

*Arctic Cold*  
**REFRIGERATION  
SALES AND SERVICE**  
PTY LTD

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# Introduction and Company Overview

**FOR OVER 30 YEARS ARCTIC COLD REFRIGERATION HAS BEEN PROVIDING QUALITY HEATING, VENTILATION, AIR CONDITIONING (HVAC) AND REFRIGERATION PRODUCTS.**

Established as a family business in the late 1970's Arctic cold refrigeration has forged its name as company committed to excellence in the Air Conditioning and commercial Refrigeration Market.

With its head office in Hervey Bay and full time staff located throughout South east Queensland Arctic Cold Refrigeration positions its self to service the whole South East Corner of Queensland with projects spanning state wide.

Our aim is to be the company of choice for the Domestic air conditioning, commercial Refrigeration and Commercial HVAC market though out South East Queensland.

Specializing in

- ❖ Air conditioning Maintenance and Break down
- ❖ Refrigeration Maintenance and Break down
- ❖ Electrical maintenance
- ❖ Building Management system Installation/Integration and Maintenance
- ❖ Building Services Maintenance
- ❖ Domestic Air conditioning installation
- ❖ Commercial HVAC & R Projects
- ❖ Multi Residential Projects
- ❖ Aged care projects
- ❖ Design and construct projects

With teams of

- ❖ Electricians
- ❖ Refrigeration mechanics
- ❖ Sheet metal workers
- ❖ Installation Professionals
- ❖ Project managers
- ❖ Foremen

Located in Key areas of South East Queensland we can service business needs in the HVAC & R sector, making us the one stop shop for your Electrical and Mechanical maintenance and Mechanical project work.

# Mission Vision Values

## mission

Every day we Design, supply, install and service top quality HVAC and refrigeration products to the commercial and domestic market.

Mission

Vision

Values

## vision

Our goal is to provide each customer with a unique experience of exceptional customer service while solving their immediate needs for HVAC and refrigeration products and services.

## values

**Integrity** – reliability and responsiveness

**Innovation** – products and flexible service

**Professionalism** - Cooperation, Ethical, Considerate, morals

**Passion** - Obsession with desires and needs

**Relationships** – Sustaining, beneficial, Respectful

# Key personnel

The Structure of Arctic Cold consists of a team of Management staff, project managers and Administration staff.

❖	Managing Director	Bill Maile
❖	Office Manager	Julie Maile
❖	Accounts Manager	Rose Maile
❖	Domestic Sales manager	Justin Baker
❖	Service Manger	Matt Ramsay
❖	Construction Manger	Bruce Maile
❖	Project manager	Gareth McCrystal
❖	Project manager	Troy Maile
❖	Project Administrator	Curtis Ahrens
❖	Service Scheduler	Alicin McLean
❖	Store Manager	Merik Sulter

## Our Clients

At Arctic Cold Refrigeration Sales and Service PTY LTD we service many businesses from a variety of industries, we are proud to list the following clients:



**PBS**BUILDING



**G.J. Gardner.** HOMES



**Fraser Coast**  
REGIONAL COUNCIL



# Certificates and Licences

## Certificate of Currency

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### 1. Statement of coverage

The Accident Insurance Policy covers the full amount of the employer's liability under the *Workers' Compensation and Rehabilitation Act 2003*.

This certificate is valid from: 01 July 2016 to 30 June 2017

The information provided in this Certificate of Currency is correct as at: 16 June 2016

### 2. Employer's information

Policy number

WFA800361576

Employer name

Arctic Cold Refrigeration Sales & Service Pty Ltd

ABN

50010150802

ACN / ARBN

10150802

### 3. Important information

Your workers' compensation insurance policy will be current to 30 June 2017 provided you complete your wage declaration and pay your premium by the due date.

A worker can make a claim for a workplace injury, no matter who or what caused it. This policy covers you as an employer for the cost of your workers' injuries.

For more information, please contact us on 1300 362 128 or visit our website at [worksafe.qld.gov.au](http://worksafe.qld.gov.au).



# REFRIGERANT TRADING AUTHORISATION CERTIFICATE

This is to certify that the Australian Refrigeration Council Ltd,  
acting as a relevant authority under Regulation 140 of the  
Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995,  
has granted a refrigerant trading authorisation to:

**Arctic Cold Refrigeration Sales & Service Pty Ltd**



**ABN: 80153229952**

*All refrigerant trading authorisations are subject to the conditions in Regulations 141.*

**Authorisation No: AU01351**

**Expiry Date: 09/12/2017**



Australian Government

Department of the Environment



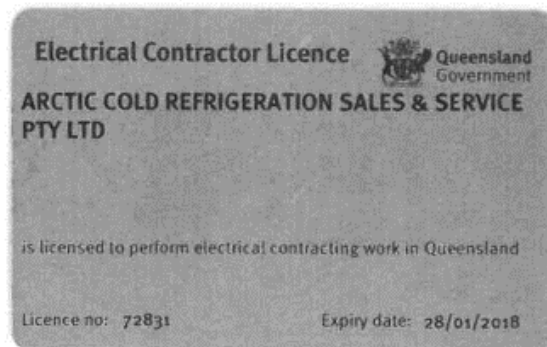
# Certificate of Licence

*This is to certify that*

## ARCTIC COLD REFRIGERATION SALES & SERVICE PTY LTD

Electrical contractor licence number 72831

Is licenced as an electrical contractor pursuant to Section 56 of the *Electrical Safety Act 2002* to perform electrical contracting work in Queensland



