



Australian Government

Department of Sustainability, Environment,  
Water, Population and Communities



# 2011 ARC Members' Forum

The annual ARC Members' Forum was held in Sydney in October.

The Forum provided an opportunity for members to enter into broad discussions impacting the sector directly with representatives from the ARC and the Department of Sustainability, Environment, Water, Population and Communities.

Glenn Evans, CEO of the ARC, emphasised the importance of the forum as a conduit between the RAC industry and the Australian Government. "The forum is an opportunity for broader RAC and regulatory issues to be discussed by a wide variety of representative associations in the sector, with representatives from the ARC and government also there to provide the regulatory perspective."

**100% of respondents to the post-forum survey felt the event was one of the best means for a diverse range of RAC representatives to discuss the 'broad', high-level issues affecting the sector.**

Some of the key themes to emerge included:

- Support for ARC to host the national occupational licence
- ARC communications to target DIY promotions
- Further consideration of HFO 1234 yf and if it will be called up in the Ozone and Synthetic Greenhouse Gas Management Act 1989
- All refrigerants to be licensed through the ARC. While outside the current remit of the ARC, the RAC industry was generally in support of ARC licensing for this purpose
- It was suggested the ARC look at an educational campaign on R22 phase-out

In attendance were representatives from ARC member groups including:

Appliance Industry Association (AIA) ; Air Conditioning and Mechanical Contractors Association (AMCA) ; Air Conditioning and Refrigeration Equipment Manufacturers Association of Australia (AREMA) ; Air Conditioning and Refrigeration Wholesalers Association (ARWA) ; Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH) ; Institute of Automotive Mechanical Engineers (IAME) ; Institute of Refrigeration and Air Conditioning Service Engineers (IRASE) ; Motor Trades Association of Australia (MTAA) ; National Electrical and Communications Association (NECA) ; Refrigeration and Air Conditioning Contractors Association (RACCA) ; Victorian Automobile Chamber of Commerce (VACC) & Vehicle Air conditioning Specialists of Australasia (VASA)

The ARC will be holding next years' Members' Forum in September 2012.



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# HCFC phase-out: what can you do with your R22?

As part of Australia's obligations under the Montreal Protocol, a step-wise phase-down of imports of bulk HCFC has been in place since 1996.

Australia is on track to have essentially phased-out imports of HCFC gases by 2016. This is well ahead of the international Protocol requirements.

Import and manufacture of air conditioning equipment containing a HCFC refrigerant have been prohibited in Australia since 2010. Import and manufacture of refrigeration equipment containing a HCFC refrigerant will continue to be permitted until 2015.

## What happens if I have a cylinder of HCFC – like R22 – in stock after the phase-out date?

Existing stocks of HCFCs can still be used. However the HCFC must be properly stored including in appropriate cylinders that are within test date. All cylinders of fluorocarbon refrigerants that have an expired in-test date need to be returned to the wholesaler or supplier. This is a requirement of your refrigerant trading authorisation as out of test date cylinders may become unsafe to handle. Similarly HCFCs existing in equipment at the time of phase-out can be recycled and re-used according to your normal business practices.

For a detailed look at all the gases under the current HCFC phase-out schedule, visit the ARC website, in the Download section, under Regulations.

REFRIGERANT TYPE	PHASE-OUT DATES IN AUSTRALIA	PHASE -OUT DATES UNDER THE MONTREAL PROTOCOL
<b>CFC's</b>		
R11	Australia ceased the import and manufacture of CFCs on 1 January 1996*  * with the exception of a very small number of internationally agreed essential uses that are considered critical to human health and/or laboratory and analytical procedures.	Phased out end of 1995*  * with the exception of a very small number of internationally agreed essential uses that are considered critical to human health and/or laboratory and analytical procedures.
R12		
R113		
R114		
R500		
R502		
<b>HCFC's</b>		
R22	Freeze from beginning of 1996† Stepwise phase down of HCFC imports from 2000 to 2015~ Total phase-out by 2016^ The stepwise phase down of the HCFC import quota, in ODP tonnes per year, for; the period 1996 to 1999 was 250 ODP tonnes; reduced to 70 ODP tonnes for 2010 and 2011; 40 ODP tonnes for 2012 and 2013; 10 ODP tonnes for 2014 and 2015.  † Based on 1989 HCFC consumption with an extra allowance (ODP weighted) equal to 2.8% of 1989 CFC consumption.  ~ Phase down of HCFC use in Australia is controlled under a quota system in the Ozone Protection and Synthetic Greenhouse Gas Management Act 1989.  ^ Up to 0.5% of base level consumption can be used until 2030 for servicing existing equipment, subject to a review in 2015.	Freeze from beginning of 1996† 35% reduction by 2004 75% reduction by 2010 90% reduction by 2015 Total phase-out by 2020^
R123		
R124		
R401A		
R401B		
R401C		
R402A		
R402B		
R403A		
R403B		
R405A		
R406A		
R408A		
R409A		
R409B		
R411A		
R411B		
R412A		
R416A		
R509A		
<b>HFC's</b>		
R125		
R134A		
R404A		
R407A		
R407B		
R407C		
R410A		
R413A		
R417A		
R507A		

