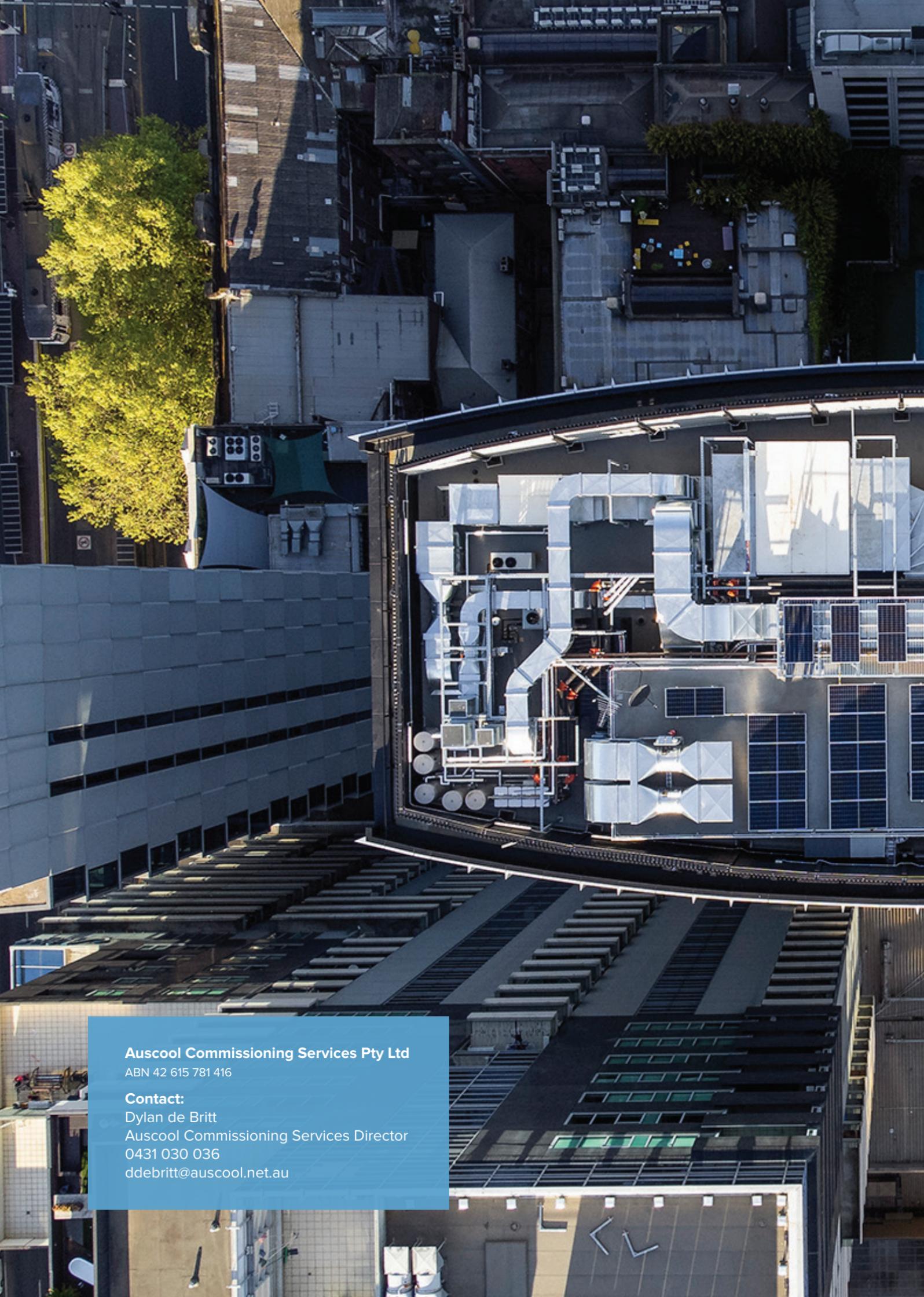




Your trusted maintenance  
and services partner



An aerial photograph of a modern building's rooftop HVAC system. The roof is covered with various mechanical units, ductwork, and solar panels. Several workers in orange safety gear are visible on the roof, performing maintenance or installation. The building has a curved facade with large windows. The surrounding area includes other buildings and trees.

