



HOT AIR

NEWSLETTER

2nd Issue 2002

of the Vehicle Airconditioning Specialists of Australasia August 2002

onal Secretariat: VASA ABN 39 063 969 783 PO Box 2204 Southport Queensland 4215

FILE THIS ISSUE OF HOT AIR IN YOUR VASA FOLDER

Hot Air is printed with the generous assistance of

FORANE Refrigerants

by



Inside...

New VASA Brochure ...p2

Videos of convention now on sale...p2

Convention wrap-up...p3

What is VASA really worth to you...p4

Pioneers are honoured...p4

Gas contamination worse than expected...p5

Convention and Trade Show pics...p6,7,8,9

Annual golf day winners ...p9

VASA logo gains real market value ...p10

Sponsors page - new products ...p11

Directory...p12

New VASA policies now available...p12

In the wake of Wire & Gas 2002 success:

Two year program of rolling workshops with major convention now every two years

Rave reviews continue for 2002 Wire & Gas Training convention in Brisbane over the Queen's Birthday long weekend in June.

A healthy mix of more than 200 delegates, exhibitors, sponsors and day visitors packed most of the sessions and workshops. Two days after the official close of the show, more than 20 technicians from around Australia and New Zealand were still rolling up for optional workshop sessions.

"It seems they couldn't get enough training," said Convention Committee Chairman Mark Mitchell, head of VASA. "The training components were spot on. In fact, for a while there we didn't know how we were going to cope with the huge numbers of technicians who wanted to do the on-car training outside on the plaza level of the convention centre."



Robert Burns from Denso and Dave Townley from Air International at the training vehicle.

The on-car training was the hit of the weekend, with the four trainers stretched to the limit as technicians crowded around cars to learn from experts how to manage the high tech vehicle of today. (more P2...)

The Board of Directors of both VASA and AAEE have approved a 2-year plan of rolling Wire & Gas training workshops and conventions.

The program of dates (see inside) is subject to fine tuning, but the Wire & Gas Committee has asked for urgent feedback from 2002 exhibitors or other companies who may consider exhibiting. After Wire & Gas 2002, a survey of all exhibitors showed that 60% wanted another convention and trade show on the same scale next year.

To conserve organisational resources, the



Olympic flag bearer Andrew Gaze leads the parade into the trade show at Wire & Gas 2002

committee is recommending a major convention every two years, and in the interim, a program of rolling workshops around Australia and New Zealand, in which exhibitors can participate for very low cost and nominate speakers, as they did in Brisbane. Each workshop would be augmented by top speakers and would be a mini-version of the Brisbane convention.

The next full scale convention and trade show would be held on the June long-weekend in 2004, on the Gold Coast.

More detail on content and the "how and why" will be published on the VASA and Wire & Gas websites, but any thoughts on the program would be welcome from any member...send your thoughts to info@wireandgas.com or fax them to 0755263404





Delegates have likened the 2002 Wire & Gas Training Convention to the success of the one held in Adelaide about five years ago, which changed the culture of the annual get together.

This year, in response to members' requests, the delegate registration was kept at rock bottom. It was promoted as a black and white, no frills convention, but it certainly didn't act like it.

The teaming up between VASA and AAAE was another smart move for the convention team, opening up new avenues for both exhibitors and delegates.

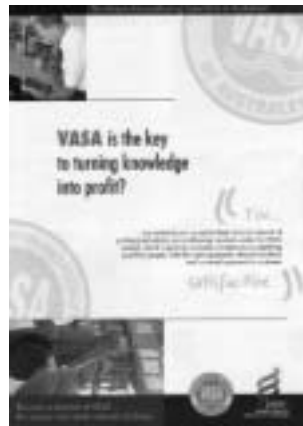
Some exhibitors, like Melbourne Auto Air's Andrew Kavanagh, who has been to all the conventions since 1993 labelled it the best yet, with smiles on all of the exhibitor's faces.

The convention also attracted the biggest number of free visitors to the Trade Show, which means the message got out to those in the trade who simply wanted to browse the equipment and services without attending the convention. This is a formula which will be continued.

