



COOLCHANGE

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\$12,600 fine for illegally importing goods containing refrigerant

A New South Wales-based importer has been fined \$12,600 for importing vehicles with air conditioning units containing a synthetic greenhouse gas without an appropriate licence.

The importer also incurred significant warehousing costs and business delays as a result of their failure to obtain an appropriate licence before importation.

This is a timely reminder that importers and custom brokers should check import requirements of ozone depleting substances or synthetic greenhouse gases, including when they are contained in equipment, before importing or exporting goods. Adequate time should be allowed when applying for a licence or exemption. If a licence is required it may take up to 60 days to process.

The company that was fined had previously held a licence to import regulated substances, however, the licence had lapsed several years prior to the import being made.

The Australian Government Department of the Environment and Energy manages the licensing for imports of regulated substances under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989* (the Act) and takes these matters seriously.

Synthetic greenhouse gases, such as refrigerant gases, damage the ozone layer and contribute to climate change. The illegally imported goods contained a synthetic greenhouse gas which is 1430 times as potent in the atmosphere as carbon dioxide. The import and manufacture of products containing these ozone depleting substances is prohibited in Australia, unless a licence or exemption is held.

In cooperation with the Australian Border Force, the Department has inspection arrangements in place to ensure compliance with the Act and can undertake enforcement activities where appropriate. The maximum penalty for each offence of importation is \$2,100,000. For more information about the Act and licence requirements for importers and customs brokers, visit environment.gov.au/protection/ozone.

**\$5,000
could be yours
for helping
planet earth**

[> read inside](#)

3-year licences a hit!

The new three (3) year licence and authorisation option has been embraced by industry with more than 90 per cent of applicants choosing the three (3) year option over the standard two (2) year duration, since it kicked off on 1st Jan 2018.

As reported in the previous edition of Cool Change, a review of the Ozone Protection and Synthetic Greenhouse Gas Management Program – including the refrigeration and air conditioning (RAC) permit scheme, resulted in changes that came into effect on 1st January 2018.

Two of these changes related to the licensing scheme – the option for three (3) year refrigerant handling licences (RHL) & refrigerant trading authorisations (RTA) and an update to RTA and RHL re-application process.

These initiatives were implemented to reduce the administrative cost on business by reducing the length of time a business or individual needs to spend gathering information and applying for a permit. The Department of the Environment and Energy has stated that lengthening the duration of RHLs and RTAs to three (3) years could save business up to \$580,000 annually.

Read more at environment.gov.au/protection/ozone/legislation/opsggm-review

When is a licence a licence?

A licence is only credible when it has the authority of a Government.

The Australian Government is the regulator for the National Refrigeration and Air Conditioning (RAC) licensing and authorisation scheme and there are a handful of state-based licences that cross into the refrigeration and air conditioning trade.

A licence allows someone to undertake an activity that is regulated by a Government.

This provides confidence that such an activity is undertaken with knowledge and skill.

The RAC licence is a skills based licence and is the quality industry standard for those holding a refrigeration and air conditioning licence. It is the licence the community and consumers rely on.

The ARC has been the primary point of contact for consumers to get information and locate local, licensed technicians and authorised businesses for refrigeration and air conditioning services.

Will new customers be able to find you?

ARC uses a number of advertising channels to attract people to use licensed technicians including search engine marketing, online advertising, Google AdWords and social media advertising.

These advertising channels can also be used by refrigeration and air conditioning businesses as very cost-effective tools to drive people to your business.

In addition, local area marketing should never be forgotten.

It is always important for small businesses to promote themselves to their community and this is where local papers, online yellow pages/business directory listings and promotion of local events can also be handy.

Remember too, that promoting your ARCTick licence and authorisation in your advertising is a key part of consumers knowing they are using a qualified and professional technician for the job. Make sure you are giving your business every opportunity to succeed.

Social media drives consumer demand for RAC businesses



The ARC's online summer advertising blitz for refrigeration and air conditioning businesses has been a huge success. More than 110,000 people visited the RTA business directory website. It's the best result for our advertising, and a goal we look to achieve for licensed businesses each year.

Between November 2017 and February 2018, ARC utilised Facebook advertising, Google AdWords and online banner advertising to promote the use of RAC licensed technicians to consumers.

With 110,000 people visiting the lookforthetick.com.au website, it shows consumers use the directory to contact ARCTick-authorised businesses and to access information.

