up their full 10 days per year, but

from a conservative costing and budgeting point of view it is wise to assume they will. The increased leave entitlement means there are now fewer chargeable hours per employee, per year. Therefore, to maintain the same level of annual revenue, the charge out rate would need to increase.

The following is one model which could be used to help determine how much of an increase is needed. Several assumptions are made for illustrative purposes, but these can be adjusted to suit your business.

Costing model

The model assumes an hourly charge out rate to clients of \$90 per hour. It also assumes an average of 30 chargeable hours per employee per week, which is 75% of a standard 40-hour week.

We can now work out the annual revenue per employee comparing five days sick leave with 10 days sick leave. The table below makes further assumptions around annual leave and public holidays which may vary between businesses but serve to illustrate.

Weeks of work	Chargeable hours per week	Chargeable hours per year per employee	Charge out rate	Annual revenue
45 weeks of work (20 days annual leave, 10 public holidays and 5 days sick leave)				
45	30	1,350	\$90	\$121,500
44 weeks of work (20 days annual leave, 10 public holidays and 10 days sick leave)				
44	30	1,320	\$90	\$118,800

As we see, the extra week of sick leave results in a drop in turnover of \$2,700, which is the weekly revenue earned per employee (\$90 x 30 hours). To maintain the previous level of annual revenue, the charge out rate needs to increase. Dividing the previous level of annual revenue by the lower number of annual chargeable hours (\$121,500/1320) gives the new required charge out rate of \$92.

Weeks of work	Chargeable hours per week	Chargeable hours per year per employee	Charge out rate	Annual revenue
45 weeks of work (20 days annual leave, 10 public holidays and 5 days sick leave)				
45	30	1,350	\$90	\$121,500
44 weeks of work (20 days annual leave, 10 public holidays and 10 days sick leave)				
44	30	1,320	\$92	\$121,500

Consequential factors

The reduced number of chargeable hours per year may also impact the value of materials used per employee. For example, if an employee uses \$50,000 of materials each year with a 20% mark-up, the reduced chargeable hours will result in a reduction to this revenue stream which also needs to be addressed.

Support staff and management

This simplified model does not factor in support staff and management costs, but these are also relevant and a further increase to the charge out rate could be appropriate depending on the situation.

Assuming support staff and management use their full entitlement, the higher sick leave allowance will reduce their annual output, which may require additional support staff recruitment and associated costs. These can be factored into the charge out rate using a more comprehensive version of the model above.

Summary

Given this increase to sick leave entitlements, it may be timely to review their impact on your business and to consider adjusting your charge-out rate. While every business will have specific factors to account for, this model should serve as a useful starting point. 📌

For further assistance with costings specific to your business, please get in touch with Brett Crombie at brett.crombie@straightedge.nz



About the author: Brett Crombie is a Chartered Accountant, qualified lawyer and former Inland Revenue tax investigator. He is the owner of Straightedge Accounting, which provides tax, accounting and business advisory services. Contact Brett on 021 301 022 or email brett.crombie@straightedge.nz

Any tax or finance topics you want answers to? Email the Ed: bsellers@masterplumbers.org.nz



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PREQUAL PROGRESS

The new Tötika framework represents a light at the end of the prequal tunnel, as health and safety consultant *Greg Dearsly* explains.

For too long the pre-qualification process has been a burden on businesses, with multiple schemes required and costs associated with each. Don't get me wrong, making sure your suppliers have considered the safety of their own workers, yours and others in a project is an important aspect of good procurement. However, the release of the new Tötika prequal framework means you should no longer have to maintain multiple schemes.

What is Tötika?

Tötika is not another prequal scheme—it's a programme that recognises your existing accreditation and creates a cross-recognition approach to streamline the pre-qualification process.

What does it cost?

For most service providers, Tötika pre-qualification is free, and it only takes a few minutes to submit your evidence online at www.chasnz.org/totika-contractors

What about my existing prequals?

Depending on what you have, you might already be eligible to be recognised in the Tötika scheme. The main entry points include AS/NZS ISO 45001 Accreditation, SafePlus Assessment, Safe365's Qualify365, Impac Prequal and Q-Safe Assessment.

How can I become Tötika accredited?

Becoming accredited with Tötika only takes a few minutes if you already have one of the requisite accreditation products. As a member of Tötika, you'll be categorised according to a few key criteria:

- **Category S – Sole trader:** Suppliers who don't employ staff or engage other contractors and who contract or work independently.



- **Category 1 – Smaller size, regular construction risk activity:** Suppliers who employ no more than 20 people, who do not take on contracts in excess of NZ\$2.5million, and who will not have a primary work activity defined in the Tötika high- or very high-risk work activity list.
- **Category 2 – Medium size, or higher risk activity:** Suppliers who employ no more than 200 people, who do not take on contracts in excess of NZ\$20 million, and who will not engage in a primary work activity defined in the Tötika very high-risk work activity list.
- **Category 3 – Large size, or very high-risk activity:** Suppliers who employ more than 200 people, and/or who take on contracts in excess of NZ\$20 million, and/or who have a primary work activity defined in the Tötika very high-risk work activity list.

