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On The Blink!

Victorian Appliance Industry Assoc. Newsletter



Inside this issue:

- Would you like a skilled serviceperson? **2**
- May Members Business Seminar **2**
- Maximise your VAIA Membership **3**
- Fisher & Paykel Service Information **3**
- Simpson Type Electronic Forward Reversing Module **4**
- Vale David McKay **4**

The Appliance servicing Trade Course is now official, Australia wide! David Harpley

I've kept myself completely up to date with the progress of this course which I first managed to get Tony Palladino to assist us with way back in 1999 sometime. There were many obstacles placed in the path of our endeavour, most of them were not directly concerned with our trade, but were arguments between one of the unions and another trade organisation. Those difficulties were finally resolved in late September 2006. I was ensured that the latest requirements for testing of repaired electrical equipment were included (see unit UEENEJ061A - Verify compliance and functionality of appliances) and that the electrical "Disconnect/Reconnect" remained in place. The completed project was pre-

sent to government about mid October.

(You may recall our Appliance trade was part of a very large package of Electro technology, Communications and Energy Utilities training packages.)

I received an email from Tony Palladino telling me the whole package is now "live" and available to any training provider in Australia. It may now be taught in any state or territory and apprentices will receive Commonwealth assistance, as will training providers who offer the course. Obviously numbers wishing to take the course will likely rule those places where it will be available. There is a 'version 2' in discussion, but appliance servicing will not be affected, the changes will merely closely reflect the

compromise reached last September.

For a copy of the scope of Certificate III in Appliance Servicing—UEE3 05 06 contact us.



Apprentice Appliantologist

GAMAA May Have Partner For Monitoring Safety Standards In Australia

Re-Printed from GAMAA Weekly Newsletter

In last weeks GC, we reported changes taking place at Standards Australia (S.A.) that could impact negatively on gas appliance manufacturers. That situation was discussed at length at your Executive Council meeting in Sydney on Wednesday. After reviewing possible actions, the Council appointed a Task Force to monitor progress at S.A. and draft possible scenarios that would protect GAMAA members between now and the end of the year.

At the end of the meeting, the Council met with the Board of Directors from LPG

Australia. The purpose of that meeting was to explore future relationships and activities between the two organisations. The success of GAHSCA (The joint agency of the two organisations that dealt with the attack on un-flued gas heaters) was discussed and it was agreed that if we encounter a joint issue again in the future, we could form a similar agency.

During a discussion of current issues that both organisations are concerned with, the current conditions at S.A. were discussed. It was agreed that the situation was serious and both associations re-

ported they were scheduled to take action. Forming a new "GAHSCA" type organisation seemed to be a good option for both organisations and it was agreed that GAMAA and LPG Australia would meet next month to explore forming a new joint agency.

We will keep you informed of this development and will let you know if a new joint agency is created. It is encouraging to know that we may once again find an ally to double our effectiveness at GAMAA in its efforts on behalf of gas appliance manufacturers.





Apprentice Applianceologist

Would You Like A Skilled Serviceperson?

David McKay

QUESTION:

How many whitegoods servicemen does it take to fix one appliance?

ANSWER:

One "But there will be a 2 week delay before he will have time to come to your home." Extreme statement?

No, not at all, it is not unusual to find this state of affairs even with the manufacturers' service, in busy peak periods.

The available qualified staff all around the country is NIL even the non-qualified shonky people are busy.

REASON:

No training going on to replace those leaving the trade. We all know this, but few are doing anything about it.

Those of us who have apprentices are only training

enough for our own needs. The two manufacturers left in the country are training and they are to be congratulated for their effort, but it is not enough.

We know training can be expensive, but Government incentives are improving and most or all is recovered long before the end of the training time.

Anybody with 1 or 2 staff can benefit greatly by having an extra pair of hands to help with those jobs requiring assistance, and doing the running around that takes so much time out of your day.

Ordering parts is a great learning tool.

Talking to customers is learning to communicate, before long the 1st year is gone and the apprentice is on the way to earning for you.

Group training companies are excellent for small or-

ganisations who may run short of work and need to trade the apprentice off to another company during slow times, but you would be surprised how few times this happens.

Mature age apprentices are particularly good as they have some life skills and can present to customers with more confidence. Often they have some prior experience which can credit to their training time.

The average age of service people is 45-50 – far too high to sustain a viable number in the industry.

To those of you considering quitting!... don't... we need you.

If you need any help making up your mind about taking on an apprentice, call any of our members who have trained and talk to us.

Give it some serious thought.

"The average age of service people is 45-50 – far too high to sustain a viable number in the industry."

May Members Business Seminar

At the May Victorian members meeting keen interest was being shown in the presentation of the Stokes line of products. A representative from Invensys gave an excellent overview of their history internationally and in Australia.

lia. He also gave a run down on their programmable temperature controllers.