29 January 2017

28 January 2018

Date of issue

Date of expiry

**Rod Cruice**  
Manager-Licensing  
Electrical Safety Office  
Queensland Treasury





# Management Systems

As we realize time is money in the Business world in 2016 we implemented Simpro Software for Job management this gives us a live connection between the field and the office giving accurate fast reports, quotes and job details without the Lag that paper work can cause.

Simpro Connect keeps the Field technicians connected to the office, Field Technicians can update times, Materials, Job Details and photos in Real time.

We can offer Clients a portal to log in to a cloud based portal to monitor Jobs pending or completed, Current quotes and a range of administration tasks including request to book a job. Along with monitoring work completed on individual assets by Site making it effortless for Building managers to monitor work in individual assets



# Preventative Maintenance Sector

Preventative Maintenance of Mechanical, HVAC, Refrigeration and Electrical systems critical part of all Building assets.

Maintenance of these systems may go beyond good practice some systems may have an Australian standard associated with Maintenance regularity to maintain building safety or Work place health and safety conditions.

Having Building Services systems regularly maintained will

- Increase energy efficiency
- Increase life span of Mechanical systems
- Lower risk of Breakdowns
- Lower risk of Electrical faults

All our building maintenance contracts are tracked by site and Asset so you can have full reporting of past work performed.

We will

1. Schedule all maintenance works into our Simpro Data base with recurring dates corresponding to the tailored maintenance plan.
2. Work is programmed at start of month and Client or Tenant can be notified of attending date. However many of our clients prefer for us to take control and attend site when required.

# Service Breakdown Sector

Unfortunately, with any Mechanical or electrical equipment there may be a time when a failure occurs we have recognized this so running side by side with our Maintenance department is our Service Breakdown sector so you have the knowledge that if a Breakdown occurs you will have access to professional well trained Mechanics and electrical professionals to get you up and running in a time efficient manner.

## ***24hr 7 Day a week Break down service***

Our service trucks carry an array of common used parts that are electronically monitored to ensure parts stay stocked to ensure the best turn around on your breakdown.

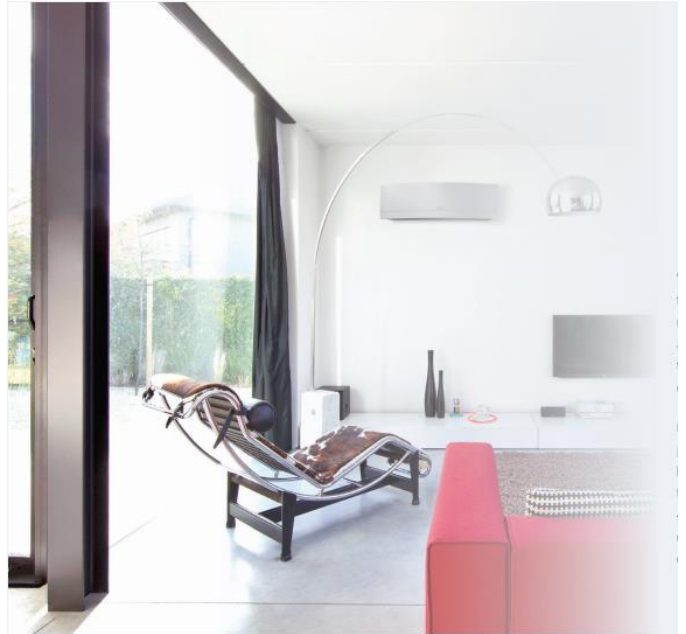
As a Service maintenance customer you will receive Priority response time to ensure your Clients, Tenants, Customers and Employees not inconvenienced for major time periods.

We understand Refrigeration systems do also hold large dollar value of stock and can be financially disruptive not only in lost stock but sales so we ensure quick response times and years of experience to minimise this risk.

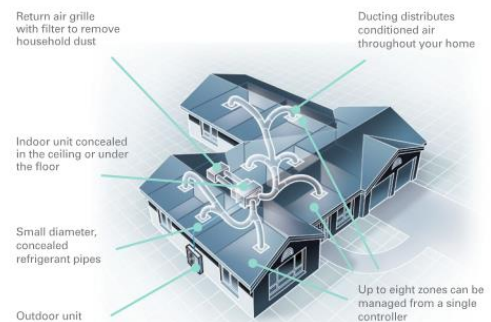
# Domestic Installation Sector

No matter what you are looking for to air condition your home we can provide a solution for your needs.

From a small bed room air conditioner to fully ducted multi story homes our team of professional sales people will assess design quote and provide hassle free installation.