If you are already accredited to one of the above prequal schemes, just visit the Tötika website and determine which category you fit into, upload your accreditation

certificate and you're done. (If you are not already accredited to a prequal scheme, you will need to undertake some due diligence to understand which scheme best suits your category.)

Tötika will then verify the accreditation certificate with the issuing body and, once that is confirmed, you'll be added to the list of pre-qualified service providers. Your large clients will be able to search the register to verify your accreditation.

How do I maintain my Tötika accreditation?

You will need to supply Tötika with an updated certification to ensure your listing remains current. There are different criteria for renewal timeframes, such as annually for ISO 45001 and Q-Safe. For schemes such as Impac Prequal, depending on which category you are in, it is either annually for Categories 2 and 3 or every two years for Categories S and 1. For SafePlus, a two-yearly assessment is required.

Find out more and register for Tötika at www.chasnz.org/totika



About the author: Greg Dearsly owns First 4 Safety Ltd, a generalist health and safety consultancy. He has been involved in the provision of occupational safety and health advice and assistance for 20 years. Greg holds a Masters in Advanced Leadership Practices, a Graduate Diploma in Occupational Safety and Health, and the National Certificate in Adult Education. His work has involved supporting industries in their H&S development. He encourages organisations and their senior people to show good H&S leadership, conduct effective risk management and ensure their workforces are able to contribute. Greg is a Professional member of the NZ Institute of Safety Management (NZISM) and was NZISM President from 2016-2020. He represents NZISM as President Elect on the Board of Directors of the International Network of Health and Safety Practitioner Organisations (INSHPO) and will be INSHPO President in 2022.

RETAINING VALUABLE EMPLOYEES

If you wait until an employee resigns to find out why they've decided to move on, you have missed a golden opportunity, says *Lisa Duston*.

Touching base with employees about what motivates them while they are still with your business is key! In today's world, good employees are hard to come by, so we need to ensure we are looking after those we have. Here are some tips on what employees look for in a good workplace:

- **Make sure employees know what is expected of them**—don't keep changing the goal posts.
- **Be a good manager/supervisor**—employees generally leave a job due to their manager, not the job!
- **Let your employees have their say**—getting their feedback and ideas could help your business.

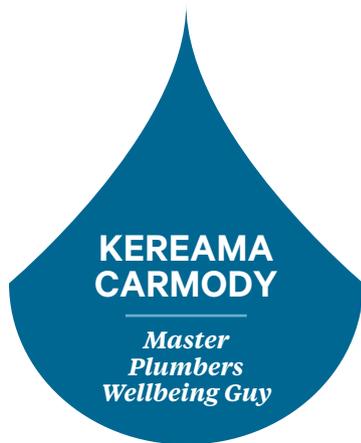
- **Let employees learn and grow in their roles**—this will benefit your business too.
- **Make your employees feel appreciated**—saying thanks for a job well done goes a long way.
- **Schedule regular check-ins**—this is a great chance to hear how your employee is feeling about their work or the work environment, and could signal issues that could lead to someone leaving. Often employees leave because a job is being offered with more money down the road. If money is a concern for your employee, make sure you address this at your check-ins. You might be able to negotiate a rate that keeps everyone happy.

There are other benefits you might consider to help an employee feel valued: a day off for their birthday, flexible work hours, professional development—even offering shares in the business! 📌



Lisa Duston from the Master Plumbers HR team is available to Master Plumbers members to discuss any employee situation. Contact Lisa on 021 245 1704 or email

lduston@masterplumbers.org.nz



GOT YOURSELF A WOF?

Kia ora everyone,
This edition, I want to address the elephant in the room: those of us—our older male population in particular—

who avoid the doctor with an “Ah, too busy mate!”

Most of us are onto it when it comes to booking our cars in for their WOFs. Some of us even know how to anticipate or prevent problems with our vehicles—and if any issues pop up, we get them sorted straight away. We maintain our cars and check them regularly, yet many of us avoid going to the doctor, even when we experience symptoms that should get checked out.

Did you know that, every day, eight men in New Zealand die from preventable diseases? Even if we look and feel well, there's no way to know we're clear unless we get our own WOF from the GP. And if there is something going on, the earlier it gets picked up, the better.

So, the next time you clean your car, change the oil, or notice something that needs a bit of attention, do the same for yourself. Look after your body—it works hard for you. And if a mate mentions their car is due for a WOF, start a conversation about your own WOFs: When was the last time you went to the GP? Have you booked your next check-up? What's holding you back?

If you're unsure of what a personal warrant of fitness involves, all it takes

is a quick call to your GP to book one in (or you can usually book online) and your GP will guide you through the rest.

