



NEWSLETTER

of the Vehicle Airconditioning Specialists of Australasia Sept 2000

National Secretariat: VASA, ABN 39 063 969 783, 30 Lexton Road Box Hill Victoria 3128

Post Convention Issue

Hot Air is printed with the generous assistance

FORANE Refrigerants by



YES!!

We killed 'em

Auckland was huge success - but convention will change



NZ convention chief Barry Rogers in triumphant mode

VASA will change its approach to the annual convention - not because they don't work, but the executive wants to act before the format becomes stale.

After next year's convention in Sydney, around May (much earlier than usual) the format will change to a full scale convention and trade show in Australia every two years. In the alternate year, VASA will organise a specialist overseas tour which will be a mini-convention, no trade show and concentrate on visits to key installations such as manufacturing plants or technology centres. The first such trip in 2002, is likely to be to Singapore to coincide with the Auto Mechanica show.

In all respects, the annual VASA convention (there have only been seven of them) is a huge success both for the exhibitors and the delegates. It makes good sense to change the format ahead of the membership clamouring for change. In other words, quit while you're ahead.

The New Zealand convention was probably the best in recent times for the value of its technical and intellectual content.



VASA President Mark Mitchell rubs noses with a Maori chief as part of the convention's official welcome to New Zealand.

Major Sponsor



Inside...

Auckland 2000
Wrap up...p2

Being motivated
at Auckland 2000...p3&4

New member's
manual ..p4

VASA's turning
point -
Mitchell's last
term...p5

The annual
report in point
form ...p6&7

The Trade
Show wrap
up...p8,9,&10

Atofina
announcement..p10

Pioneers
awards...11

Executive
directory..p12

Subscriptions to Hot Air are free to members and to all others with an interest in the automotive airconditioning industry. Send your company details to the above address to receive your four editions per year.

"Anybody who walked away from Auckland 2000, complaining that they learnt nothing new - I suggest you resign." - VASA President Mark Mitchell.

"We pumped out enough information to give members plenty to think about for the next couple of years," he said.

"The extraordinary experience of being in the same room as Tony Christiansen (keynote motivational speaker) summed it up for me.

"We all have the opportunity to do great things - it's only a question of attitude.

"Even I admit to walking into the GST presentation by John Watson and Allan Gilligan with the attitude - what can these guys tell me about the GST that I haven't had rammed down my throat already... I learnt four new things that I am convinced will improve my cashflow.

"Mark Padwick took us down the path of new technology - and we all thought the compressor had gone about as far as it could go.

"The warranty program, combined with the new educational opportunities presented by Grant Hand and Kevin Foster gave us the pathway to a whole range of new opportunities for our businesses and those who are employed in the industry.

"VASA has given members at New Zealand the most remarkable collection of information, technology and opportunity that most people don't get in an entire lifetime," added Mark.

"The trade show looked brilliant and made us feel proud as we looked down the corridor of old friends and new acquaintances.

"The venue - the Sky City Hotel - was superb. I overheard one delegate complaining that most convention venues must get all their food from an airline kitchen, but here, it was very different. The venue, the staff and the food were all first class and a credit to Auckland and New Zealand.

"All sections of the industry need to improve their technical, marketing and product knowledge skills so that everyone in this industry can support each other. We have no room or time any more for those who aren't prepared to learn - and who think they know so much that they don't have to attend our business sessions."

It is not intended to continue to print the VASA Service Directory as a give-away booklet.

It is acknowledged that such a directory can be a valuable marketing tool, but as was found with the first issue three years ago, the book quickly dates through membership addition and changes.

The most up to date membership list is on the VASA website and changes are being made which will make it easier for members to download the list and print it in their own offices.

The lists will provided state by state, broken down further into regions and they will be available as PDF files so that when printed, they will be formatted and presentable to customers.

opening ceremony for the traditional blessing. With the Maori chief are NZ committeeman James Ritchie (centre) and VASA corporate affairs consultant Ken Newton.



VASA president Mark Mitchell receives the framed first copy of the VASA warranty book from FDW's Glen Conrad.



RRA's Mike Bennett, VASA director Barry Rogers and Mark Mitchell at the opening.