This is what the website is all about – educating consumers and connecting them with your business.

Another great result was a huge increase in the number of customers using the licence check facility to check what type of licence a person holds. 115 per cent more people used the licence check facility this year compared to last year – and last year we had our best result so far! It's reassuring to know consumers are aware that they should check a technician holds an appropriate licence before they use their services.



Training quality under review

The ARC has contributed to a review held by the Australian Skills Quality Authority (ASQA) on issues relating to inadequate training.

The Australian Government is undertaking consultation on unduly short courses and training product reform in February/March 2018. ASQA's review of unduly short training made three recommendations:

- that the *Standards for Registered Training Organisations 2015* be amended to include a definition of the 'amount of training' that focuses on supervised learning and assessment activities
- that training package developers be able to respond to industry-specific risks by setting mandatory requirements, including an amount of training
- that RTOs be required to publish Product Disclosure Statements that include the range of learning activities expected, including the amount of training, for each training product on their scope of registration.

"Appropriate qualifications are the cornerstone of the licence scheme. In partnership with industry, ARC has worked with ASQA many times to investigate, and ultimately stop, unduly short courses and sub-standard training for refrigeration and air conditioning" said ARC CEO Glenn Evans.

"We will continue this relationship with ASQA so the quality of training for technicians is of the highest standard. This review is a step in the right direction."



Do your employees and contractors have the right licences? If not – the ARC can help

While conducting permit condition checks and education visits ARC Field Officers look to see if businesses are employing appropriate refrigerant handling licence holders and that these licence holders are working within the scope of their licence.

Businesses holding refrigerant trading authorisations (RTA), are responsible for ensuring current and appropriate refrigerant handling licence (RHL) holders are handling refrigerant on your premises (or under the business name) and that licence holders are working within the scope of their licence. The conditions for holding a RTA are set out in the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995. If this is not occurring please contact the ARC to further discuss your obligations and gain assistance.

Condition 1(j) 'for a refrigerant trading authorisation, ensures that any refrigerant in the holder's possession is handled only by: the holder of an appropriate licence granted under regulation 131, 133 or 134.'

Reminder

It is an offence for a RTA holder to breach a condition of their permit and may result in a penalty of up to \$2100. The full conditions for holding a RTA can be found at artctick.org/business-authorisation/conditions-of-authorisation/

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Well done Tassie the leaders in compliance

State by State Compliance of Permit condition checks

State	Compliance rate at permit check	Areas for improvement during a permit check
TAS	82%	• No equipment maintenance records for the last two quarters.
SA	73%	
NSW/ACT	72%	• No cylinder leak testing and records in the last two quarters.
VIC	70%	
WA	66%	• No risk management plan for refrigerants
QLD	59%	
NT	52%	

For period July 2017 to February 2018.

Note: ARC Field Officers are able to help you comply with these issues. You can also find record keeping templates on the ARC website at artctick.org/business-authorisation/business-reporting-templates-and-guides/



The good oil on vac pump maintenance

Vacuum pumps allow you to safely and efficiently manage and handle refrigerant. They are an important piece of equipment for every refrigeration and air conditioning business, along with an electronic leak detector and a refrigerant recovery unit.

All refrigerant trading authorisation (RTA) holders are required to have in their possession these pieces of equipment. It is a requirement of your RTA to keep quarterly inspections and/or maintenance records of your electronic leak detector, vacuum pump and refrigerant recovery unit.

To help you manage this record keeping templates are available free of charge on the ARC website www.arctick.org

Tips for vacuum pump maintenance

Change the oil on a regular basis to increase the performance and life of your vacuum pump.

The oil in a vacuum pump keeps it operating. It lubricates the pump, and collects moisture and contaminants from evacuated systems. For the pump to perform efficiently you need to change the oil frequently. Not changing the oil on a regular basis can cause the following issues:

- Pressure – oil that is saturated with moisture can't absorb any more moisture, which affects the vacuum you can achieve.
- Efficiency – contaminated oil eventually becomes sludge, which reduces your pump's efficiency.
- Wear and tear – oil that's saturated and contaminated doesn't lubricate as well, which will lead to your pump wearing out prematurely and may cause internal corrosion.

When do you change the oil?