NEW BROCHURE CAPTURES VASA'S REASONS FOR BEING

VASA is streamlining its membership application procedures, to make it a lot easier for people to join and take part in the technical knowledge development program on offer. The entry standards are still stringent, but it's obvious from the applications coming in that there's a whole new breed of member looking for VASA's knowledge and they are from a variety of backgrounds. Some are already running busy auto electrical businesses and are diversifying into air conditioning work.

with the assistance and support of the Douglas Mawson Institute of Technology in Adelaide, invites people in the trade to "join an established national network of professional vehicle air-conditioning repairers under the VASA symbol, which is gaining consumer acceptance as signifying qualified people, with the right equipment, ethical standards and universal approach to customer satisfaction."



The new brochure, produced

A brochure is enclosed with this issue of Hot Air. It will help reinforce your reasons for maintain-

You enjoyed it, or heard all about it...now

ONLY \$49 INC. GST

see it on



More than 3 hours of full-on training by the keynote speakers and trainers at Wire & Gas 2002.

If you weren't there, this is the next best thing with all major presentations.

For those who were there and want to share the experience with the rest of the workshop...this is how to do it.

Send a cheque (made out to VASA) with your name and membership number to:

**Wire & Gas
PO Box 2204
Southport Qld 4215**

or to pay by **CREDIT CARD** go to www.wireandgas.com and follow the links

ONLY \$49 INC. GST



Many thanks from all the delegates to the following sponsors of Wire & Gas...couldn't have done it without you!

MAJOR SPONSORS



MEDIUM SPONSORS



MINOR SPONSORS



EVENT SPONSORS



Barby winner

The Wire & Gas incentive prize for a full paying delegate to the June 2002 Convention could not have gone to a more deserving home.

The name which came out of the hat following the convention was none other than Dave Townley of Air International, who of course was one of our hard working presenters at the on-vehicle training sessions all Saturday and Sunday afternoon.

The European style barbecue will be freighted down to Dave's home in Melbourne courtesy of David Ellis at Car Air Systems in Brisbane.

Dave, as those at the convention would have known, was sick as the proverbial dog for most of the convention, but battled on anyway.

Congrats Dave.



Mark Mitchell

PRESIDENT'S CONVENTION WRAP UP

If we have achieved nothing else at Wire & Gas 2002, we have uncovered some star talent from within the ranks of our associations, wholesalers and manufacturers.

Because we made it a training convention and we called on wholesalers and manufacturers to supply speakers, we unearthed a whole new range of talent which really needed to be shared with the entire industry.

I refer particularly to people like Wayne Blackman from Philips, Don Anderson from ACA, Julian Hentze from Ashdown, Chris Lindeman, Robert Picone from Melbourne Auto Air and John Oughton from AudioXtra.

And of course, the natural stars from our manufacturing and educational sectors Robert Burns from Denso, Dave Townley from Air International, Kelvin Docking and Grant Hand from DMIT, Mike Bennett from RRA and Alan Woodhouse from NRAC.

And the international star this year, Conrad Norris gave us a global overview that we just could not possibly get from within Australia.

The presentations given by these people need no further explanation from me, but for those of you who might have missed some of it, I can assure you that every presentation was the absolute highest standard.

...and of course Andrew Gaze. It makes you proud to be Australian to listen to such an unassuming, honest, down to earth good larrikin.

And I must mention those sponsors who have helped the committee underwrite Andrew's appearance....and they still have not been officially revealed... deserve the highest recognition for this.

Now the million dollar question is - what do we do next.?

We've surveyed our exhibitors and it shows that they, as well as our convention committee are divided about annual or bi-annual conventions. But a decision has now been made and it is discussed elsewhere in this newsletter.

I can quote some attendees, including Conrad Norris who is very familiar with the international scene, who say that while we might be small, in terms of value to the delegates this convention was right up there with the big international events.

This is a great compliment, but in fairness it should be said that VASA, since it began these conventions and Trade Shows has always delivered a quality convention, with quality speakers.

This convention and trade show formula, combined with AAAE, has certainly added enormous value to the outcome.

