

THE REAL WATER

QUARTERLY NEWS FROM ECOWORLD

November 2011

Greetings from Ecoworld

Well folks introducing the first edition of Ecoworld's new quarterly newsletter 'The Real Water'. This will keep you informed on the exciting updates within our company and will showcase the different things we are doing to ensure that we provide the best products and services for our customers. Since this is the first issue and it already being the fourth quarter, we will introduce 'The Real Water' by looking at what has been happening here at Ecoworld over the last ten months.



Photo: Ecoworld's Head Office Staff (L-R) Kane, Joe, Ruby, Ron, Kathy and Fred.

Important Dates

- 14th Dec 2011-31st Jan 2012— School Holidays
- 25th Dec—Christmas Day
- 26th Dec—Boxing Day
- 27th Dec—Christmas Day Holiday

Latest News

After all the crazy weather patterns that have hit the country over the last few months, lets hope that summer can be a bit more predictable. Here in the mighty Waikato we have been cutting through the fog, the torrential down pours and even snow throughout winter to continue to work tirelessly to ensure that our customers continue to receive an outstanding service whether it is in the far reaches of the North or the deep of the South.

Over the last ten months we have gone through some exciting times here at Ecoworld. Among some of the things we have done this year are:

- Upgrading our website to a more contemporary and user friendly layout.
- The growth of our service support for our customers through regional audits and continual expansion of our national service agent network. (page 2)

- A strengthening of our relationship with Dux and Council, through our involvement with the launch of the new Dux Grease Converter and its national road show. (page 2)

- Fred upgrading his Ford to a Holden (the Ford lovers may dispute that this was an upgrade).

The Rugby World Cup has now completed and with 2012 fast approaching things look like they will continue to be busy, exactly the way we like it!

During this time we will continue to conduct regional audits, relationship building with customers and councils as well as the continual development of our service network. We will be working hard to continue to offer you the best products and grease converter service available, ensuring you have peace of mind knowing you are a valued customer of Ecoworld.

Finally a huge congratulations to the All Blacks for winning the Rugby World Cup!!

Check Out

For more information regarding Ecoworld's Services and Products including Water Filtration, Waste Water Treatment & Water Revitalisation see our website:

www.ecoworld.co.nz

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The New Dux Actamatic Grease Converter

In April Dux launched the latest model of Dux Actamatic Grease Converter with a new patented and innovative internal design. The new converter may externally look like its previous model, however, its innovation comes in having a number of new internal design features which set it apart from the older models and other copycat brands.

Tests have shown that the new grease converter, utilising the correct dosing product (Dux Actamatic Liquid) and procedures combined with an Ecoworld service contract makes significant differences to the outgoing effluent of the premises where they have been installed. These tests have shown significant reductions in total suspended solids and total suspended fats, oils and grease content

in the outflow. The way the Dux Actamatic Grease Converter is designed ensures that the best quality water in the converter is going down the drain ensuring the best results for the customer and local trade waste authorities.

In designing the new converter Dux also saw the necessity to emphasise the need to have a service contract in place with Ecoworld (the recognised service provider), in order to ensure the systems are maintained, installed and serviced correctly following the manufacturers strict recommendations and standards.

Since the launch Dux and Ecoworld have conducted a national road-show promoting the new grease converter and Ecoworld's services. As well as this Dux also had a display at the 2011 South Pacific Storm water Conference held in Auckland in May which was attended by local government,

trade waste bodies and the commercial sector.

Over the past twelve months we have been working closely with Dux helping to further develop the servicing aspect of the grease converter focusing on our nationwide network of service agents and providing the necessary service regimes required to efficiently maintain and ensure the correct use of the grease converter. This has led to a closer relationship with Dux enabling us to provide a more comprehensive service and better support for the customer.



Photo: Dux display Storm water Conference May/2011 Auckland

Joe and Fred hit the Wellington Region

Joe Murphy our Business Development Manager aka 'The Grease Converter King' has been traveling the country working hard building our national service network, building relationships with our customers and working closely with local councils. Joe has taken the opportunity to personally audit a number of regions by exploring areas, liaising with clients and trade waste officers, cleaning up problem areas and ensuring the manufacturer and council recommendations are being adhered to in order to achieve trade waste objectives.

In June Joe and Fred (our workshop manager and 'onsite' engineer) made a special trip to Wellington to visit, audit and bring back online a number of recommended premises that had been failing. On closer inspection three major concerns were highlighted. These were:

- Undersized grease converters being installed in premises that would require a larger model to

sufficiently deal with the loadings.

- Grease converters that have been installed in difficult positions which have made them difficult to be serviced and pumped out correctly.
- The use of substandard dosing products and incorrect dosing amounts. Which also had adverse affects on the dosing pumps such as , brittle tubes and broken or worn pumps.

Joe had the opportunity to meet with Bruce Collier and Leon Chen (Trade Waste Officer for Wellington City Council- WCC) and was grateful for the opportunity to discuss matters relating to Dux Grease Converters within their region. Joe and Fred's first visit included carrying out audits on all Dux Grease Converters currently operating within the WCC boundary. Which will take some time to complete.

Since this time Joe and Fred have also made numerous visits to other regions recently including Rotorua, Palmerston north, and others.

Watch this space for more information to follow...

Agent News

We would like to welcome Eric Sutton and Tom Shaw as the newest members of our national service network looking after the South Island region (Canterbury and Southland areas respectively).



Photo: Eric Sutton (Canterbury Agent)

John Hart our Waikato Service agent has now left us and those of you in the Waikato region may have noticed Joe, Fred and Kane have been looking after the Hamilton and greater Waikato area since his departure. This will continue until a suitable replacement is found.



Photo: Tom Shaw (Southland Agent)

Rugby World Cup on our Shores

The Rugby World Cup is now over and after the influx of foreign and local visitors throughout your regions it is important to ensure your Grease Converter is adequately serviced ensuring you do not have any problems.

For any concerns contact 0800 109 202 or email info@ecoworld.co.nz

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