



## About Us

Formed in 1994 by the amalgamation of three companies specialising in chilled water technology, Aqua Cooler has a proud heritage dating back to 1946 with the manufacture of packaged water chiller units. With over 50 years experience in the industry, no other Australian brand can offer the same level of attention to detail and quality.

Today, the company offers a wide range of industrial process chilling products across multiple ranges, providing a solution from small indoor scientific chillers in our gladiator range through to large roof top packaged units containing screw compressors and redundancy systems for mission critical process cooling.

Aqua Cooler offers a host of products and solutions to the market, in addition to a resource-packed aftermarket service. With over 50 years of experience in refrigeration and a deep understanding of our customers' process cooling needs, we provide an unparalleled level of service. Our products are available nationwide, ensuring reliable solutions wherever they're needed.

Your Partner In Cool.

**AQUA**  
**CHILLER**

**AQUA**  
**COOLER**

# Aqua Cooler Capability Statement

Aqua Cooler is an Australian owned company, designing manufacturing and supporting HVAC industrial water products across Australia and New Zealand. Aqua Cooler Headquarters are in Brisbane, Queensland, along with warehousing and distribution arrangements in Perth, Western Australia and Auckland, New Zealand.

Our product range includes a variety of industrial process chilling products in several ranges, marketed under our Aqua Chiller sub brand. We provide solutions from small, indoor scientific chillers through to large rooftop packaged units containing dual refrigeration and water circuit redundancy used for mission critical process cooling.

Aqua Chiller products can be found across a broad spectrum of industries, including medical imaging, healthcare, plastic manufacturing, mining and mineral production, pharmaceuticals, farming, laser and waterjet cutting, data centres, food processing, and virtually any process requiring water cooling.

With over 50 years of experience in refrigeration, we have a deep understanding of our customers' process cooling needs. Our extensive product range and tailored solutions are supported by a robust aftermarket service, and our distribution networks span across Australia and New Zealand, ensuring reliable access and support.

## Our History

Aqua Cooler Pty Ltd is a proud Australian family-owned company with a history dating back to 1946 when we operated as a contractor in the refrigeration sector and later as a manufacturer of packaged water chiller units. In 1979 Sam Hort (Aust.) Pty Ltd was acquired, which was a company who had been producing drinking water fountains since 1953. In the late 1980s, with the rapidly growing spring water market, we commenced production of bottled water coolers and sold mainly to rental companies who placed coolers in homes and offices. Today, Aqua Cooler is a trusted supplier of water cooling solutions across Australia, offering high-quality products and services that meet the evolving needs of homes, businesses, and industries.

## Our Ethos

Here at Aqua Cooler, we are a customer-first organisation, putting customer satisfaction at the forefront of how we conduct business. *We aim to improve life through water.* We believe in never being difficult to deal with and being there for our customers when they need us the most.

We are an innovative company with vast experience in the refrigeration industry, and our products are at the forefront of technological innovations. Aqua Cooler only sources components from the industry's leading suppliers to ensure that all our products are manufactured to the highest standards.

The key to our success lies in our ability to provide expert advice to our clients, fast response to sales, short lead times and quality products.

## Internal Systems & Policies

- NetSuite ERP
- Audited QMS (ISO:9001)

Aqua Cooler has an established framework for developing business performance objectives and targets to ensure sustainability and growth. These objectives and targets are established and continually evaluated through

- Leadership Meetings
- Sales Meeting
- Supplier Evaluations
- Customer Feedback

Aqua Cooler's Leadership team also provide effective oversight on the performance of the Quality Management System and are responsible for establishing quality and business goals.

- To achieve the business goals, Aqua Cooler is committed to comply to all legislative, statutory, and relevant standard requirements.
- Promote a culture of innovation and participation amongst our employees for improving.
- Continually invest and dynamically enhance the skills and competencies of our personnel.
- Regularly appraise partners/ supplier's performance.
- Continually assess business risks and opportunities.

## Professional Memberships & Licenses

- EESS Registered Responsible Supplier Number: E5261
- The Association of Hydraulic Services Consultants Australia – Affiliate Member QLD Branch
- MPAQ Corporate Associate
- Watermark License Holder WMK26317
- Refrigerant Reclaim Australian Product Stewardship Scheme – Member
- Australian Government Refrigeration Import License EQPL60752302

## Company details

<b>Registered Company Name:</b>	Aqua Cooler Pty Ltd
<b>ABN Number:</b>	88 151 215 351
<b>Address</b>	38-44 Relentless Court PARK RIDGE QLD 4125
<b>Postal Address:</b>	PO Box 3225 LOGANHOLME QLD 4128
<b>Telephone:</b>	1300 278 226
<b>Website:</b>	www.aquachiller.com
<b>Email:</b>	care@aquachiller.com

# Installation, Maintenance, Service.

## Why Choose Aqua Chiller Service

Booking your installation, preventative maintenances and aftermarket service requests through Aqua Chiller provides you access to the highest level of technical support, advice and workmanship in the industry. With over 50 years of experience in refrigeration and a deep understanding of our customers' process cooling needs, we deliver an unparalleled level of range, service and advice.

You can rely on our technicians' extensive knowledge and experience, resulting in faster servicing and repair times, all delivered to the highest standards of quality. This, coupled with Aqua Chiller's range of in-stock spare parts unique to our chillers, allows for quick turnarounds, minimising your downtime. Expert installation, servicing, and support further ensure the reliability and efficiency of your cooling systems.

### Installation

We offer installation of our extensive range into any environment, big, small, tight, wide, local and remote. Anything is possible. We understand a long-life cycle of your capital equipment purchase begins at the point of installation. We pride ourselves on our quality of work and our technician's attention to detail. Our installation service includes a four-step process.