We tend to forget that at convention time, we rekindle an incredible warm friendship.

I don't make that statement lightly and I can feel the pressure from many delegates of a little sadness if we do decide to go every two years because some of you enjoy each others company and enjoy the networking.

I think that issue alone is going to be the hardest call for the committee."

During recent months, as the Secretariat has been trying to get all members to pay their annual subs on time, the same old tired statement "What do I get for my money" - keeps bobbing up.

IS THIS WORTH 250 BUCKS TO YOU?

Do you ever call one of your fellow members to resolve a sticky technical issue, including wholesalers or OEMs? Have you considered the collective power of

being in a professional network of service centres, all displaying a respected VASA logo on the window?

If the answer is **NO** to all of these, then, sorry pal, you are not in a position to ask us "What do I get out of VASA for my 250 bucks a year."

Being a member of an organisation of any kind is not a one-way street.

VASA provides the platforms, the contacts, the information base, the training programs, the technical information, the publications, the means of communicating. The member's role is pretty simple - just use it.

So let's have no more of this "What does VASA do for me". The list above is just a small sample of what really happens in VASA. As the TV salesman says - "...and there's lots more".

The secretariat now asks these questions when confronted with this statement...

- Do you read Hot Air when it hits your desk?**
- Do you visit the website?**
- Have you seen all the technical and other information in its pages?**
- When you get your RTP, do you read it ?**
- If so, do you fill in the questionnaires so that you can get a certificate to hang on your customer service wall to show how smart you are?**
- Do you ever phone the technical coordinator Grant Hand and get him to solve a tricky question for you?**
- Do you go to conventions and listen to the tech-**

"Pioneers are chosen from a number of nominations and the criteria we consider has to do with the contribution made to our industry, not necessarily how old you are. The committee gives considerable weight to the achievements and talents of the individual nominee. This year's pioneers have demonstrated their ability, talent and commitment to our industry."

- Mark Mitchell, VASA President, making the awards.



Les Bennell
Les Bennell
Automotive
Airconditioning

Les entered the air conditioning industry 20 years ago, following a background in heavy trucks. He trained through courses and self application and began a mobile service for all types of vehicles, but specialised in heavy equipment.

He developed systems, one being adopted by Massey Ferguson UK for heavy equipment used in harsh tropical conditions. Because of his strong design skills he is often called on to modify imported systems to better suit the tropics.

Les brings a highly developed ethical belief in customer service to everything he does and he stands behind the quality of his work.



Roy Brown

Roy has been called by those who have known him for years, a creative engineering genius.

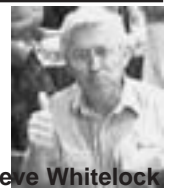
He is not an engineer, but an electrician. Everything he knows about auto air conditioning systems - and that's considerable - he's learnt the hard way, all by himself.

In the years when the design and manufacture of aftermarket systems was a lucrative pursuit for innovative engineering companies, Roy Brown was in there, solving problems and designing complex units to fit ambulances, Land Rovers and other special vehicles.

For as long as anyone has known him Roy has worked at AMC Holdings Pty Ltd.



Bevan Carrick



Steve Whitelock

Cooltemp Pty Ltd

Bevan Carrick, an engineer, and Steve Whitelock, a former boiler-maker, came up from Sydney and joined forces in 1984 to establish Cooltemp Pty Ltd as a private, Australian owned company. Their vision was to produce after-market automotive air-conditioning systems for all makes and models.

Cooltemp gained a reputation as a leader in design, manufacture and supply of high quality products both locally and internationally. This reputation is maintained through Cooltemp's in-house expertise in the tooling, design and manufacture of its own components.