- Depending on the manufacturer recommendations – the timeframe for replacing oil is between 10 to 50 hours of use, this may vary and should only be used as an indication (always refer to the manufacturer's manual).
- Use the oil recommended by your vacuum pump manufacturer.
- Depending on your oil type, application and possible contaminants, the timing of oil changes can vary depending on the frequency of use and types of systems being evacuated. This could range from daily, weekly, quarterly or even every six months.
- When the oil becomes contaminated, discoloured or when condensation is present in the oil.
- Before and after the pump has been stored for a long period of time.
- When the vacuum pump is not pulling the required vacuum. A compound gauge alone is not an accurate indication. This can be tested by evacuating an empty cylinder or pressure vessel with a vacuum gauge or Vacrometer attached – or a Vacrometer placed directly on the pump. Check the reading against the manufacturer's specifications. Ideally the vacuum pump should be able to achieve a reading of under 100 microns.
- Always run the pump to operating temperature before testing or evacuating a system.
- Vacuum pump oil may need changing more frequently when used in high humidity regions.

And remember, oil is cheaper than a new pump!

Visit the ARC stand at ARBS in Sydney

This year the Air Conditioning and Refrigeration and Building Services (ARBS) Exhibition is being held in Sydney on the 8-10 May at the ICC Sydney, Darling Harbour.

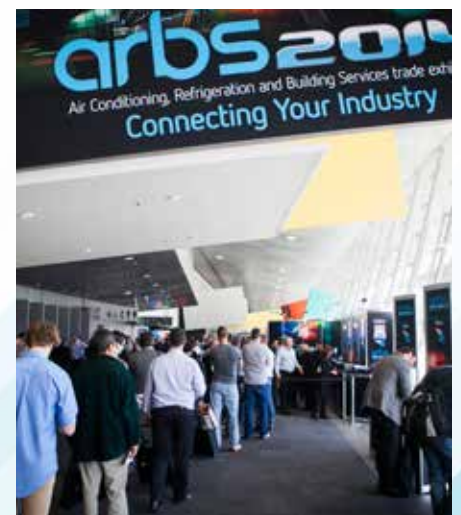
ARBS attracts technicians, refrigeration and air conditioning businesses, suppliers and wholesalers, as well as the training industry. There will be more than 350 exhibitors displaying the latest HVAC&R and building services products and technologies.

ARC will once again have a stand and be providing licensed industry with the latest information on the RAC licence scheme, as well as free education and promotional materials. We'd love to see you and hear your views on the licence scheme, how you see the industry travelling, and get a better understanding of what makes your business tick.

All the materials on display will be free to industry, so while you're there, grab yourself a code of practice booklet, service stickers, posters and hand-outs.

We'll also have our famous mobile phone-activated mini-fans and fridge-shaped USBs for you to take – perfect gifts for your customers. Look out for ARC at stand 1186 and see you there!

arbs.com.au



NSW RAC businesses to benefit from \$40 million energy efficiency initiative

The ARC is working with the NSW Government in delivering more than \$40 million in incentives for consumers in NSW to upgrade their air conditioning and refrigeration to more energy efficient models.

This is great news for refrigeration and air conditioning (RAC) businesses.

The NSW Office of Environment and Heritage has recently launched a four year program to support energy efficiency upgrades in households and small businesses. The program is part of the Energy Affordability Package and aims

to help small businesses and households save energy and money, and build the energy efficiency market for small energy users in NSW. The program aims to do this by providing more than \$40M of incentives through competitive funding rounds to energy efficiency service providers to deliver upgrades to households and small businesses. In addition to air conditioning

and refrigeration, it will also include efficient LED lighting, heating and hot water.

The program recognises the energy efficiency impact of quality installations.

It is proposed that the program will request RAC businesses to help facilitate the delivery of incentives to the consumer.

ARC shaping the future of industry training

Industry reference committees (IRC) are the formal channel for considering industry's skill requirements in the development and review of training packages.

IRCs advise about the current and upcoming skills needs of their industry sector and ensure training packages meet the needs and concerns of employers, employees, training providers and learners. Several processes are used by IRCs to engage stakeholders and ensure training packages remain current.

Kevin O'Shea (ARC Chairman) and Noel Munkman (ARC's Technical and Training Manager) sit on the Australian Industry and Skills Committee's (AISC) Electrotechnology IRC and play an important role in ensuring training for technicians keeps up with the pace of change.

This specific IRC is responsible for the UEE11 Electrotechnology Training Package and will drive priorities for the review and development of future training. In addition, Rod Cumming (ARC General Manager Compliance and Training) sits on the Light Vehicles IRC, looking at training for the automotive air conditioning sector. This specific IRC is responsible for the AUR and AUM training packages.