There's nothing to worry about except not getting checked. Why not give yourself that peace of mind, lead by example, and encourage your friends and family to do the same? 📌

Check out some great information and resources at www.menshealthweek.co.nz



About the author:
Need to talk? Master Plumbers members and their teams can get in touch with registered social worker Kereama

Carmody on the 0800 Wellbeing Number during normal business hours. Details in the member log-in at www.masterplumbers.org.nz (under HR Support).





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WRONGS TO RIGHT

What happens when you are ‘court’ short? Crombie Lockwood has advice on public liability cover in #4 of our series on the strings you need on your insurance parachute.

Legal liability is one of the most valuable areas covered by the Master Plumbers Insurance package. All of us understand why it’s important to have insurance help when your property is stolen or damaged—but what happens if it’s your reputation at stake?

Just like the other four areas covered by Master Plumbers Insurance, the key is making sure you have the right level of cover. So, while Master Plumbers requires that members hold at least \$2million in **Public Liability** cover, you need to think carefully about the kind of work you’re doing and the kind of damage to third-party property that could be involved.

Essentially Public Liability covers you against any claim for damage or injury to third parties caused during the course of your normal work. The examples of what can go sideways are almost endless: you put your knee through a ceiling when working in



the roof space; your cutting torch is still red hot when you unknowingly knock it into your customer’s laundry basket and the ensuing fire is down to you. You get the idea.

Events of the past few years have shown that, when things go wrong, they can go really wrong and the liabilities can be catastrophic. So, on top of your own Public Liability cover (minimum member requirement of \$2m, but more if your work projects and scale demand it), there is the exclusive Group Umbrella Cover—only available to Master Plumbers Insurance members. This gives you access to up to \$10 million Public Liability cover for any real big whoopsies. It’s the kind of additional safety net that brings extra peace of mind. [🔗](#)



***About the author:** Crombie Lockwood look after hundreds of plumbing businesses, so if you need advice or just help with understanding your current insurances, email vaughan.bridges@crombielockwood.co.nz. Happy to help.*

METHVEN

New Maku MK2 showering collection

Check out the redesigned Maku showers featuring Satinjet® technology. Available now.

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SMALL THINGS COUNT

Doing the small things makes a big difference, says *Tracy Pleasants* of *Foleys*.

When we provide positive feedback to our tradespeople or customer-facing teams, they often simply reply, “But I was just doing my job.” How lucky we are, because by just doing their job they often prompt customers to contact us proactively and say how appreciative they were of our service!

Our customers notice and remember when we introduce ourselves; when we take the time to listen and communicate; when we’re friendly; when we’re respectful of their home, their dog, their cat; when we’re wholly professional; when we’re tidy and clean up after ourselves... They remember how we answer the phone; how quickly we respond; and how we turn up on time, or let them know when we are arriving.



We place a lot of expectation on our teams—especially our tradespeople—to don a cape and mask and act like a superhero to help our customers, sometimes in their hour of need. And our customers remember.

If you ever need a reminder about how important service is, become the customer and take note of all of the things mentioned above and how well or not they are done. Often, you will notice that doing the small things makes a big difference to how you feel about the company or tradesperson. 📌

About the author: *Tracy Pleasants is the Marketing Manager for Foleys based in Dunedin. Foleys is a plumbing, drainlaying gasfitting, electrical and mechanical company with 13 branches across the South Island and Palmerston North, Putāruru and Rotorua.*

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YOUNG GUNS!

It's awesome to see record numbers for the 2021 Young Plumber of the Year competition, with the regional finals now underway...

By 15 July, a total of 53 Plumbing World Young Plumber of the Year branch events had taken place at 31 locations around New Zealand.

From Kaitaia to Invercargill, young plumbers turned up in record numbers to compete for the winning spot and the chance to represent their branch at the eight regional finals, which are now underway. The 2021 competition has attracted more than 500 entrants aged 31 and under, including 16 women—and Plumbing World would love to see even more women entering in future.

Each branch had a selection of eight different skills tests to be completed, all in five minutes or under. These were scored against criteria such as accuracy, timing, attitude and health and safety. A 30-question theory test was also part of the action.

All branch winners received a YPOTY prize pack, \$50 Prezzy Card and Jackman Toolbag thanks to Toolware—and every entrant received a 4-piece Milwaukee entry pack worth over \$100!