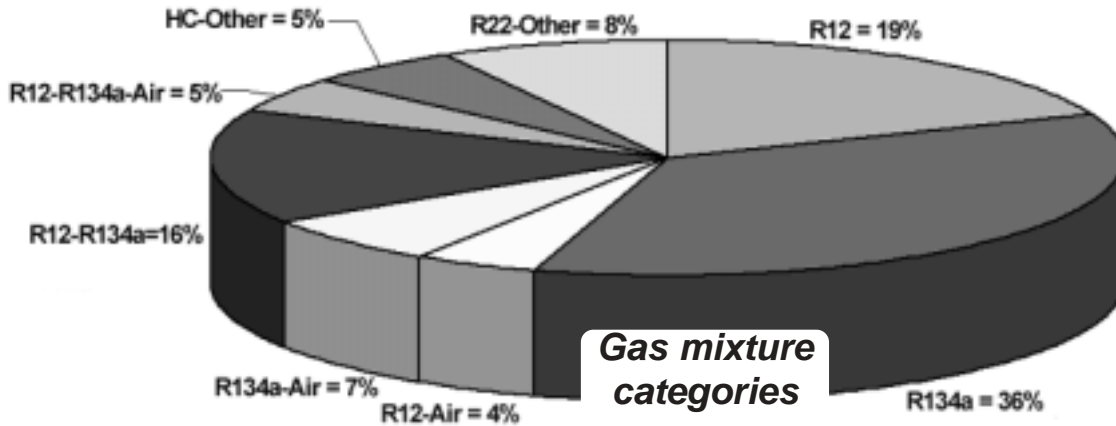
Gas contamination worse than expected

A recently completed VASA survey of cars across three states has confirmed the industry's worst fears about the level of contamination in air conditioning systems.

from poor work practices in terms of labelling and ports, a large percentage of air in the Australian fleet shows that evacuation practices are not what they should be, or as thorough as VASA thought they were.

once again the value of training among the workshops in the industry. VASA would like to think that member workshops already have some idea how to act properly when handling refrigerant. The to worry about are the "gas

jockeys" out there who couldn't care less how they gas a vehicle or whether they attach a label... and there's thousands of them in garages and workshops everywhere.



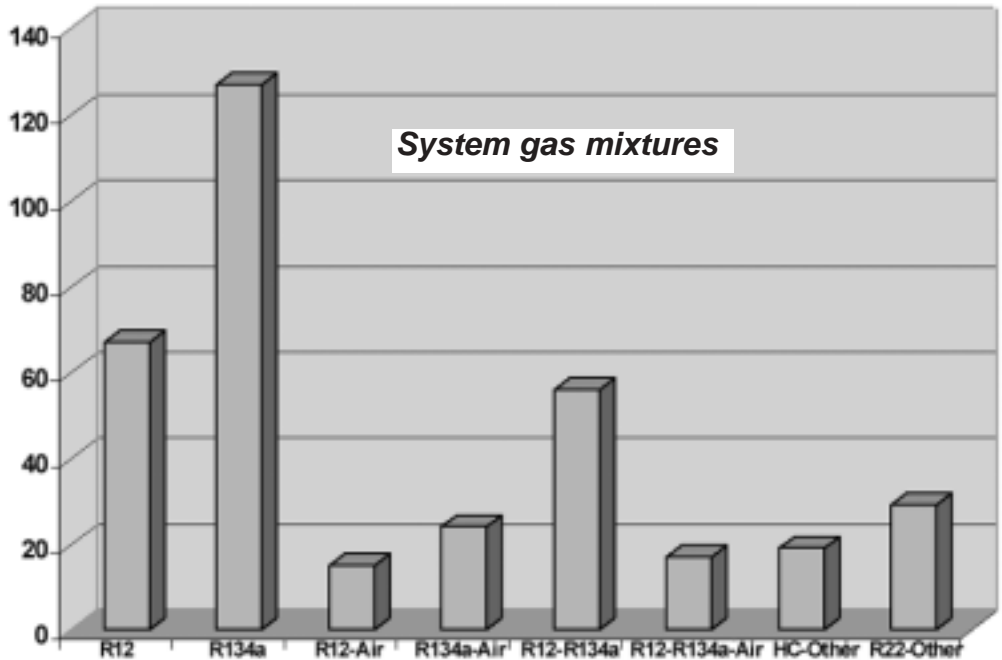
The sample of 354 vehicles in Queensland, New South Wales and South Australia is considered by experts to be more than enough to prove the point.