**Auscool Commissioning Services Pty Ltd**

ABN 42 615 781 416

**Contact:**

Dylan de Britt

Auscool Commissioning Services Director

0431 030 036

[ddebriitt@auscool.net.au](mailto:ddebriitt@auscool.net.au)

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# Meet Auscool

Since its humble beginnings in 2004, Auscool has grown into an end-to-end air conditioning and mechanical services solutions business. Recognised as a HVAC industry leader, we've earned our reputation by delivering consistently high-quality service and advice through our experienced team of experts.

Auscool is a proudly Australian-owned business whose directors and leaders take a hands-on approach to servicing clients. Building and maintaining long-term, trusted client relationships are the foundations of our success, leading to rapid growth and expansion into the national market.

With a team of over 100 full-time staff and well-established local sub-contractor partners, Auscool offers design and construct solutions through to service and maintenance, protecting your building asset.



## Auscool Services

- Programmed preventative maintenance
- Service breakdowns and repair
- Fault finding
- 24-hour service
- Installation
- Design and consultancy
- Project management
- Air and water commissioning
- Full function fire and smoke management testing
- Site dilapidation and auditing
- Essential service maintenance and reporting
- Estimating
- Engineering
- Drafting

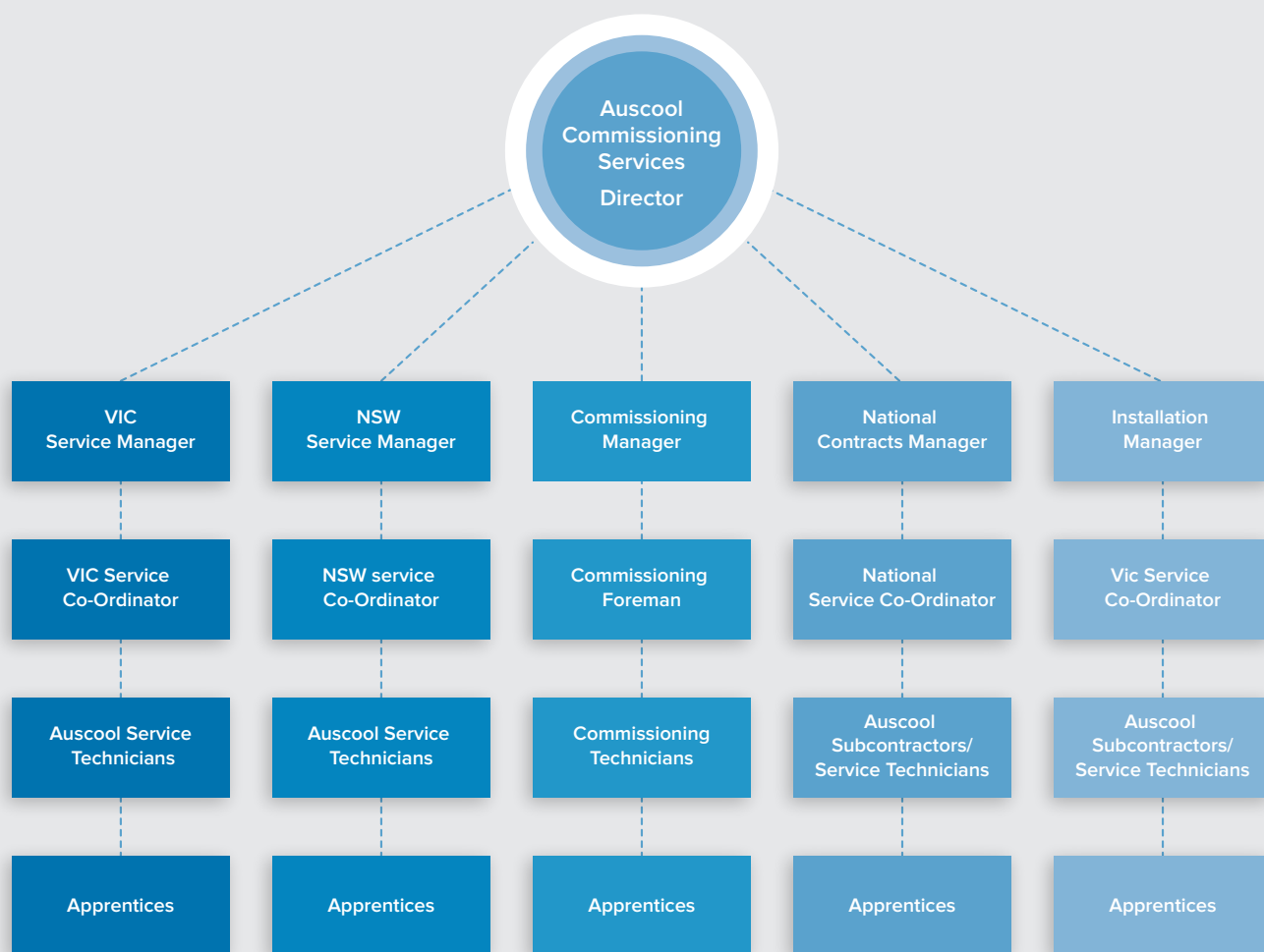


# Auscool Commissioning Services

In response to a growing demand for quality HVAC repair and maintenance services, we created Auscool Commissioning Services, an independent service and commissioning company in 2016.