High concentration as John Blanchard calls up Jayair on line to demonstrate at the trade show opening. James Ritchie is trying to be helpful.

NZ speakers were very different

You simply had to be there to appreciate the wit, the charm, the asides and the good natured insults which combined to make the Auckland convention a memorable affair.

VASA conventioners have seen good motivational speakers before today - but New Zealand took the cake.

The two stage presenters, plus the hilarious Peter O'Toole look-alike compere of the annual dinner function, were without doubt the best trio ever assembled for a convention, and their messages were powerful.

Take Tony Christiansen...there was something unusual about him. Can't quite figure what it was...

Tony holds records for a lot of things. He races cars, flies aeroplanes, is a champion weightlifter and built a successful signwriting business swinging high from scaffolds. But there was something different about him.

He told us it was too easy to blame others than to take responsibility for your own lives. According to him, how you live life is just a question of your own attitude.

"We so rarely show people the passion of our lives. Emails and faxing don't do it. We are losing the personal touch," he asserts.

Tony is considered by many to be New Zealand's leading motivational/inspirational speaker.

We agree.

Yes, we're elitist - and (should be) proud of it!

VASA members should be proud of being elitist, because that's what you are! That was summary of the closing address by president Mark Mitchell to VASA members who attended Auckland 2000.

"Over the past eight years since we became an association, your executive has spent far too much time justifying VASA's existence," Mark said.

"We regularly get accused of being elitist. I don't know about you, but I'm tired of answering these inane questions about our strict membership criteria and our adherence to a code of ethics.

"If this was a medical convention, you are the brain surgeons and the heart specialists.

"VASA's single purpose in life has been to ensure that you reach a level of specialisation that will make you unique in the motor world. We want you to become so good at what you do, in a specialised area of motoring comfort and safety, that the world will ultimately beat a path to your door."

Oh, we forgot to mention he's a qualified lifeguard, holds a second degree black belt in Taekwondo and is indeed a New Zealand speedway and race car champion.

And yes. There was something different about him, but it's hardly worth mentioning. **He has no legs.**

After a horrific railway accident left him without legs at the age of nine, he has faced life head on, creating challenges and success. In his view, there are many people out there who are more disabled than he is, simply because of their attitude.

Now that the secret is out, you can begin to appreciate his humour. As he climbed up to a high level painter's plank to deliver his address, he slipped and pretended to fall. He quipped, "...just lost my footing."

In one weightlifting championship, after a gold medal performance, he was disqualified. "Why", he asked. "Not wearing the regulation footwear."

This year, he became the first person with a disability to fly solo.

Tony doesn't see his disability and takes the mickey out of those who consider him somehow deficient because he has no legs. He's down a busy Auckland street in his wheelchair and someone yelled out, "Hey, that guy's got no legs". Tony was first to spin around, "Where...where???"

And then there was Billy Graham for breakfast on VASA's last day. What a character.

No, he wasn't THAT Billy Graham.

Continued on the next page....

...from previous page



This Billy came from the wrong side of the tracks and learnt life at the school of hard knocks, being kicked by cops and tough old butchers until he learnt right from wrong.

He was in a pub one night telling a string of stories, all true, perhaps slightly exaggerated, but from his real life. He had had it tough but had the ability to see the opportunity in everything. On top of that, story telling was all he knew, because he was illiterate as well.

Some guy at the bar, crying in his beer, was paying Billy close attention. He sidled over and said, "Mate, I've got a group of people in a hall across the road and our motivational speaker hasn't turned up. Will you go over and tell them a few yarns."

That was the start of another of his incredible careers. Billy Graham is a New Zealander who is bold, bouncy and brimming with energy and enthusiasm. He not only believes he can do anything, he believes anyone can and is dedicated to using his talents to convince others of his message.

Among other things, Billy was a champion boxer. He invented a new skipping rope and almost every VASA delegate bought one. I wonder where they put them when they got home?

Jim Hopkins, the guy who looks all the world like Peter O'Toole and on stage is just as pompous and full of it, was the star turn of the gala dinner. Well researched, he turned the audience of VASAS and VASCECTOMIES into a room of side splitting hilarity.