By only using Premium equipment brands we can provide you with the quality of installation to meet the highest expectations





# Domestic Building Sector

By offering quality solutions based on client needs and budget we can work with builders early for a hassle free installation.

Ready for a comfortable home environment at hand over.



## *Design to suit Truss work, Structural elements and Customers expectations*

Whether a single custom home to a full estate we can offer an installation to suit.

Custom designs to work in the limitations of modern housing.





# Project Sector

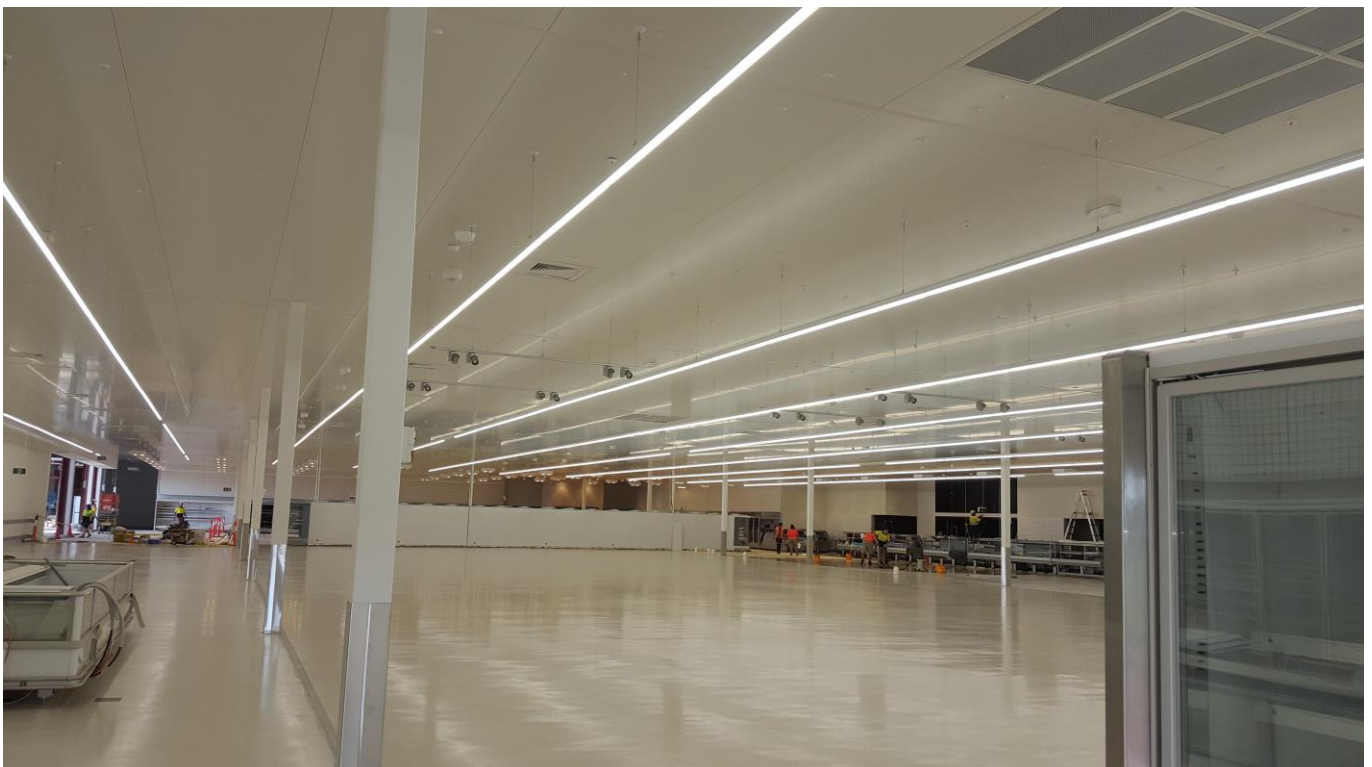
With a diverse capacity to handle projects from multi residential apartments to shopping centres.

We have an outstanding record of successful project delivery.



## OUR PROJECT CAPABILITIES INCLUDE

- Chilled Water systems
- VRV/VRF Systems
- Package Air conditioning systems
- DX systems
- Mechanical Ventilation systems
- Building management systems
- Car park Ventilation
- Stair pressurization
- Kitchen canopy and ventilation
- Cool and Freezer rooms



# Electrical and energy Sector

As electrical contractors, we can handle all you sites electrical installation and maintenance needs.



- Switchboard up grades
- Lights and power
- LED up grades
- Thermoscan
- Building Automation
- Electrical Maintenance
- Energy monitoring

## ENERGY MONITORING SYSTEMS

With rising energy costs know what part of your home or office is costing money and what you can do.



\*Optional feature

# Partnerships

We align our selves with Quality supplier and partners in order to supply your building with best product available and with these partnerships allowing us to keep your costs as low as possible.

MAJOR SUPPLIERS ARE

- Daikin
- Heatcraft
- Actrol
- Reece
- Innotech BMS
- Temprzone