We've gathered an experienced and dedicated team who understand the importance of planned and preventative maintenance in protecting your building asset. Should your system ever fail, our responsive and reliable breakdown service will have you back up and running as quickly as possible, minimising any disruption.

## Our Company Structure



# What we're about – Vision, Mission & Values

**Our vision** to be the leading HVAC service and maintenance company in Australia, delivering 100% client satisfaction.

**Our mission** is to provide the highest quality service and maintenance of HVAC systems to our valued clients for the life of their assets.

**We value** the relationships we've built with our clients, developing trust through the great work and expert knowledge of our friendly team. We turn up every day ready to deliver our best.

It all boils down to open and regular communication to develop a shared understanding and clear expectations. We strive to not just manage expectations but to exceed them. For us there's no better measure of success than making our clients happy.

We owe our success to our people. It's their hard work and dedication that helps us achieve our goals. By investing in developing a capable team, we're proud to have created a positive environment where people are happy to come to work each day.

Developing strong bonds with our crew, we keep each other safe at work, knowing the most important thing is to return home to our loved ones every day.





## Our core competencies



Consistently  
high-quality  
maintenance  
and service



Unbeatable  
customer  
service



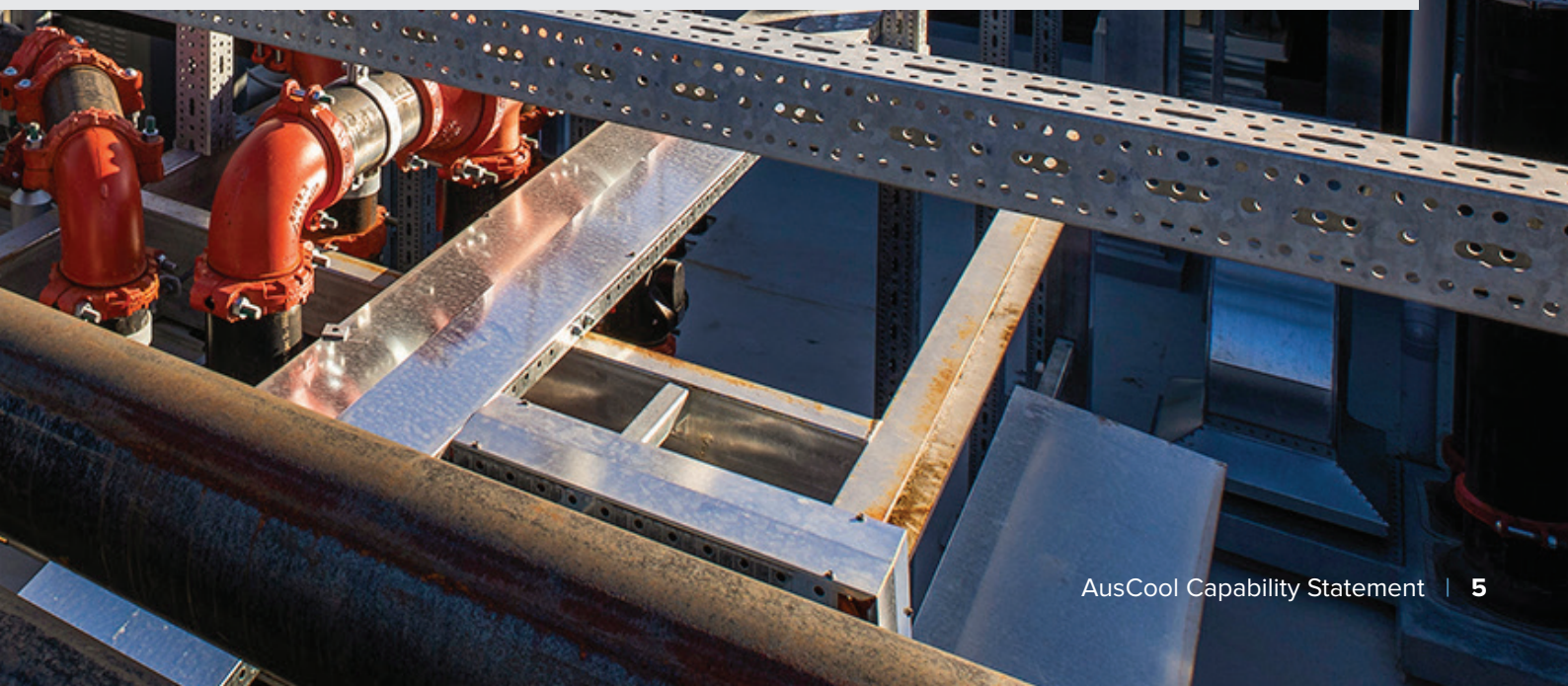
Reliability



Expert  
knowledge



A positive  