Your key to professionalism



The upgrade of the VASA member's manual was released in July.

It incorporates a series of section dividers, to enable members to maintain a complete file of VASA information, including RTP bulletins, members directory, warranty guidelines, service standards, Hot Air, RTP Refrigeration, RTP electrical, RTP OEM Data, RTP questionnaire and Wiring Diagrams.

The presentation aims to make VASA workshops the absolute professional in the business and set high standards.

By the end of this year, the manual will be loaded on the website as downloadable PDF files.

PIC shows training coordinator Grant Hand proudly showing the first copy of the new manual.

The VASA website www.vasa.org.au contains a wealth of information about membership, together with a complete state by state listing of all members. It is a great resource. Use it.



Picking on VASA president Mark Mitchell, he noted his slim frame and concluded that he must be a VASALENE.

..and after Mark had handed out three awards, Jim decided that he would redub the president as a Mark IV.

It's going to be a hard act to follow.

Jim, by the way, was so persuasive as the energetic auctioneer for the charity auction, that he managed to extract \$12,000 out of the delegate's pockets towards the Paediatric Cardio Thoracic Unit at Greenlane Hospital in Auckland. Well done everyone.

VASA's foundation president **Mark Mitchell** will stand down at the next annual general meeting in 2001.

His announcement at the executive meeting in New Zealand in July triggered a rethink on the future operations of VASA.

The executive believe the time is ripe for an appointment of a professional full time CEO for VASA, funded in part by industry sponsorship.

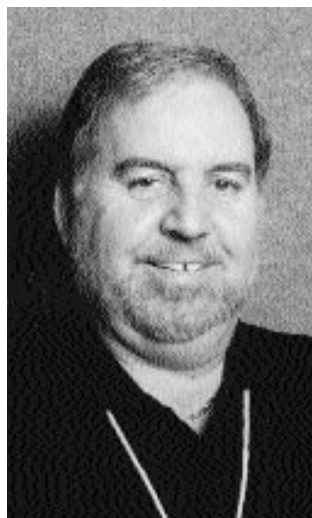
The organisation has also reached a stage where an honorary president can no longer cope with the workload and still run a business.

VASA is now recognised as a significant force in the automotive airconditioning industry, pioneering groundbreaking training programs and working with senior government authorities on sensitive environmental issues relating to refrigerant gas.

All of the policy work of VASA, including the running of the secretariat is done by volunteers. The only professionals hired by VASA are Grant Hand (TRP and Technical) and Ken Newton (Public Relations, publications and website).

"While Grant and Ken provide much of the "meat" or

"content" of VASA training, communication and proposals, the organisation desperately needs a hands-on CEO-type with industry knowledge, who can take much of the pressure off the hard-pressed volunteers and steer VASA into a more professional phase of its existence," said Mark Mitchell.



Glen Watkinson to chair task force for change

A task force, headed by vice president Glen Watkinson (Adelaide) and assisted by Jeff Green (Sydney), Grant Hand (Adelaide) and Ken Newton (Southport) has been appointed to investigate the proposition and come up with recommendations in time for the next half yearly executive meeting in December.

Mitchell's last term at the top

VASA Turns A New Corner



VASA's 2001 convention and trade show is very likely to be held earlier than usual, in May.

This is the prediction of the Sydney convention committee leader Tony Heat who believes that a) the weather will be better and b) members should have more money in their pockets following what everyone hopes will be a bumper summer season.

Tony vows it will be a "value for

money" convention. Venue and date are not finalised, but will be posted on the VASA website the moment they are.

If anyone would like to help out, we are sure Tony will welcome you with open arms.

Tony and his team are big on FEEDBACK. As Tony keeps saying, "This is your convention. Tell us what you would like to do, see and hear" and they will try to

accommodate you.

So send your ideas in to Tony NOW.

Tony Heat
Carter Sewell Auto Service
 259 Condamine Street
 Manly Vale NSW 2093
 Phone: 02 9949 5188
 Fax: 02 9949 4243
 email:
cartersewell@tpg.com.au

INITIATIVES AND GOALS IN DETAIL

It has become customary to deliver the annual reports in two parts, initiatives (things achieved in the previous year) and goals (things VASA would like to achieve next year). These were delivered in a screen presentation in point form.