Following the regional finals, the overall 2021 Young Plumber of the Year will be decided at the national final in Hamilton on 6 October. Good luck to all! 🍀

A WORD OF THANKS

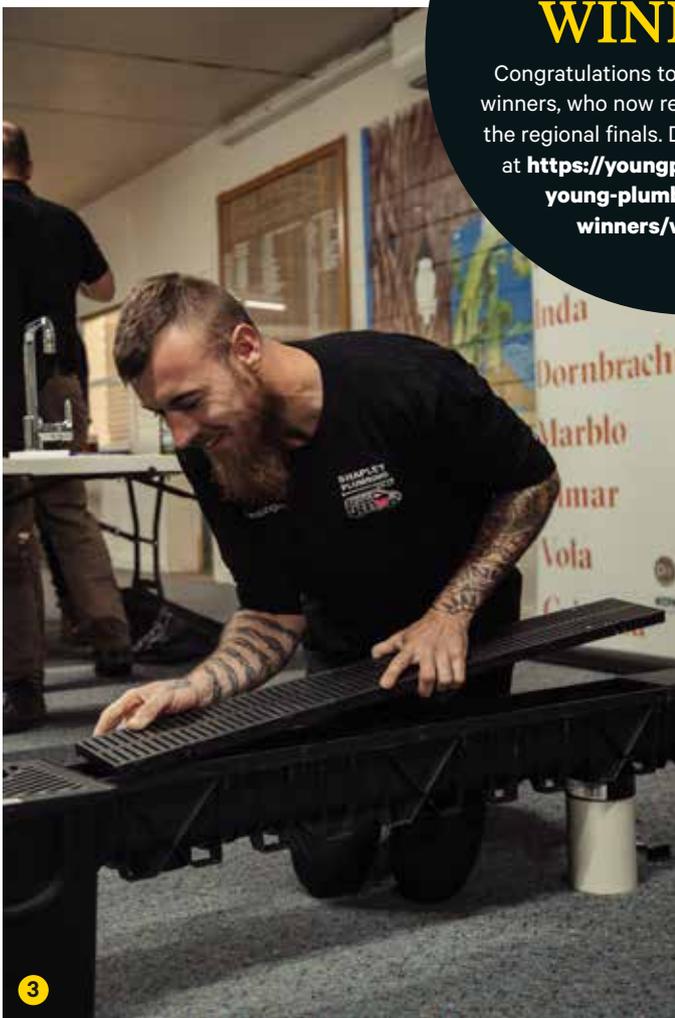
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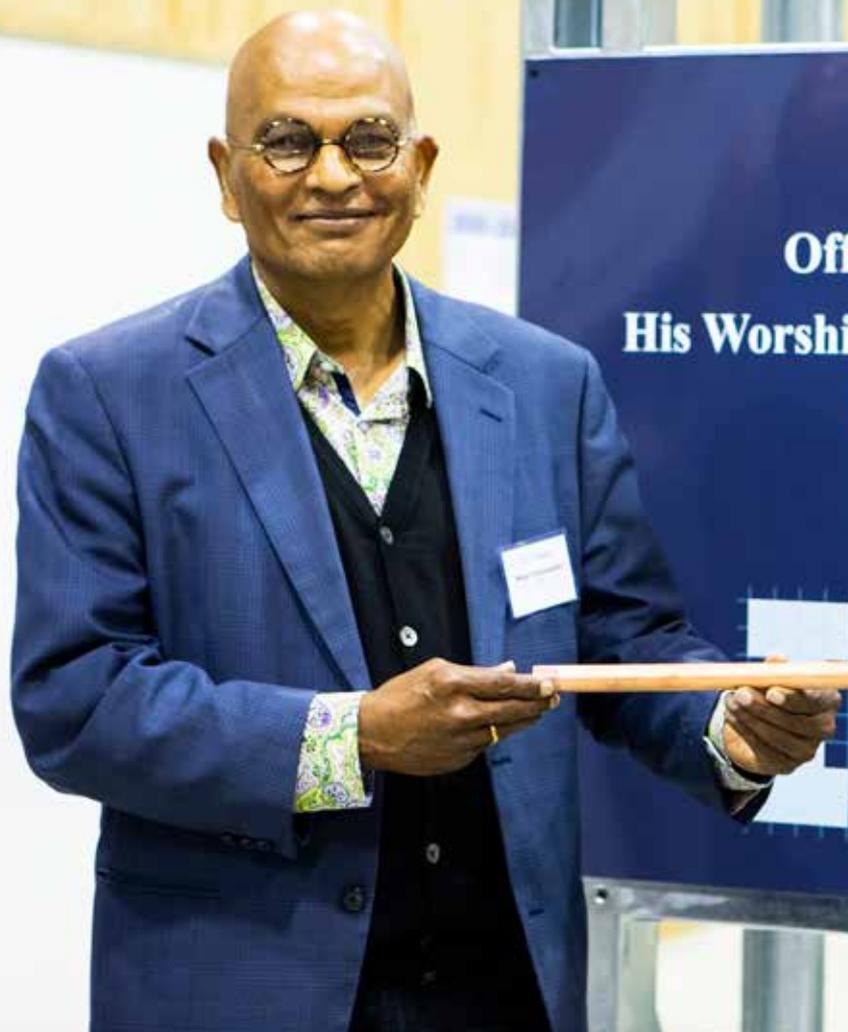
WELL DONE TO THE WINNERS!