ARC sits on various committees and groups, including Australian Standards, to ensure the interests of the refrigeration and air conditioning industry are represented. Being part of the IRC puts ARC in a valuable position to help shape training for industry and contribute to a dynamic, safe and environmentally friendly climate control sector. These appointments are a key pillar of ARC's strategy to future-proof the sector.

AISC consists of industry leaders from across Australia to provide leadership to the Vocational Education and Training sector on training package review and development.

aisc.net.au

\$5,000 could be yours for helping planet Earth

Refrigerant Reclaim Australia (RRA) has launched a world first. A mobile phone app that makes it easy for technicians to enter information about the systems they are replacing or uninstalling.

The data collected goes into research to help limit the damaging effects refrigerant emissions have on the environment. Users of the app go into weekly draws for a chance to share in heaps of great prizes, including four \$200 vouchers from JB Hi-Fi, Bunnings Warehouse, BCF and Caltex. There are also two grand prizes of \$5000 to be won. So not only can operators help lessen the damaging effect of refrigerant emission but they can also win great prizes in the process.

The RRA app is easy to use and can be downloaded from the Apple App or Google stores. Alternatively, you can find it by searching for the Refrigerant Recovery Research App.

RRA has already destroyed more than 6,500 tonnes of refrigerant resulting in the preservation of more than 10 million tonnes of stratospheric ozone, and preventing the emission of more than 10 million tonnes of carbon dioxide equivalent.

As a non-profit organisation RRA relies on the benevolence and goodwill of ambassadors to help conduct its research. Various studies have identified more than half the refrigerant installed in Australia is in split air-conditioning systems. To collect this refrigerant at end-of-life and further reduce environmental harm, they need information. So, download the app (if you haven't already) and help make refrigerant waste a thing of the past.



Becoming smarter... future-proofing technicians

Look out for the 'ARC smart card' in the coming months. The ARC will be moving to the use of 'smart card' technology for the licence cards we provide to licensed technicians.



The new 'smart card' will be sent to licensed technicians free of charge on application or renewal. The smart card will aim to identify technicians as being licensed, enable improved functionality, provide convenience and access to valuable technical resources.

The card will be simple to use, and uses the latest generation technology for high-level data security.

Expected benefits include:

- access to technical resources
- simple identification for consumers
- convenience
- improved safety and compliance
- assist with contractor and staff identification
- real time records
- refrigerant purchases
- course identification

Information sessions – HFC phase-down

Wondering what the HFC phase-down means for you and your business? Want to know more about recent changes to the Ozone Protection and Synthetic Greenhouse Gas (OPSGG) Program? Then read on...

The Australian Government Department of the Environment and Energy is running a series of information sessions on the hydrofluorocarbon (HFC) phase-down and other recent changes to the OPSGG Program. These sessions will discuss what the phase-down will mean for HFC users, including equipment owners and technicians. Other changes to the program that also aim to reduce emissions and increase efficiency will be covered.

Australia's phase-down of HFC imports commenced on 1 January 2018. The phase down will result in an 85 per cent reduction in annual imports of HFCs over 18 years (see issue #45, July 2017 for more details). The phase down is not intended to affect existing equipment but rather to encourage adoption of modern, environmentally friendly, and energy efficient non-HFC technologies when existing equipment comes to the end of its useful life. The overall pace of the phase down was designed to match projected reducing demand and end-of-life equipment replacement. Businesses are encouraged to learn about alternative technologies and their characteristics and to update their skills for installation and servicing of next generation equipment.

Other changes have been made to simplify the program and reduce regulatory requirements for businesses. For the refrigeration and air conditioning and fire protection industries, standard periods for handling licences and trading authorisations have been lengthened from two to three years.

Also in place from 1 January 2018 is the ability for existing holders of handling licences and trading authorisations to renew their permits rather than having to re-apply. Everyone is welcome at the information sessions to learn more about these changes. There will be plenty of opportunity for questions and discussion. Sign up for these events at environment.gov.au/protection/ozone/rac.

VIC	19 April – Melbourne	20 April – Geelong
WA	18 May – Perth	
SA	1 June – Adelaide	
QLD	14 June – Townsville	15 June – Gold Coast
	15 June – Brisbane	
NT	TBC July – Darwin	

Note: dates subject to change. See environment.gov.au/protection/ozone/rac for the latest information and locations.