We repeat the presentation here, so that those members who could not attend will get some idea of the work which the VASA executive team performs on their behalf.

Corporate Affairs: Initiatives

- ✦ Directors meetings November – Gold Coast, February & July - Auckland
- ✦ Meetings Queensland, New South Wales and South Australia Forged closer relationship with IMACA - licensing of cooperative training agreement on RTP
- ✦ Implementation of VASA Warranty Program
- ✦ Increased delegation of duties to Ken Newton (Corporate Affairs) and Grant Hand (Technical and Training)
- ✦ Maintained strong liaison with interested parties in National Certification Program
- ✦ Chris Lindeman maintained strong VASA representation on OPPC committee and contributed to Environment Australia task force for review of ozone legislation. Presented paper to United Nations Special Committee of Montreal Protocol countries.
- ✦ Developed sponsorship options criteria, making corporate sponsorship/exposure available in all VASA media - website and Hot Air.
- ✦ Two proposals (Yellow Pages and City Search – Big Pages) aimed at national exposure of VASA workshops
- ✦ Website becomes major communication link for executive and members
- ✦ Eftpos Westpac proposal received wide acceptance.
- ✦ Maintained close liaison with regular VASA sponsors, AFCAM, Refrigerant Reclaim Australia, ACTROL, ATOFINA (formerly Elf Atochem), DUPONT and ORICA. Maintained fight against hydrocarbon refrigerants
- ✦ VASA stance best illustrated in Fire and Ice article, front page Sydney Morning Herald motoring.

At last, formal media recognition.
✦ Hot Air costs underwritten for the 3rd year due to sponsorship by Atofina (formerly Elf Atochem)
✦ Ongoing submissions sent to all sectors of Government in Australia and New Zealand plus SAE and RAA.

Goals:

- ✦ Election of special task force to steer association through from semi-professional to fully professional management
- ✦ Increased technical material and RTP on website
- ✦ Hot Air as electronic newsletter on line
- ✦ Fully on-line membership on VASA website by end of 2000.
- ✦ Continue allocation of majority of VASA funding towards communicating technical information and data to member workshops, wholesalers and manufacturers.
- ✦ Total commitment to directing all available funds towards professional and reliable delivery of information to members.
- ✦ Commitment to establishing VASA as a principal provider of specialised training, with opportunities for income generation through licensing and direct training ie particularly the national certification program currently before the Australian Greenhouse office.
- ✦ VASA must become an industry-specific environmental expert and advisor to the point where it is invited to represent the Australasian motor vehicle industry in all major environmental issues involving the use and management of refrigerant gases. Motor vehicles are emerging as a major environmental delinquent and will be under increasing scrutiny and pressure environmentally in the coming decades.

Secretary/Treasurer: Initiatives:

- ✦ All secretarial work done on voluntary basis
- ✦ All Hot Air and other member distribution despatched by secretary volunteers
- ✦ Financial statements and audit completed by Rajah Wilson and Company.
- ✦ Profit up to June 2000 (see financials distributed to delegates)
- ✦ Badges and accessories upgraded

✦ Membership holding firm with major new players including Denso and Air International

Goals:

- ✦ Further upgrade, increase range and active promotion and sale of badges and accessories through Hot Air and website.
- ✦ Move towards professional assistance for secretarial work. Treasurer's role to remain voluntary at present.
- ✦ Upgrade software for financial management

Technical & Training: Initiatives:

- ✦ Live training in Queensland, South Australia and New Zealand
- ✦ Update on technology – variable pumps, electronics etc.
- ✦ Information sharing on technical issues to be done via the website
- ✦ Registered technician program in 3rd year – emphasis on advanced refrigeration (chiller trucks, multiple refrigerators etc) and electronics
- ✦ Maintaining regular contact with OEMs, encouraging cooperative information exchange – available vehicle-specific information and service policy information to increase.
- ✦ Maintained liaison and received updated reports from Dr Paul Fraser at CSIRO atmospheric research unit on state of the ozone layer to help guide VASA's & industry efforts in reclamation and gas management.
- ✦ Cost of producing RTP have been underwritten since inception (now in its 3rd year) by Du Pont Australia, without whose help it would not have been possible to produce at such a low member cost.