**The Montreal Protocol does not forbid the use of existing or recycled controlled substances beyond the phase-out dates.**

# Montreal Protocol Meetings – Outcomes to save the ozone layer

The 31st Open-ended Working Group meeting of nations signed up to the Montreal Protocol on Substances that Deplete the Ozone Layer was held in Montreal, Canada from 1-5 August 2011.

Australia is a signatory to the Montreal Protocol and the RAC licence scheme is part of the Australian Government's response to our obligations as a signatory to this Protocol. The Montreal Protocol has 196 member nations. Only South Sudan, a very new nation, is not a member of the Montreal Protocol.

These meetings set the agenda for action to tackle issues surrounding ozone depleting substances (ODS) and this can have a direct impact on the Australian RAC industry and the licence scheme.

Previous meetings helped finalise a comprehensive set of phase-out dates for

HCFCs which have been highlighted in this edition of Cool Change (these dates can also be found on the ARC website).

The August 2011 meeting included discussions of proposals to amend the Montreal Protocol to include a phase down of HFC gases. HFCs are synthetic greenhouse gases only, not ODS, and are subject to the Kyoto Protocol to the United Nations Framework Convention on Climate Change. However many representatives at the meeting considered HFCs to be related to the Protocol as these gases were created as alternatives to HCFCs and CFCs.

Further discussion of the amendment proposals occurred at the Meeting of parties to the Montreal Protocol in November 2011. Cool Change will report on the outcomes in a future edition.

There were also discussions at the meeting of the next replenishment of the Multilateral Fund for 2012-14. The Multilateral Fund assists developing countries to meet their obligations to phase-out ODS. Discussions centred on the amount of funding required to assist developing countries meet the accelerated phase-out dates for HCFCs. For more details on the meeting visit the UNEP Ozone Secretariat website <http://ozone.unep.org>

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## Cool Change Readers' Survey – Your feedback is making a difference

If you have renewed your RHL or RTA online over the last few months, you will have noticed a message asking you to complete a quick Cool Change readers' survey.

Over 1,300 people have responded and the results have been very positive with **over 72% of people regularly/always reading Cool Change when they receive it**. That's around 45,000 people keeping up to date with the licence scheme, regulations and ways to promote their compliance.

Some other interesting statistics include:

- Over 60% of people who took the survey stated that the articles in the Cool Change newsletter regularly/always contained valuable information

- Regulation and Training & Development were the most requested article-topics for Cool Change – followed by Industry Statistics and Environment

It is important to have this communication between licence holders and the ARC as it ensures that the newsletter remains relevant - the article on R22 phase-out in this edition was prompted by survey feedback.

But you don't have to wait until your licence/authorisation is up for renewal, just email [coolchange@arctick.org](mailto:coolchange@arctick.org) with your feedback anytime you wish.

**Before you finish your renewal**  
Please take 30 seconds to tell us what you want to read about in your free ARC 'Cool Change' newsletter

# ARC summer advertising kicks off

This summer the ARC will be using advertising to help consumers look for the tick and your RTA number and know where to find licensed technicians.

The ARC's 'summer communications strategy' includes an advertorial piece that will appear in newspapers in VIC, NSW and QLD. Almost 3 million people will have the opportunity to read about the importance of the licence scheme, where to find licensed technicians and the damage fluorocarbon gas can do to the environment if emitted. See below article "A Licence to Cool".

The ARC online strategy was launched in mid-December and aims to attract people to the ARC consumer website and online business directory. This includes online advertising and search engine marketing (SEM) on various websites, Yellow Pages online directory and Google/Yahoo search engines.