Congratulations to all 2021 branch event winners, who now represent their branch at the regional finals. Discover all the winners at <https://youngplumbersclub.co.nz/young-plumber-of-the-year/winners/winners-2021>



1. It was great to see Peter Ryder (centre) of YPOTY Bronze sponsor HiFlo Group coming along to the Oamaru event to support all five of his young plumber contestants—one of them, Masterlink apprentice Akida Shimamoto, taking first place! 2. All entrants got the 2021 Young Plumber of the Year T-shirt for being involved and giving it a go. 3. Having a go at the Dux skills test during the Tauranga/Mount Maunganui/Papamoa/Whakatane branch event. 4. The winner of the Wanaka branch event was Veronika Kreitner of Guy Plumbing & Gas—one of 16 women competitors in the 2021 YPOTY competition.

Kāpiti Mayor K Gurunathan marked the opening of the new ICE training school in Ōtaki by cutting a copper pipe instead of a red ribbon!



ICE FOR ŌTAKI

By offering training in plumbing, gasfitting and drainlaying, Industry Connection for Excellence (ICE) is helping ensure enough apprentices flow into the industry—and this not-for-profit has now opened a second facility for the Wellington region.

AUTHOR: MATTHEW LOWE

Industry Connection for Excellence (ICE) started in East Tamaki, Auckland, in 2016 and has now expanded its operations to the lower North Island by opening a dedicated training facility in Ōtaki, north of Wellington.

ICE—a not-for-profit collaboration between industry stakeholders and Skills—was established by General Manager Garry McKenzie in response to predictions of a shortfall of tradespeople as a construction boom loomed for Auckland. It offers the Level 4 New Zealand Certificate in Plumbing, Gasfitting and Drainlaying, delivering modules that mix theory and practical learning.

Its East Tamaki site has five tutors and two administration staff and trains about 30% of plumbing, gasfitting and drainlaying apprentices in the Auckland region. In 2019, it helped train 209 people and that figure

The Ōtaki facility features a workshop, pods for practical exercises, two classrooms and a resource library.



increased to 274 last year. The average age of its students is about 24 years old.

ICE is now helping those in other parts of the country having established the Ōtaki school, which can accommodate cohorts of up to 16 apprentices. The new facility aims to cater for people from Taranaki, Whanganui, Manawatu, Wairarapa, Kāpiti Coast and the Wellington region.

Dave Thomas, who has previously trained apprentices at Ara Institute of Canterbury, is manager and lead tutor at Ōtaki. He is joined by fellow tutor Peter Bartholomew, an experienced plumber who is embarking on a new career in training. The pair will be supported by the Auckland team with course material and delivery.

Garry Ivill, a director of ICE and Project Manager for the establishment of the new school, says that ICE aims to improve the amount of industry training on offer and that demand for courses has increased since the Covid-19 pandemic began.

“What we’re able to do is come in and operate in areas where demand is outstripping supply, which is the case in the lower North Island,” he explains.

“When things get to that point, it takes longer for students to be able to start their



The first challenge was to find a building to house the new ICE training school for the Wellington region.

apprenticeships. It has been taking about six months from the time an apprentice gets signed on before they’re doing their first block course, whereas pre-Covid it was only about two months.

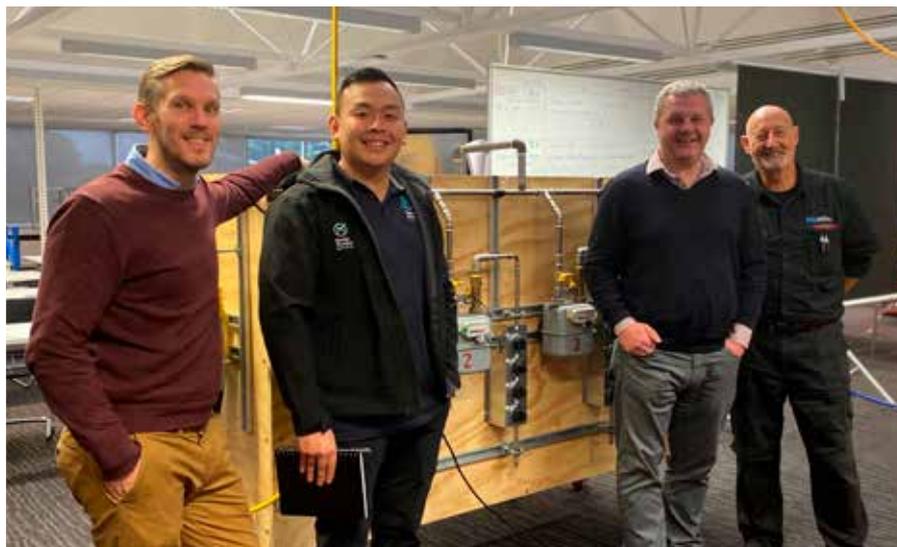
“Demand has grown with the government’s Apprenticeship Boost programme and employers taking on more

apprentices, but that’s caused pressure in the polytechs. By setting up in the lower North Island, we’ve been able to help alleviate some of that pressure.”