Announcing the findings at the Wire & Gas Training Convention, VASA president Mark Mitchell said the results indicate that recycling of refrigerant gas on site is not an option and not best practise.

"Workshops would have half a chance of recycling on site, but it could only be done if the workshop had an identifier. On this basis, the workshop could recycle on a selective basis," Mark added.

POOR EVACUATION PRACTICES

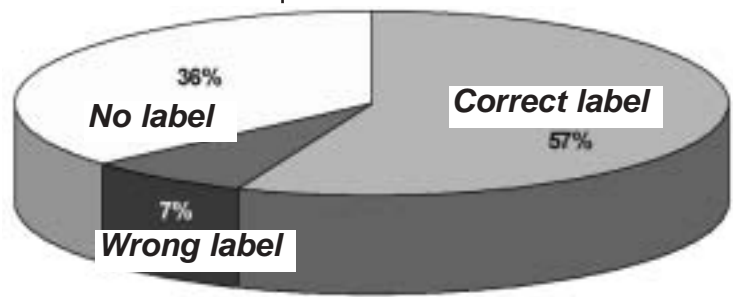
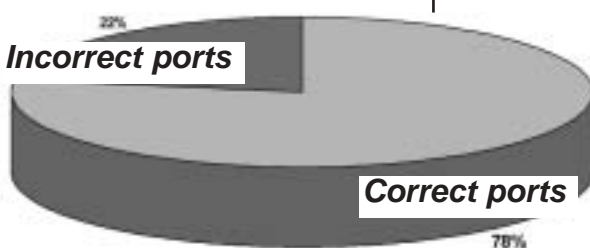
The survey indicates that apart



As a result of these findings, VASA Technical Coordinator Grant Hand will be preparing a recommended guide to work practice for the management of refrigerant gas.

This reveals

It points to the important role of the national licensing scheme currently being put in place by NRAC. At least through this, VASA may be able to get the message across that gas contamination does nobody any good.





CONVENTION AND TRADE SHOW PICS

Major sponsors receive their awards from Andrew Gaze - at right, Graham Bonney of Ingrams, below are Andrew Kavanagh and John Blanchard of Jayair and bottom right are Mark Padwick and Paul O'Shea of Sanden

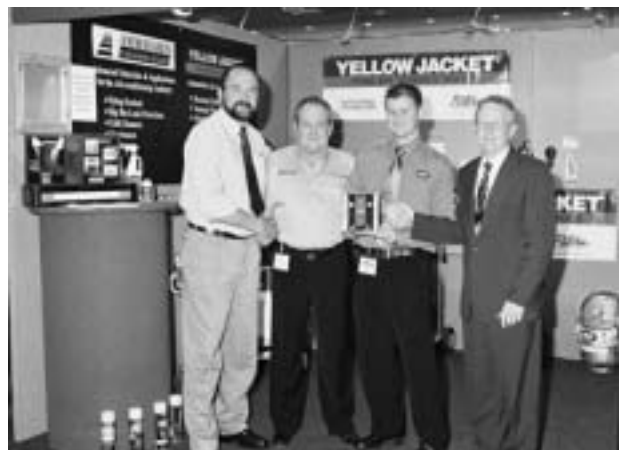


Five times Olympian Andrew Gaze delivers his keynote address



Pictures of exhibitor stands show presentation of participation plaques by the two Presidents, Mark Mitchell of VASA and Deyan Barrier of AAEE









TENTATIVE DATES FOR NEXT TWO YEARS

2002

Saturday 2 November

Wire & Gas Regional Workshop Tweed Heads

Coverage: central and southern Queensland / central and northern NSW

2003

Saturday 29 March

Wire & Gas Regional Workshop Albury / Wodonga

Coverage: Northern VIC and Southern NSW

Saturday 12 April

Wire & Gas Regional Workshop Perth

Coverage: All of WA

Saturday 3 May

Wire & Gas Regional Workshop Sydney

AAAE Annual General Meeting

Coverage: Metro area

Saturday 7 June

Sunday 8 June

(June long weekend)