It was one of the most interesting members meetings I have attended and certainly generated much discussion

with those around me about the night and what they had seen.

Well done to / and his team for making an interesting get together even more so.



AIA Members enjoying some stimulating conversation, good food and some industry information via a presentation by Stokes and Invensys Representatives

This newsletter was sponsored by:



Maximise your VAIA Membership

Colin Gutierrez

What does your VAIA Membership mean to you? Do you pay the membership dues so that you can just say you are a "member" of VAIA? If you answered "yes" to this question then you may be short-changing yourself as well as the association. Get involved. There are numerous ways to become a more involved participant in our organization. I'll highlight just a few to get you thinking.

One way to become involved is to attend the members meetings. At these meetings you will catch up on the latest industry trends, network with fellow members, manufacturers and other industry leaders.

It is very easy to become an VAIA Committee Member. The VAIA committees offer

everyone a chance to help move our organization forward. If we want our association to achieve it's potential, everyone must contribute. The standing committees at this time are Marketing, Membership, Event Planning and Training. Find a committee you feel like you can contribute to and attend a meeting.

Take advantage of the VAIA website, www.vaia.net.au. This benefit seems still to be a vastly underused commodity. There is information for almost any topic or situation facing a service company today. The latest industry news, training calendars and manufacturer website links are on the site. In the "members only" area on the site there is a wealth of forms to download and use

for all areas of your business—from helpful costing formulae to marketing materials.

Get trained. Being able to demonstrate that you have highly trained and educated staff will surely make your company a more marketable product to customers and manufacturers.

In order to maximize the effectiveness of the VAIA and your membership in it, you must get involved. Attend member meetings, join a committee, participate in the training programs or explore the website to find other ways to add value to your membership. Your company and the VAIA will be better for it.

Fisher & Paykel Service Information

Steve Taun

Change of Motor Control Module Housing Color – Phase 5 (Grey module)

MODELS: IWC09, IW509, IWM10, IW710, IWL10, IW810, IW509, IW609, IW709, MW059, 095, AW095, GW509, GW609, GW709, GWC09, GWM09, GWL09

The Grey Motor Control Module used on the Phase 5 machines is changing color to brown. The part number remains the same. This is now the same color as the Phase 6 machine so identifying the part number is now important and not the color when ordering this part.

Note: Phase 5 boards wires connect from the top of module and phase 6 connect from the side.



Grey module colour (old)



Grey module in brown cases (new)
Note: Sticker is grey in colour to help identify module type.



"Fisher & Paykel change motor control module housing colour"



VAIA Members enjoying an excellent presentation from Invensys.

Vale David McKay

Darren Latta

All of us that knew David are deeply saddened by his passing.

David was a great strength to the Association, His business David McKay & Co operated in Southport, as the authorised service centre for several leading brands.

David was very active within the Queensland branch, and would often travel at his own expense for national functions and meetings. He was Queensland chairman for many years, and the driving force in his state; A winner of the Tweeddale award,

and past national president.

David was passionate and enthusiastic about the AIA. He was deeply aware of the need to train new repairers, which he saw as a three way partnership between the business, manufacturers, and the Association.

David enjoyed to relax with a Drambuie or a Glenfiddich and was happy to share tales of his past exploits.

On a weekend David and his wife Janice loved to show their dogs, and would

travel all over the country, participating and organising, setting up and packing up again after the show was over.

Most of all he was a very genuine fellow, who would always be happy to help and make time for you. I valued his input immensely. Personally he was able to offer guidance and assist in any way he could.

So raise your glass, and drink a toast, to David. May we strive to live up to his example.



David John Tait McKay
23rd April 1936—6th April 2007



"The Appliance Industry Professionals"

Simpson Type Electronic Forward Reversing Module

Paul Pittard

Test Procedure for modules with wire leads

To Test Agitation

1. Remove Wires EA, CA and CB.
2. Disconnect Cord Active from timer
3. Connect Cord Active to EA on the EFR Module
4. Connect CA to Neutral (this gives normal agitation)
5. Make all wires safe and turn on the power. (Normal agitation should be observed)
6. Turn Off Power
7. Remove CA from Neutral
8. Connect CB to Neutral (this gives gentle Agitation)
9. Make all wires safe and power on (gentle agitation should be observed)

To Test Spin Motor action

1. Leave EA connected to Cord active and CB connected to neutral
2. Connect CA to neutral as well
3. Make all wires safe and turn on power (single direction agitator rotation should be observed.) Note: Spin does not occur as clutch solenoid (or brake motor) is not energised
4. Reconnect wires to original positions

Later Modules with male terminals

The agitation function is similar to described above these modules do not have a CB terminal, and active for spin is supplied direct from a timer switch. On the late modules, if CA is connected to Neutral it gives normal agitation. If CA is open circuit, it gives gentle agitation.