The official opening of the Ōtaki school on 17 June was attended by more than 40 people, including Master Plumbers CEO Greg Wallace, Masterlink GM Steve Strawbridge, >>>



Garry Ivill (left), a director of ICE and Project Manager for the establishment of the new Ōtaki school, at the launch event with Master Plumbers CEO Greg Wallace.



Members of the Masterlink team with ICE General Manager Garry McKenzie (right) by a portable gas lab at the ICE training school in Auckland. The gas labs will be transported between the Auckland and Ōtaki sites, as needed.

Skills Consulting Group CE Garry Fissenden, Master Plumbers Hutt Valley/Wairarapa Secretary Colleen Upton, Master Plumbers Wellington President Dave Norriss and a number of plumbing business owners.

Each apprentice will attend ICE block courses three or four times a year for the five years of their apprenticeship. By year five, ICE Ōtaki expects to be running at least 60 block courses annually.

“We started with nothing but an idea,” says Ivill. “We had to find a building in the right location, then find the people and get them to set it all up, and to finally deliver the first block course in June was just fantastic.

“We were also thrilled that there was a female in that first cohort of 14. Our school in Auckland has been running for five years and has only had four females in all that time.”

The Ōtaki facility features a workshop, pods for practical exercises, two classrooms and a resource library. Outside there is room for ICE’s mobile gas training labs—two 20-foot containers that shuttle between its two schools as required.

“The gas labs are quite a big investment but at this point we think it’s an efficient use of resources because they’re not always being used by students,” notes Ivill. “We will be sending those to Ōtaki when required and when they’re not we’ll send them back to Auckland. One third of all block courses have some gas component and if we schedule smartly then we get the most out of using those labs.”

Ivill says once ICE Ōtaki has become established, the company will assess the viability of developing an integrated multi-

trades training facility in the area that may include other construction trades.

“I think demand will continue for some time and I think we’re going to be busy for a number of years,” he adds. “The biggest constraints are going to be tutors. The only way you can deal with growth is to have more tutors and we really need to think about how we sell the whole education aspect of plumbing, gasfitting and drainlaying.

“As a tutor, you need patience and an ability to deal positively with all sorts of different people, but particularly young people. Not just any tradesperson can do it and it’s difficult to find the right people.

“It is a big responsibility to guide and assist apprentices through their career. It is our job to inspire them and make their time with us an enjoyable and memorable experience.”

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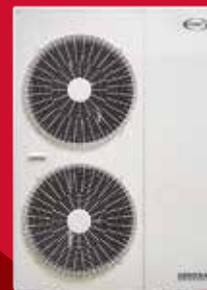
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High Efficiency air to water heat pump for underfloor heating and or an indirect domestic hot water system



Valentino with new Masterlink apprentice Marcelle Petera, who he is supervising.



TRAINEE TO TRAINER

Having successfully completed his Masterlink apprenticeship, Valentino Eyer is now helping train a Masterlink apprentice himself, with Marcelle Petera joining the Rogers & Rogers team in Kaitia this March. >>>

Valentino Eyer decided on a plumbing career while still at college. He says his father, a builder, was a big influence, always telling his son how awesome the plumbing trade is.

Valentino met Jack Rogers from Rogers & Rogers in Kaitaia and started working for him through his school's Gateway programme. "Being able to participate in Gateway was the best thing for me," recalls Valentino, who's now 23. "I was able to take one day a week to get a taste for the trade. My relationship with Jack was quickly established and he was happy to wait a whole year until I finished Year 13."

Valentino qualified in plumbing and gasfitting in October 2020 after being a standout performer during his Masterlink apprenticeship. A 2018 Plumbing World Scholarship winner, the following year he won both the branch and regional heats of Plumbing World's Young Plumber of the Year competition, becoming the only apprentice to reach the final, where he was recognised with a Most Valued Plumber Award.

"Not being afraid to ask questions and having good problem-solving skills will make a good apprentice."

"Being part of the competition was a real eye-opener," he says. "I was proud of what I had achieved as an apprentice, as I had my doubts about taking on qualified competitors. I thoroughly enjoyed it and learned that, no matter the circumstances, you've always got to give it your best."

Now it's Valentino's turn to pass on his own skills to a Masterlink apprentice, with Jack giving him the responsibility to supervise 18-year-old Marcelle Petera, who started working at Rogers & Rogers this March.

Born and bred in Kaitaia, Marcelle had initially followed her parents' advice to go to uni. "I applied for Criminology and Criminal Justice at AUT and was accepted and offered a scholarship," she says. "Although I had that chance, university wasn't my plan. I've always wanted to get into a trade and plumbing stood out to me the most."