and healthy  
company  
culture



## Service straight up

The number one priority at Auscool is client satisfaction. If you're not happy, we're not happy. It's that simple.

We take a 'whole life approach', listening to understand your challenges and needs to provide the best possible solutions and service.

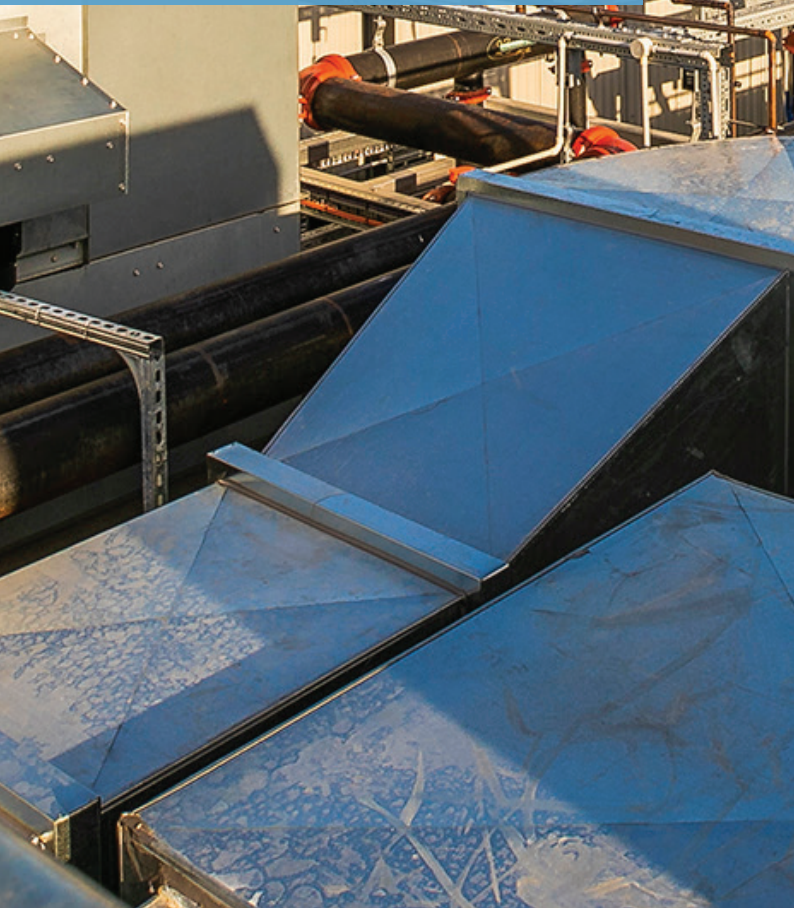
Developing trusted relationships with our clients, we monitor and protect your building asset for the long-term, ensuring maximum performance and value.

Our highly skilled and qualified technicians can service, maintain, and repair a variety of systems from single splits to VRF air conditioners and central plant equipment in hotels, high-rise apartments, and office buildings.

We offer a comprehensive range of solutions to maintain, commission and repair all major brands of mechanical air conditioning and ventilation systems.

## Specialised services

- Programmed Preventative Maintenance and Service
- Repairs and breakdowns
- Air Conditioning and Refrigeration systems
- Heating, Ventilation and Extraction systems
- Heating, Ventilation and Extraction systems
- Cooling Towers
- Ducting Systems
- Central plant and equipment, chillers and boilers
- Condition and dilapidation reports
- Replacement quotations
- Air and water balancing
- Quality assurance testing
- Vac and gas processes
- Full function fire testing
- Stair pressurisation testing
- Full system interface testing
- Design and consultancy



# We've earned our reputation

Our business may have grown nationally, but we haven't lost the personalised services of a small business that is at the heart of Auscool. Knowing our clients and anticipating their needs is what makes us tick.