Goals:

- ✦ Major emphasis on education will be the launch of recognised high level certification ie Certificate 4 and Diploma. Grant to introduce later. These are officially endorsed courses aimed at professionals within the automotive retail, service and repair sectors.
- ✦ Face to face training still available provided there are sufficient numbers. Deliver upgraded VASA three-in-one member booklet containing RTP, technical guidelines and policies in a new folder.

Service:

Initiatives:

- ✦ Provided format for service forum at convention 1999 and 2000.
- ✦ Assist with liaison of service ethics and standards to Corporate Affairs and Insurance activities.
- ✦ Provided liaison to Warranty steering committee for warranty program structure.

Goals:

- ✦ Service committee will be consultation link in the Warranty program between the members and FD&W Holdings Pty Ltd.
- ✦ A immediate campaign, in consultation with Refrigerant Reclaim Australia, to encourage all VASA workshops to undertake 100% best practice refrigerant gas management.

Insurance:

Initiatives:

- ✦ Continue to achieve uniform servicing and pricing policies between all insurance companies relating to VASA, in particular use of aftermarket components, non-use of hydrocarbons, reasonable consideration given to rural area pricing and degassing.
- ✦ Mergers within the insurance industry makes communications difficult but should lead to improved communications. VASA is re-establishing contacts.
- ✦ VASA addressed Australian Institute of Accident Assessors and established reasonable agreement for use of non-genuine parts. This meeting indicated new vehicles will always demand genuine parts.
- ✦ Hydrocarbons are not condoned at Insurance company corporate level. VASA still maintaining strong stance with insurance companies on this issue.

Goals:

- ✦ Keep up the struggle with insurance companies on:
 - ✦ Service standards
 - ✦ Pricing
 - ✦ Degassing
 - ✦ Hydrocarbons
- ✦ VASA to prepare members with

set of guidelines to use in dealing with insurance companies at assessor level.

Wholesale:

Initiatives:

- ✦ Both market driven and technical driven forces are affecting the industry
- ✦ Supplier base is decreasing – only manufacturers with OE connections have the capacity to produce high technology products
- ✦ High technology products will be more advanced than ever, such as sub-cooled condensers, clutchless compressors, plastic receiver driers
- ✦ Replacement parts are becoming vehicle specific therefore ingenuity used by VASA workshops for adapting parts, will become less relevant.
- ✦ Extreme pressure on wholesalers to correctly identify the right part in an ever-increasing range of new parts which undergoes end-less change.

Goals:

- ✦ VASA to campaign for wholesale sales staff to receive technical training - to augment the training of member workshops and better service the industry.
- ✦ Wholesalers to promote warranty program and integrity of VASA workshops generally.

Manufacturers:

Initiatives:

- ✦ Manufacturing of kits falling rapidly
- ✦ Indication of trends in the aftermarket industry
- ✦ Most manufacturers must pursue diversification into other parts and components
- ✦ Marks a significant shift in business direction
- ✦ Declining OEM business in Australia

Goals:

- ✦ Continuing to pursue OEM business and export
- ✦ Monitor trends and keep members informed of major shifts in the industry

Obituary

Sydney's car air-conditioning industry lost an irreplaceable, lovable and colourful character when Bill Gregson of Sydney Auto Air passed away on 3 September.



Most people in the Sydney industry welcomed Bill, the man who always had a smile and was known for his special greeting, "Matesey".

Bill was an unlimited source of knowledge. He was an aircraft engineer in his earlier days and he went on to spent many highly regarded years with Ric Moon, Marlan, Unicla and the last 12 with Sydney Auto Air.

Bill's life seemed to be full of things to do, new products to sell, finding out what his opposition were up to and how much extra he could fit into his sales van. He is survived by his wife Beryl and sons John and Jeffrey.

from Bruce Wilson at Pro Em

The National Climate Centre's seasonal temperature outlook for spring shows increased chances for above average seasonal maximum temperatures across much of the country, but particularly in the tropical north.