When consumers are thinking about installing and repairing their AC/refrigeration units this summer, the advertorial and online promotions intend to connect the ARC message for consumers and ensure they are looking for your RTA number and/or the ARCTick.

**All this ARC promotion will mean better informed customers. So make sure you are promoting your ARC licence this summer or they might use the business that does!**

The popular AC Guide/Auto Guides are great for office waiting rooms, to hand out with invoices and as general marketing tools.

Other ARC promotional materials that are available for you include:

- ARC branded Service Tags and stickers – RAC and Auto
- 'Good News' poster - Auto only
- 'ARC congratulations – you've done the right thing' pamphlets - Auto only
- Do the Right Thing stickers – RAC and Auto

All ARC marketing items can be requested at [enquire@arctick.org](mailto:enquire@arctick.org) or call 1300 88 44 83.

**Questions to ask before you buy an air conditioner**

- Discuss which air conditioner will best suit the layout of your home. Remember influencing factors such as:
  - Type of home - brick, weatherboard, cladding etc.
  - Insulation - is it new, old?
  - Height of ceilings
  - Floors - Are they carpeted, floorboards - laid?
  - Windows - which direction do they face, are they shaded, double glazed?
  - Number of rooms that you want cooled.
- Ask if the AC system's kW size is the right capacity for your needs.
- Ask how energy efficient the air conditioner is. Look at the Energy Rating Label. The more stars, the more energy efficient.

**A Licence to Cool**  
Save money and the environment this summer through 'cool' air conditioning choices

An air conditioning unit that is too small will need to work extra hard, shortening its life and costing you money. If it's too big it may cause the system to cycle on and off more than it should, increasing wear and tear and running costs.

It is important that you purchase an air conditioner that is the right size for your home and needs. If it's too small it will need to work extra hard, shortening its life and costing you money. If it's too big it may cause the system to cycle on and off more than it should, increasing wear and tear and running costs.

When it comes to installation of a fluorocarbon refrigerated air conditioning system, only an ARC licensed technician is legally allowed to install and maintain the air conditioner. Technicians licensed through the ARC have proven themselves to be competent and qualified to do the job. To identify an ARC licensed technician or an authorised business, look for the Tick or AU number (E.g. AU 2380E) on advertising, or ask to see their Refrigerant Handling Licence card.

You can find licensed technicians and businesses nearest you at [www.lookforthetick.com.au](http://www.lookforthetick.com.au)

**WYI IS LEAKING REFRIGERANT BAD FOR THE ENVIRONMENT**

Just 1kg of fluorocarbon refrigerant (R410a, typically used in a domestic split system air conditioner) leaking into the atmosphere has the same greenhouse gas impact as two tonnes of carbon dioxide. This is the equivalent of driving a family sedan for six months!

The fluorocarbon refrigerant found in most air conditioners and refrigerators is a potent greenhouse gas and often an ozone depleting substance as well, and its use is regulated by the Climate Protection and Synthetic Greenhouse Gas Management Regulations 1995. If refrigerant leaks from an air conditioner it contributes to global warming, and could also deplete the ozone layer. Leaking air conditioners also have greater power demands as the unit has to work harder with less refrigerant, which results in higher power bills.

**Important Tips:**

- 1 NO DIY installation.** Install using a licensed technician - do not do it yourself. It is illegal to install and work on systems with fluorocarbon refrigerant without a licence.
- 2 If your existing air conditioner is broken or not operating properly and you are considering getting rid of it, remember that it is illegal to decommission the unit without a licence. Use an ARC licensed technician. There may be refrigerant left inside the unit which can escape during removal, or later at the disposal site.**

©2009 ARC. Licensed technicians to install and service refrigerated air conditioners

**Good News!**  
You've found a licensed car air conditioning specialist who is qualified to tick all the boxes:

- ✓ Test for refrigerant leaks
- ✓ Replace damaged components
- ✓ Repair faulty systems
- ✓ Replace the refrigerant

**AUTO LICENCED**

**Keeping in your car**  
HOW TO MANAGE YOUR VEHICLES AIR CONDITIONING. SAVE MONEY AND HELP THE ENVIRONMENT

**Air conditioning is**  
AIR CONDITIONING GUIDE

ARC Advertorial which will run in papers in VIC, NSW and QLD this summer.