Marcelle says she bugged her school trades coordinator for weeks about contacting Rogers & Rogers for work experience. "She set up a time for me to go and talk with Jack, who at the time already had his hands full with other apprentices and a work experience student.



"He offered for me to come in once a week during the school holidays to see how I would adapt. I went in every day, making sure to express how badly I wanted that apprenticeship! Eventually, months of hard work and determination paid off and Jack sat me down to offer me the apprenticeship I was hoping for."

Marcelle now works alongside three other apprentices at the company—and she couldn't be happier. "I enjoy the problem solving that comes with the trade; it keeps me interested and on my toes. Ensuring I am mentally and physically prepared to meet the demands of the job makes me want to keep working. I also enjoy the

constant variety of work I'm given. I like that every day is a challenge."

Marcelle says she's very lucky to have Valentino as a mentor. "It helps a lot that he is patient and willing to answer any questions I have. He breaks down the plan for me before we get to the site/house, which allows me to think about what to expect. It's also helpful that he gives me a task to do by myself, so that I'm not relying on him and I can get an understanding of what to do next time we do a similar job. It all adds to my experience and helps build my knowledge."

She's also grateful for the support she gets from Masterlink for her apprenticeship and her wellbeing. "Knowing that I have



that constant support behind me if I have any questions or problems regarding work or personal matters enables me to get through my apprenticeship smoothly and helps make sure I have the full experience, which I am thankful for," she says.

Asked what makes a good apprentice, Valentino, says it's someone who always turns up to work on time, who is able to think for themselves, who is not afraid to ask questions and who has good problem-solving skills. Sounds like Marcelle in a nutshell. 📍

This feature includes excerpts from an article by Peter White in the May edition (Issue #20) of Leaving School magazine from Oliver Lee Publications. www.oliverlee.co.nz

Jack Rogers (left) congratulating Valentino on receiving his Plumbing and Gasfitting Level 4 National Certificates and Masterlink certificate of completion. Jack Rogers has trained almost 20 apprentices during his many years in business.

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GEARING FOR GROWTH

Updates from the Plumbing, Drainlaying and Gasfitting (PDG) Governance Group, including initiatives to support the significant increase in new trainees.

Qualification development

A new Level 3 PDG qualification was submitted to NZQA in June. This has been designed to better fit industry needs and will integrate seamlessly into the existing Level 4 programme. The new programme is expected to be delivered from January 2022.

NZQA have approved the revised *Consent and Moderation Requirements (CMR)*. These teaching and assessment guidelines now require tutors to have passed the relevant certifying exam. Previously the minimum requirement was for a tutor or assessor to be a Certifying Plumber, Gasfitter or Drainlayer. Given the tutor shortage, it is hoped that this change will encourage more.

Programme development

Level 5: A new Level 5 programme in Plumbing is due to be launched early August, with the programmes for Gasfitting and Drainlaying to be launched later this year.

Level 4: The National Working Group have reviewed the delivery model for the Level 4 apprenticeship programme. A significant increase in new trainees since last July, combined with a general shortage in tutors, has put considerable strain on training providers. To help mitigate this, a new delivery model is being developed which will include delivery of online learning modules. This will help free up tutor time

at providers and lessen the amount of time tutors spend on assessments, so they are able to spend more time delivering training.

Block course schedules

Provider schedules have been adjusted to allow for more new groups, and development of the 2022 schedules has commenced with consideration of group duration periods and catchups required.

Two key metrics are monitored to help minimise the impacts of last year's disruptions and the increase in new apprentices. Time to First Block is now being actively monitored to get an apprentice into their first block course

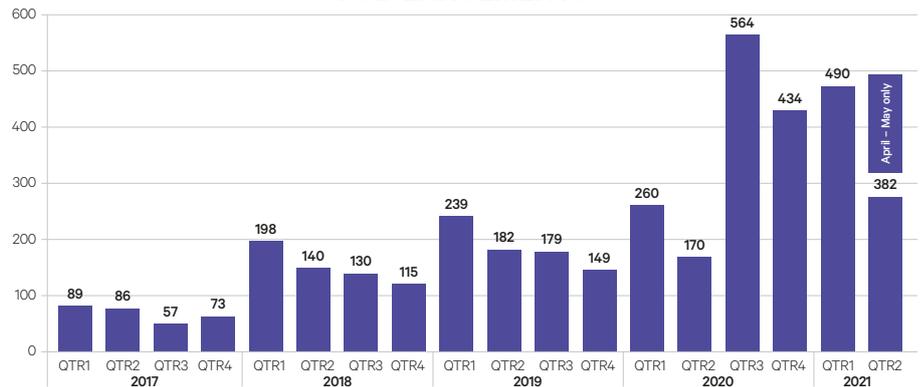
between 12 and 16 weeks after they sign on. Expected End Date is also monitored, and a trainee's plan adjusted where possible, to help mitigate delays caused by courses being delayed or cancelled.