The probabilities reach 60 to 70% there, but chances are also above 55% in western W.A. and parts of southeast Australia. The chances are close to 50% elsewhere.

That's about the best news a VASA member could expect right now.

Here's the Bureau's predictions for major cities:

Brisbane - 45 to 50% chance of exceeding the median max temperature
Sydney - 45 to 50%
Melbourne - 50 to 55%
Adelaide - 50 to 55%
Canberra - 50 to 55%
Hobart - 50 to 55%
Perth - 55 to 60%
Darwin - 60 to 65%

The VASA prayer "Please Lord, may it be a long hot summer. May the odds on higher maximum temperatures as forecast by the National Climate Centre be accurate; may the majority of the record 1998 sales of 730,000 vehicles with 80% factory fitted air start coming out of warranty in early 2001 with faulty airconditioning systems needing expert repair; may the summer be so hot that the component failures are BIG and expensive."

AUCKLAND

VASA



2000



SEVENTH ANNUAL CONVENTION AND TRADE SHOW

The future of VASA will hinge on the involvement of more original equipment manufacturers who are starting to realise the organisation's role as a conduit for information and training, as well as being a traditional industry voice.

CEO of Jayair, principle sponsor of Auckland 2000, John Blanchard, made the comment during his official opening of the convention and trade show.

In his summing up of the changes in the industry (published in the last issue of Hot Air and available on the VASA website) John said that from a supplier or wholesaler's point of view, the supplier base is being reduced, as only manufacturers with OE connections have the capacity to produce today's high tech products.

At the same time, many of these suppliers are entering the aftermarket for the first time.

"An example of this is Delphi, which supplies many products to GM, Daewoo, Audi,

SAAB and others from their world wide facilities. The JAYAIR distributor network is a "partner of choice" with Delphi for the distribution of airconditioning product, such as the V5 and V7 compressors rapidly becoming commonplace on our vehicles," added John.

"We have just signed an exclusive agreement with Visteon to distribute their products to the aftermarket in Australia and New Zealand. Visteon is the largest supplier of airconditioning product in the world to Ford and is in fact a wholly owned subsidiary of the Ford Motor Company.

"This allows us to offer not only common products such as the AU compressor, but also adds to our range the full range of parts for Ford vehicles such as Explorer, Mondeo, Ka, Taurus, Probe and Cougar."

John also launched Jayair Online while in New Zealand.

"This is a website with a difference. Jayair Online is a tool, an interactive site and catalogue that allows you to specify the vehi-

cle or criteria. It then allows you to view the selected product instantly to ensure it is what you want.

One enormous benefit over printed catalogues is that we will update it every week, so that new product availability will be immediate.

"In December we will be moving into a new office and warehouse complex that will give us over 100,000 square feet of facilities and 60 full time staff dedicated to providing the very best range of product and knowledge to the airconditioning aftermarket.

We see our sponsorship of VASA's Auckland 2000 as a confirmation of our commitment to the industry that we all depend on for our livelihood.

We are investing heavily in the future to protect our position as Australia and New Zealand's largest independent airconditioning specialist supplier.

"I am enormously confident of the future of this industry," he summed up.

The Trade Show pics

AUCKLAND 2000
MAJOR SPONSOR







The world's largest producer of CFC alternatives has undergone a name change, from Elf Atochem to Atofina.

The name Atofina was adopted globally, as a result of the merger of two groups, TOTALFINA and Elf Aquitaine.

Their combined activities represent sales of Euro17.4 billion in three main business areas, petrochemicals and plastics, intermediates and performance polymers and specialties.

The company employs more than 70,000 people over five continents and is the fifth largest chemical group in the world.

Atofina is also the world's largest producer of CFC alternatives sold under the trade name Forane. It has research and development operations in France and USA and production plants in Europe, China, South America and USA.

Atofina owned PCI (Pacific

Chemicals), the only manufacturer of refrigerant gas in Australia, which ceased production in 1995.