# Compliance tips that represent good business

Over the coming months the ARC will be acknowledging RTAs who show a dedication to their compliance requirements.

Below are just three that have stood out recently and whose practices can be adopted by others looking to improve their compliance and, as is the case here, their overall business methods.

## Gordon Brothers (Industrial refrigeration service)

- ✔ TIP 1  
**Don't settle for average. Strive for excellence**

During a recent Audit, Gordon Brothers (Acacia Ridge) demonstrated a genuine desire to comply with the regulations fully, not just to the minimum required.

- ✔ TIP 2  
**Following the paper trail to success**

Gordon Brothers' equipment maintenance records were not only sufficient for the ARC Auditing check, but went back many years.

- ✔ TIP 3  
**Organised work space = Organised practices**

The Gordon Brothers workshop was well laid out and appeared well used and maintained with a place for everything and everything in its place.

## Real Cold (Wholesaler)

- ✔ TIP 1  
**Use weekly ARC wholesaler email to improve integrity of your database**

Real Cold's internal management system will not allow staff to create invoices or sales orders for refrigerant without a valid AU licence number allocated against the customer's profile. This is monitored and updated automatically using the weekly ARC wholesaler's email.

- ✔ TIP 2  
**Using compliance as a tool to keep in touch with your customers**

30 Days before a customer's RTA expires, the Real Cold Customer Relationship Management (CRM) system sends out a notification to the customer highlighting their upcoming renewal period and the requirement for a current AU number to purchase refrigerant.

## Newcrest Mining Ltd – Cadia Valley Operations (Mining Industry)

- ✔ TIP 1  
**Using compliance requirements to enhance existing employee training**

A refrigerant risk management plan is actioned on site and used as an integral part of air conditioning service operation and staff training.

The Refrigerant Handling Code of Practice handbook is included in relevant staff training packages. Staff are made aware that they have a key role to play in protecting themselves and their environment. This helps to communicate the importance of compliance across the organisation.

- ✔ TIP 2  
**Using ARC electronic record templates = Easier record keeping and quicker audits**

Electronic record keeping improved tracking and use of refrigerant throughout the site, including equipment log, relevant maintenance records of equipment, leak testing of refrigerant cylinders and employees' RHL status.





## Have you changed address?

To help the ARC keep you up-to-date with all licence-related information, please visit the Online Application & Change of details section of [www.arctick.org](http://www.arctick.org) and update your details if you have changed address or phone/email

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## Prefer email?

If you would prefer to receive CoolChange via email, please email your details to [coolchange@arctick.org](mailto:coolchange@arctick.org)

# Tips to help manage your RTA record keeping

Maintaining basic records of your refrigerant use – purchase, sale and recovery – as well as records of cylinder and leak test dates, is a very important part of complying with your refrigerant trading authorisation (RTA).

You can maintain records by creating your own templates and documents. However, an easier and quicker way is to use the ARC templates available for download on the ARC website [www.arctick.org](http://www.arctick.org). Go to the **Audit tab** and click on **Reporting templates**.

There are eight record keeping templates available; *Electronic Quarterly Reporting, Refrigerant Purchase records, Refrigerant Sold records, Refrigerant Recovered Returned records, Cylinder Leak & Test Date records, Equipment Maintenance records, RHL Holders detail and Nil Refrigerant Activity record.*

All templates are posted to each business when they first obtain a RTA, however if you have misplaced these or need more copies, the online templates are always available.

If your records are kept up to date the audit process will be easier and a lot quicker for you.

## Don't forget your RTA number when advertising

It is mandatory for all RTA holders to display their RTA number on all advertising for RAC services, including advertising signage – right through to invoices and quotes.

In addition to making good business sense, the ARC will be ramping up compliance in the area of advertising.

Even when contracting out RAC services highlighting to the consumer that your contractor/s are ARC licensed is a benefit to your business.

## Increased penalties for discharging gas

Changes have been made to the Ozone Protection and Synthetic Greenhouse Gas Management Act 1989 including increasing the penalty for discharge of fluorocarbon gas.

As a result, where a person engages in conduct that results in the unlawful discharge of fluorocarbon refrigerant, the maximum penalty is now \$33,000 for a natural person (up from \$11,000) and \$165,000 for a corporation (up from \$55,000). For more information please visit – <http://www.environment.gov.au/>