New providers

Discussions are underway to increase the number of training providers to help support the significant growth in enrolments.

ICE Ōtaki was officially opened on 17 June by the mayor of the Kapiti Coast district, with the first group of trainees commencing training on 21 June. This increase in capacity has already made a positive impact on the trainees' Time to First Block. 📍

PGD ENROLMENTS



Development of a new Level 4 delivery model will include online learning modules to help free up tutor time at training providers.



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About the role - Te kaupapa

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Key responsibilities of this tutoring role include facilitating teaching, learning and assessment for plumbing students, with courses including a strong hands-on practical learning component.

Teaching qualifications and experience are not essential for this position, however you must possess the following qualities to ensure you have the potential to quickly grow into an effective tutor: patience, adaptability, positive attitude, good communication skills and a reasonable level of physical fitness.

Successful applicants without teaching qualifications will be supported to achieve a Certificate in Adult Tertiary Teaching or similar tertiary teaching qualification through on-job training and development.

Applicants will have broad experience in the industry and a relevant

qualification (i.e. New Zealand Certificate or National Certificate in Plumbing) and be a Licensed Practitioner or hold a certifying qualification. Gasfitting or Drainlaying qualifications are also an advantage.

The role is based at WelTec's main campus in Petone.

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How to apply - Me pehea te tono

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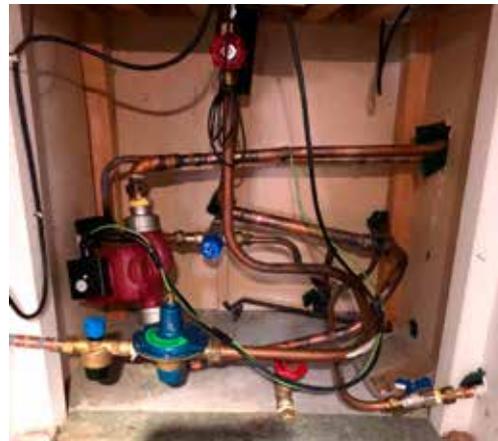
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Head for heights?

"This photo speaks for itself," says Stuart Lee of Aquaheat.



Snakes & ladders

Thanks to Murray Rigby for sending in this photo of snakes and ladders under a cylinder!

DODGY plumbing

Up on the roof, under the cylinder and behind the wall... dodgy plumbing, gas and drainage gets everywhere it seems.



Not natural

Julian Parker at 100% Plumbing & Gas received a call recently to look over a gas space heater that wasn't working. "Arrived on site and removed the cover to find that it had been a little hot—turns out the natural gas type appliance didn't appreciate being supplied by LPG. Had been installed by a licensed gasfitter over 12 years ago, and serviced recently by another, going unnoticed. Owner had wondered if the start-up noise was a little noisy."



Double tap

Thanks to Blue Flame Gas Services for sending this one in. "Someone obviously having trouble deciding on a particular style of tapware 😊"



Outta sight!

"Found by my bro, a building inspector, inside an old wall lining," says Rob Dobbie of this photo he sent in.

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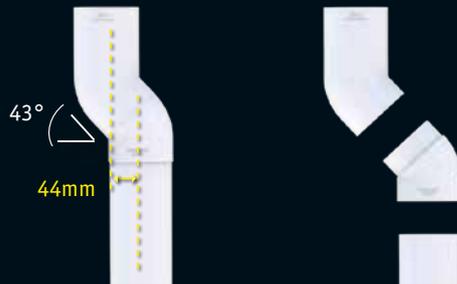
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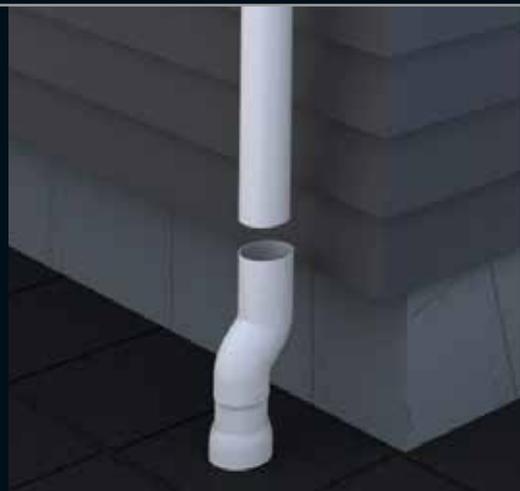
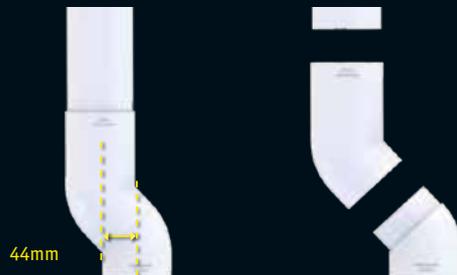
B] RB3.80 + RB5.80



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A] RB3.80 + RB5.80



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