All fluorocarbons are now imported into Australia and Atofina operates the largest distribution



facility in the southern hemisphere at Rose Hill in Sydney. Atofina is the leading supplier of "non flammable" gas to the Australian HVAC and refrigeration markets and a major supplier of blowing agents and alternative gases to the polyurethane, solvents and aerosol industries.

The manager of the Forane fluoro chemicals business in Australia and New Zealand, Carl Heslop, is based in Sydney and retains Gordon Harris as technical consultant.

The company has been a consistent supporter of VASA's training

and communication objectives, sponsoring the publication of the official newsletter, Hot Air.

"From our position in the South Pacific as a leading supplier, following world's best practice in terms of quality, we see enormous long term benefits in a cooperative approach to industry training through organisations such as VASA," said Carl.

"We will continue to support and work with VASA at this level because we can see that the organisation represents a significant industry voice among the professionals. Their stance as a training organisation deserves this support.

"Atofina's cooperative arrangements with VASA are totally in line with other programs we support, such as the "train the trainer" programs for the HVAC through TAFE in New South Wales," he added.

Three pioneers and a Legend

Four awards were made at Auckland New Zealand to Australian and New Zealand pioneers and a man who has been VASA's mentor for the last decade.

The VASA pioneer award was inaugurated in 1996 to recognise those who have contributed over the years to standards and growth of the industry.

Pioneer Awards went to:

Geoff Merritt
 Founder of Car Air Systems Pty. Ltd., Brisbane Queensland.



Since its inception, Car Air Systems has developed an outstanding local, national and international reputation for quality of service and efficiency of supply.

In July 2000, Geoff sold Car Air Systems Pty. Ltd. to Automotive Imports Pty. Ltd., better known as Melbourne Auto-Air, who will continue to trade as Car Air Systems in Brisbane.

W.J. Blanchard — (John Senior)
 Founder of Melbourne Auto Air and JAYAIR

John senior overcame incredible frustrations and odds to open up condenser

The winner of the VASA warranty book prize at Auckland 2000 (refund of airfares up to \$650, donated by FDW Holdings, was Peter Henderson of Tumby Auto Electrical Services at Tunby Bay, South Australia.

supply lines from Taiwan and single handedly overhauled the way condensers were sold, priced and fitted in Australia, especially in the smash repair industry.

Rob McLaren

New Zealand airconditioning craftsman
 Rob is one of those disappearing breed called the true craftsman.



This man can still make a heat exchange coil, or a wiring loom with his bare hands. In 1994, he joined a company a little closer to home, Autokool Hamilton, where owners Stuart & Mary Helm were happy to take on someone with Rob's industry experience. He continues to excel at making and adapting things with his hands.

THE FIRST VASA LEGEND

Frank Allison
 CEO IMACA (International Mobile Air Conditioning Association)- USA



Every now and then, an organisation needs to recognise that its success and its philosophies are influenced by a great mind.

Everyone needs a mentor and VASA's is Frank Allison, the CEO of the International Mobile Airconditioning Association in Texas.

VASA is indeed most fortunate to have fallen into Frank Allison's close circle of professional friends. VASA will benefit from this association.

NO CHANGES IN VASA HEIRARCHY
 The AGM saw no changes in the structure of the board or committees of VASA.

All of the committees remain the same as last year, as shown on the back page of this newsletter.

The only change of course is the convention committee, which is now under the guidance of director Tony Heat, who's business is

Take a bow...sponsors of Auckland 2000. We could not have done it without you.



automotive air conditioning parts



AFCAM



REFRIGERANT RECLAIM AUSTRALIA



Nippon Air Parts Australia



FROZEN AIR

The RTP, introduced as a compulsory training program as just one of the benefits of VASA membership in 1998, has been enthusiastically received by USA automotive experts.

VASA has licensed the program to IMACA, for use throughout America and the Spanish speaking countries.

"It was hailed as the greatest thing we have seen for a long, long time," enthused Frank Allison, CEO of IMACA.