Wire & Gas Regional Workshop Adelaide

VASA Annual General Meeting

VASA 10 years since first meeting

Coverage: All of SA and Australasia

Saturday 9 August

Wire & Gas Regional Workshop Townsville

Coverage: Far North QLD

Saturday 6 September

Wire & Gas Regional Workshop

Melbourne

Coverage: Metro Area

2004

Saturday 27 March

Wire & Gas Regional Workshop Orange

Coverage: Western NSW

Saturday 17 April

Wire & Gas Regional Workshop Rockhampton

Coverage: Central QLD

Saturday 8 May

Wire & Gas Regional Workshop Wollongong

Coverage: South Coastal NSW

Saturday 12 June

Sunday 13 June

Monday 14 June (June long weekend)

Wire and Gas Training Convention and Trade Show

Gold Coast

VASA: Annual General Meeting

CELEBRATION : 10 years of incorporation

Saturday 14 August

Wire & Gas Regional Workshop Brisbane

Coverage: Metro / Gold Coast / Sunshine Coast

Saturday 11 September

Wire & Gas Regional Workshop Ballarat

Coverage: Western Vic

Annual Golf Day draws biggest number yet - but guess who won?

The annual VASA golf tournament has turned into something of a farce, with the remark being made that Andrew Kavanagh of Melbourne Auto Air could have left the perpetual trophy in his office in Melbourne rather than hawk it up to Brisbane.

After all, he's now won it three years in a row. Indeed the old trophy is showing signs of wear, which is strange considering it's been in one place for so long. It fell to bits when David Ellis, the golf coordinator tried to present it to Andrew at the annual dinner during convention.

It was a big roll up for the golf, with 32 players. David Ellis was

pretty upset because he missed out on a game because of the numbers (which for non-golfers had to be divided by four evenly).

As we tried to console him, "It's still only a stick and a ball, what's

the big deal."

Outright winning team was Andrew Kavanagh, Brett Spicer, Jock Harris and Duane Ottaway.

Nearest the pins were Neil Black on the 5th hole, John Burke on the 9th, Hiroshi Yoneda on the 11th and Duane Ottaway on the 13th.

Longest drive was achieved by



Roger Durst.

It's not known how much business was actually transacted on the Sanctuary Cove golf course.

VASA logo gains real market value - it could be your greatest asset

After almost a decade of consistent use, the VASA logo has become a symbol which means professional and ethical service, equipment, repairs and maintenance of the climate control systems in the Australian and New Zealand fleet.

Now that it has a value, its use must be protected at all costs for the specific and exclusive use of the members of VASA.

The VASA Directors in June approved a new set of policy guidelines for the logo, to ensure its integrity and also to ensure that it is not abused by over-enthusiastic members.

Only current financial members have any rights to the logo and even then, members may only use it in a manner approved by the Board.

Former, or unfinancial members are expressly forbidden to use the logo, or to display any evidence of membership of VASA. Failure to comply will be construed as a breach of copyright.



Member

Templates are also available for providing your signwriter with finished designs in an acceptable format, ready for making your outdoor signage if you wish.

Except for those approved by VASA, no words or symbols or other visual elements can be added to the logo. In particular this restriction applies to company names, vendors or product names.

When used on corporate stationery of any kind, the logo must carry the word "Member".

If used on any marketing material, such as a newsletter, advertising flier, product catalogue, brochure, website page, advertisement

in press or television, the logo must be accompanied by the word MEMBER.

"endorsed by" or any other words which might imply endorsement, are strictly prohibited as attachments to the logo.

Members may use the VASA logo on company letterheads, business cards and related correspondence, providing such usage adheres to the design guidelines.

The Board of VASA deems any usage which might imply an endorsement or support for any product or service as inappropriate. Action will be taken against any members flouting this rule.

Board members or any executive member of VASA will NEVER use their position within VASA to endorse any of their own company products or services, nor will they permit any staff member to do the same.

There must never be any suggestion or implication that an executive position within VASA will generate any special commercial arrangements, favours or prices.