Managing a diverse range of projects across different industries including, but not limited to, commercial, retail, hospitality, education, and government, we've built a solid track record for providing prompt, reliable service, earning our reputation as a leader in the industry.

## 24/7 Emergency Assistance **1300 230 255**

Timing is everything should your air conditioning system break down. Our experienced crew are on call, day or night, any day of the year, should you have a verified air conditioning emergency. With extensive knowledge and equipped vehicles, our technicians can quickly diagnose and resolve the problem to restore your system as soon as possible, minimising disruption and protecting those inside the building.

# Industry experience

Auscool services national clients across a wide range of industry sectors. By establishing solid relationships with local partner contractors, we maintain a consistent, high quality service no matter the location.



## Residential

- Opera
- Holme
- Aquil Promenade
- Banksia
- Hawthorn Park
- Oros



## Commercial Office Buildings

- Nissan Head Office
- Vic Roads head Office
- Wellington Health

Our experience managing projects of varying size and complexity includes preventative maintenance and reactive maintenance services for residential apartment buildings and student accommodation, through to commercial real estate and medical facilities.



## Medical

- Medical isolation Wards (Casey, Northern, Williamstown hospitals)
- Vermont Private Hospital
- Medical One Practices
- NDIS/ARUMA disability services Australia (Nationally)



## Commercial Real Estate Properties

- JLL
- Savills
- Colliers
- Mucagy Butera



## Education

- Penleigh Essendon Grammar campuses
- Our Lady of Mercy College



## Hotels

- Hyatt Centric
- Chadstone Hotel
- Pullman Hotel Group
- Mercure Hotel Group



## Hospitality

- Grill'd (Nationally)
- Fonda (Nationally)



## Student Accommodation

- Scape Melbourne/Sydney
- UniLodge
- Y Suites
- Global Student Accommodation



## Retail

- Automotive Brands Group (Nationally)
- Burson Automotive Group (Nationally)
- Bapcor Group



# Meet our crew

Auscool's reputation for delivering excellent service is all due to our highly skilled team, who are the best in the business.

With a crew of specialist tradespeople and technicians, we're ready to respond to any HVAC challenge.

Our collective knowledge and experience are the keys to our success and why our clients trust us with their most valuable assets.

To enable this, we invest in ongoing training and professional development of our team, who are accredited and certified to deliver outstanding workmanship and service.



**Dylan de Britt**

Auscool Commissioning Services Director

Our director Dylan walks the talk. As an electrician and refrigeration mechanic by trade with over 16 years of experience, not only as a service technician but as a site foreman, and lead commissioning technician in construction, he knows a thing or two about the HVAC industry. From service, maintenance, electrical controls, commissioning, essential service testing, fire and smoke management, project management, estimating and design, Dylan's extensive knowledge and experience are unrivalled and what makes him the go-to for advice.

Leading by example, Dylan's approachable and open nature brings this powerhouse team together to deliver the best service in the industry. He can stay.



**Shaun Cochrane**

Victorian Service Manager

To be the best service manager, you must have lived experience and an eye for detail. Over the last 18 years as a qualified air conditioning and refrigeration mechanic, Shaun has gained extensive knowledge and experience working in multiple roles, including installation, service, commissioning, and now, management with a focus on quality assurance.

With a skillset like Shaun's, he's the guy you call when you have a problem and with a willingness to go above and beyond every time, you know you're in good hands.

## Team competencies

- Mechanical services plumbers
- Refrigeration mechanics
- Electricians
- Mechanical engineers
- Fabricators
- Mechanical drafting (BIM specialists)
- Boiler technicians
- Chiller Technicians
- Commissioning Technicians
- Controls Technicians
- Asset Management Systems
- Advisory Services



### Steve Morris

NSW Service Manager

Steve is an all-rounder with over 20 years in the HVAC Industry. With experience as a services technician, VRF Plumber, site supervisor, business development management for Panasonic, and HVAC Project manager, there isn't anything he can't do! Managing operations in New South Wales, Steve's experience and drive have been integral to our national expansion, ensuring our highest quality and customer service standards.



### Leslie Joyce

Installation/Small Projects Manager

No one knows the HVAC industry like Les. His infectious passion, organisation skills and eagle-eyed detail make him the perfect project manager. Les joined the services team as an experienced air conditioning and refrigeration mechanic and installer and knowledge from working previously as a technician team manager for a large multinational.