VASA READY REFERENCE DIRECTORY 2000/2001

Directors, Committee Chairs (in bold) and Committee Members

DIRECTORS

	Phone	Fax	Email
Mark Mitchell (President)	07 5532 8133	07 5532 8602	supercool@onthenet.com.au
Glen Watkinson (Vice President)	08 8347 1155	08 8268 8048	glen@caraire.com.au
John Blanchard (Sec/Treasurer)	03 9890 7082	03 9890 0061	johnb@melbautoair.com.au
Tony Heat (Director)	02 9949 5188	02 9949 4243	cartersewell@tpg.com.au
Barry Rogers (Director)	64 9 573 3392	64 9 573 3395	auckautoair@clear.net.nz

CORPORATE AFFAIRS

Mark Mitchell	07 5532 8133	07 5532 8602	supercool@onthenet.com.au
Chris Lindeman	02 9484 3949 0413 448 855	02 9484 8608	chrisl@one.net.au

TRAINING AND TECHNICAL

Grantley Hand	08 8251 3894 A/H 08 8251 3894	08 8289 4260	gbkrhand@senet.com.au
James Ritchie	64 9 520 2741	64 9 522 3318	james@autotemp.co.nz

SERVICE

John Wallace	02 9894 0366 0419 276 627	02 9634 7086	cooldrive@bigpond.com
Mark Lynch	03 9532 0785	03 9532 1010	carcool@bigpond.com
Keith Murray	03 9793 3655	03 9791 5322	crispair@smart.net.au
James Ritchie	64 9 520 2741	64 9 522 3318	james@autotemp.co.nz
Stuart Helm	64 7 846 6668 015 181 048	64 7 846 6667	autokool.nz@xtra.co.nz
Ashley Teitzel	07 4633 0111	07 4633 0155	ashleys@ddis.com.au

CONVENTION 2001

Tony Heat	02 9949 5188	02 9949 4243	cartersewell@tpg.com.au
Ralph Cadman	02 9873 4000	02 9873 5273	cadman@bigpond.com
John Bish	02 9482 1511	02 9477 7360	jebish@hotmail.net.au
John Wallace	02 9894 0366 0419 276 627	02 9634 7086	cooldrive@bigpond.com

WHOLESALEERS

John Blanchard	03 9890 7082	03 9890 0061	johnb@melbautoair.com.au
Glen Watkinson	08 8347 1155	08 8268 8048	glen@caraire.com.au
John Bish	02 9482 1511	02 9477 7360	jebish@hotmail.net.au
Richard Cooper	64 9 262 6524	64 9 262 0547	richard@nzautoair.co.nz
Barry Rogers	64 9 573 3392	64 9 573 3395	auckautoair@clear.net.nz

INSURANCE

Jeff Green	02 9522 6111 0411 419 911	02 9522 7138	mobilecarair@ozemail.com.au
Terry Gatley	0412 722 947	07 3801 3096	mightycool@ozemail.com.au

MANUFACTURERS

Bevan Carrick	07 3375 5566	07 3375 1404	cooltemp@squirrel.com.au
Brian Wilkinson	03 9544 7799	03 9544 7888	nanbri@world.net

STEERING COMMITTEE – WARRANTY PROPOSAL

John Wallace	02 9894 0366 0419 276 627	02 9634 7086	cooldrive@bigpond.com
Bevan Carrick	07 3375 5566	07 3375 1404	cooltemp@squirrel.com.au
James Ritchie	64 9 520 2741	64 9 522 3318	james@autotemp.co.nz
Grantley Hand	08 8251 3894 A/H 08 8251 3894	08 8289 4260	gbkrhand@senet.com.au
Ashley Teitzel	07 4633 0111	07 4633 0155	ashleys@ddis.com.au

CORPORATE AFFAIRS, EDITORIAL AND WEBSITE CONSULTANTS

Ken Newton	07 5526 3044	07 5526 3404	newtons@onthenet.com.au
------------	--------------	--------------	-------------------------

This is how
we
communicate
now.....

www.vasa.org.au

The information in this newsletter is supplied by the executive, members and affiliate bodies in USA and Europe. VASA maintains a high standard of editorial and technical content, but can accept no responsibility for the accuracy of the statements made nor the technical information provided. If in doubt about any issue, contact an appropriate committee chairman or a member of the Executive.