No member of the Board or executive is permitted to use their Directorship or executive titles, or express in any way, in any commercial circumstance, that they hold executive titles in any promotional or advertising material, company or product newsletters or any other material deemed to be a promotion of their own products or services.

Complete copy of this and all other VASA policies, as adopted in June this year, are on the VASA website at www.vasa.org.au in the member's lounge.

If you are not yet on the internet, write, phone or fax the Secretariat for a printed copy of any policies.

Full series printed on Page 12.



The VASA logo is available to all members in a variety of formats for printing, in the Member's Only Lounge at www.vasa.org.au

Permission to use the VASA logo does not mean that a member can claim that VASA endorses their products or services. Therefore any words, such as

Products and Technologies for the vehicle air conditioning industry Provided by Sponsors



The following product information is a service to members and paid for by sponsors and should not be construed as any endorsement of products by VASA. For submissions and sponsorship details, contact the Editor, Hot Air info@vasa.org.au Phone 0755263044 or Fax 0755263404



Industry Success Story

Who would have thought that a business literally started in a Brisbane back yard some 37 years ago would become a recognised industry leader. Ashdown has rewritten many consultant's books on benchmarking and continues to break new ground.

People have been the secret ingredient and the energy of the Ashdown team today continues the trend which has seen the company dominate market share in their chosen sectors.

Ashdown operate 17 branches nationally and specialise in rotating electrical componentry, automotive lighting and accessories, air-conditioning and electronic fuel injection. Ashdown is ISO9002 Quality Assurance rated which is an important label given the Starter Motor and Alternator Remanufacturing line which produces an impressive 60,000 units per year from their factory located in Brisbane.

Ashdown retain many well known brands exclusively with Wilson starters and alternators, Zen starter motor drives, Unipoint starter motors, alternators and electrical switching, New Era relays and solenoids, ZM starter motor solenoids, Trifa lights, Perei lamps and LED and Grote truck lampware.

Ashdown have a wide coverage of markets from the auto electrical trade through to the mining industry. A heavily service orientated business focused on quality and bringing the latest technology to market.

See more at
www.ashdown.com.au

Australian Fluorocarbon Council



VASA in driver's seat

The coming year will see the development of one set of Commonwealth legislation to cover all fluorocarbon refrigerants across Australia.

Even so the legislative process is long and arduous and it is likely to take until next year until we see controls in effect.

This is something that VASA has agitated for for many years.

Different regulations in different states are both frustrating and ineffective.

In addition, VASA members have long recognised the need to ensure that refrigerants are only used by properly trained people.

Those with long memories will remember that, when the sale of R12 was restricted to properly trained people, these restrictions met with considerable support from the industry.

However, as the industry has moved away from the old R12 to R134a, we have seen a slide back into the old ways in some areas, as some people went back to the old practices, given that there was no legal reason to do otherwise.

The proposed Commonwealth legislation will restrict the sale of R134a to properly trained professionals.

This is essential for the environment and good for business because its good for the consumer.

The Australian Fluorocarbon Council will continue to work closely with VASA to support this approach.

<http://www.afcweb.org/>

Reduced rates for this section

VASA has been inspired to persevere with this page because it seems to work so well for our sister organisations in USA and Europe.

It's an opportunity for member wholesalers and manufactures to introduce new or improved products or tools and services; or even to reinforce the value of existing tools and equipment.

As we proved at Wire & Gas 2002, service centres want real product information - not just corporate chest beating.

\$75 gets you this

To encourage more suppliers, here's the new deal:

100 words

1 logo

1 product pic

**Member's price: \$75 plus
GST**

AND

it goes on the VASA website in the new product section for three months.

So come on wholesalers, don't hold back.

This is an ideal opportunity to reach all the members with your new gadgets or systems. What are you waiting for?