- Analysing your businesses existing process equipment and understanding your refrigeration needs now and into the future.
- Identifying the best refrigeration equipment necessary to meet your needs and budget
- Project managing the installation project from pre-planning through to completion.
- Creation of a post installation preventative maintenance program and service contract to ensure ongoing service and support.

### Preventative Maintenance

Having a comprehensive preventative maintenance plan is essential in protecting your investment to maximise the lifecycle of your investment.

Having your equipment serviced by our factory-trained professionals at regular intervals has been proven to decrease breakdown occurrences. Any machinery that has moving parts, service at regular intervals is critical to ensure your chiller runs smoothly and efficiently. We can tailor preventive maintenance programs to suit your needs and budget.

### Repairs / Breakdowns

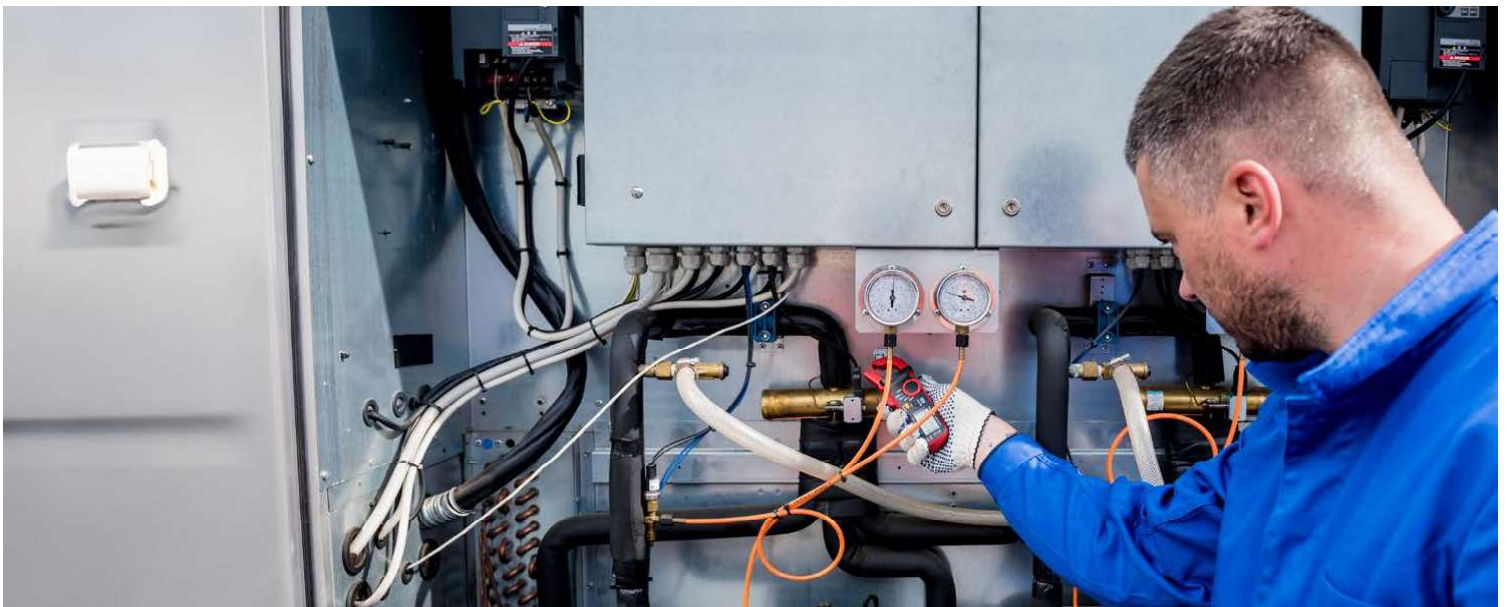
Our team is available to respond to critical breakdowns. Our service vehicles carry a wide range of equipment and refrigerant gas to carry out repairs and get your system back up online fast.

Professional, prompt and reliable commercial service for industrial chiller processes and commercial refrigeration.

Our mission is to provide exceptional aftermarket service, installation services and maintenance programs to our customers to protect and ensure the best possible operation of their capital equipment investment.

Our expert service technicians support a wide range of industries that depend on industrial chilled water. We manage installations of all sizes, ensuring smooth project execution, while also developing tailored preventative maintenance programs to keep your systems running efficiently.

Continuous training and development keep our technicians at the forefront of the latest technologies, allowing us to maintain the highest industry standards.





### Speed of Response

We pride ourselves on delivering industry benchmark levels of response times to customer enquiries and support request. Simply put, our responses to customers are, without exception, professional, knowledgeable, and most importantly, delivered in a timely manner.



### Accessibility

Get access to support around the clock. Log service call requests via phone, e-mail or online. With comprehensive service level agreements you have access to emergency support 24/7.



### Technician Vetting

As well as our inhouse technicians, Aqua Chiller has established a network of high quality service subcontractors extending throughout Australia.



### Warranty

We offer a market leading 3 year warranty (excluding gladiator range) and we stand behind our quality. We dont talk the talk we walk the walk.



### Flexible Support Options

Enjoy the freedom of choosing the most suitable level and term of your service contract. Depending on the product and your location, you can choose from various level and term extension options.



### Factory-Supported Technicians

Aqua Chiller provides service technicians with all the service documents and training they require to effectively and efficiently service and repair our equipment.

## Industries We Service

- Medical applications.
- Large pharmaceutical companies.
- Distilleries, breweries and wineries.
- Laser applications.
- Manufacturing.
- Dentist and Dental.
- Food production facilities.
- Industrial plating, die-casting and anodising services.
- Snap cooling and freezing.
- Data centre in row cooling and CRAC units.