**Send it as digital files to
secretary@vasa.org.au**

VASA READY REFERENCE DIRECTORY

2002-2003

DIRECTORS & EXECUTIVE

	Phone	Fax	Email
Mark Mitchell (President)	07 55711986	07 5532 8602	mmitchell@sca-australia.com.au
Glen Watkinson (Vice President)	08 8347 1155	08 8268 8048	glen@caraire.com.au
John Blanchard (Treasurer)	03 9896 7300	03 9890 0061	johnb@melbautoair.com.au
Barry Rogers (Director)	64 9 573 3392	64 9 573 3395	auckautoair@clear.net.nz
Mark Padwick (Director)	02 9791 0999	02 9791 9029	mpadwick@senden.com.au

CORPORATE AFFAIRS

Mark Mitchell	07 55711986	07 5532 8602	mmitchell@sca-australia.com.au
Chris Lindeman	02 9484 3949 0407 588199	02 9484 8608	clindeman@bigpond.com

TRAINING AND TECHNICAL

Grant Hand	08 8251 3894 A/H 08 8251 3894	08 8289 4260	gbkrhand@senet.com.au
Stuart Helm (New Zealand)	+64 7 846 6668 0800 505-400	+64 7 846 6667	stuart@autokool.co.nz
Ashley Teitzel	07 4633 0111	07 4633 0155	ashley@enter.net.au

ALLSTATES

Les Bennell (Qld)	07 3821 0852 0402 791 750	07 3286 1836	lesbennell@bigpond.com
John Wallace (NSW)	02 9894 0366 0419 276 627	02 9634 7086	cooldrive@bigpond.com
Tony Heat (NSW)	02 9949 5188	02 9949 4243	cartersewell@tpg.com.au
Dave Jackson (SA)	08 8376 0899	08 8376 0451	admin@jacksonsauto.com.au
Rod Lyons (WA)	08 9453 2811	08 9453 2818	rlyons@lyonsaircon.com.au
Richard Cooper (NZ)	64 9 277 9855	64 9 277 7418	richard@nzautoair.co.nz
Steve McCarthy (NZ)	64 7 578 5626	64 7 578 5636	smac.electrical@clear.net.nz
Mark Shepherdley (Vic)	03 9305 4055	03 9305 4209	customair@bigpond.com
Greg Chambers (Vic)	03 9926 1800	03 9926 1888	gchambers@ingram.com.au

WIRE & GAS (Joint Committee with AAAE)

Mark Mitchell	07 55711986	07 5532 8602	mmitchell@sca-australia.com.au
Deyan Barrie (AAAE)	02 9476 6277	02 9477 6062	BarrieAutos@one.net.au
Mark Padwick	02 9791 0999	02 9791 9029	mpadwick@senden.com.au
David Ellis	07 3252 9050	07 3252 4166	davide@carair.com.au
Jeff Smit (AAAE)	02 9439 6772	02 9966 8511	TowerMotors@bigpond.com
Ken Newton	07 5526 3044	07 5526 3404	secretary@vasa.org.au

WHOLESALEERS and MANUFACTURERS

John Blanchard	03 9896 7300	03 9890 0061	johnb@melbautoair.com.au
Glen Watkinson	08 8347 1155	08 8268 8048	glen@caraire.com.au
Bevan Carrick	07 3375 5566	07 3375 1404	cooltemp@squirrel.com.au
Barry Rogers	64 9 573 3392	64 9 573 3395	auckautoair@clear.net.nz

SECRETARIAT, CORPORATE AFFAIRS, EDITORIAL AND WEBSITE CONSULTANTS

Ken Newton	07 5526 3044	07 5526 3404	secretary@vasa.org.au
Warrick Steele (Database/Accounts)	07 5526 3044	07 5526 3404	secretary@vasa.org.au
Nickolas Fritzkowski (Technical-Web)	07 5526 3044	07 5526 3404	secretary@vasa.org.au

**NEW VASA POLICIES
AND GUIDELINES
NOW AVAILABLE
ON THE WEB AT
www.vasa.org.au in the member's
lounge or by phoning or faxing the
secretariat. (see the numbers in the
directory above)**

**Member's Code of Conduct
Customer Code & Warranty
Logo Guidelines
Multiple Business member-
ships
Guidelines for SOLD member-
ships
Background story on VASA**

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 chairperson or a member of the Executive.