### Taryn Craig

National Contract Manager

Managing hundreds of commercial sites across Australia for multiple national clients, Taryn is the one who keeps it all in check. Her commitment to quality and attention to the smallest detail ensures that each project, whether small or large, receives the same dedicated service and outstanding results.

With hands-on knowledge working previously as an air conditioning and refrigeration mechanic before being promoted to manager of the national team, Taryn is a perfect example of the career opportunities and development available at Auscool.



### Carmen Montalto

Melbourne Service Coordinator

Every team needs a Carmen. A superstar organiser with amazing communication and interpersonal skills, she ensures we deliver and maintain exceptional service standards by following a proven plan. Not only does she ensure that customer requirements and organisational service targets are met, but Carmen also drives continuous improvement, setting the bar high.

Driven by a strong work ethic, and enjoyment in building and maintaining customer relationships, Carmen is a valued team player.



### Michael Casey

Commissioning Manager

Balancing business and customer needs, Michael achieves win-win results. With a cool head, attention to detail and in-depth knowledge of trade, practice, and management, Michael leads our commissioning team and drives quality assurance to achieve our high standards.

Starting his career as an electrician in 2006, Michael has domestic and commercial construction experience and a solid understanding of HVAC and refrigeration systems as a qualified air conditioning and refrigeration mechanic.



### Caitlin Burns

National Service Co-ordinator

Caitlin is the backbone of our team. Expertly scheduling and organising our team of technicians and sub-contractors is no mean feat! She does it all with ease and a wicked sense of humour, making her a well-loved addition to the team by clients, suppliers, and subbies alike.

As an experienced administrator and coordinator in the building and construction industry, there's nothing Caitlin can't manage to keep our office running smoothly.

# We always play it safe

Protecting the safety and wellbeing of our team and clients is our top priority on any project.

Developing and implementing the highest health and safety standards and procedures ensures the safety of all materials, tools, and workers, meaning we all go home safe each day.

With a commitment to ongoing training, our team remains at the forefront of all industry developments and regularly reviews our safety procedures and risk management systems for continuous improvement across our business.

## Highest quality every time

Auscool's uncompromising quality standards remain at the forefront of our service delivery.

Employing a comprehensive quality management system, we conduct regular quality reviews and training for our team to maintain our high standards.

After years of experience servicing and maintaining a variety of systems, we have developed clear processes and procedures that ensures every team member follows best practice for quality and safety.

## Compliance with Industry Standards

We comply with all industry standards and codes in Australia:

**Building Code of Australia**

**Industry Best Practice, Australian Standards**

**National Construction Code (NCC)**

**Workplace Health and Safety Act 2011**

**CM3 prequalified**

**AS/NZS 3666 Set: 2016** – Air Handling and Water Systems of Buildings – Microbial Control

**AS1324.1, AS1324.2** – Air Filters for use in General Ventilation and Air Conditioning

**AS/NZS 1668 Set 2016** – The Use of Ventilation and Air Conditioning in Buildings – Fire and Smoke control in buildings.

**AS1851-2012 Maintenance of Fire Protection Equipment** – Part 6, Management Procedures for Maintaining the Fire Precaution Features of Air Handling Systems.

**DA19 – HVAC&R Maintenance** – Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH)

**DA18 Water Treatment** – Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH)

**DA17 Cooling Towers** – Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH)

**Guide to Best Practice Maintenance & Operation of HVAC Systems for Energy Efficiency-2112** – energy and water efficiency aspects of maintenance and operation of HVAC.





## Licences

Arctick Licence = AU42257

Electrical Licence = 32472

## Insurances

We hold the necessary Public and Products Liability insurance (\$20mil), Professional Indemnity (\$5mil) and Workcover insurance.

Professional associations and memberships

- Registered with the Plumbers Registration Board No. 44410
- Registered with The Australian Refrigeration Council No. AU02781
- Member of AIRAH
- Member of Master Plumbers Association
- Member of Energy Save Victoria

## We give back

Connecting with the communities we work and live in is important to us and helps increase the overall wellbeing of our team.

Outside work, our crew can be found on sporting fields, coaching teams, school fundraisers, or cheering from the crowd.

Whether supporting our local sports team or raising money for a charity close to our team's hearts, it's all part of Auscool's DNA to make a difference.

## Auscool proudly supports

- Steptember, Cerebral Palsy
- The Raising Sun, Australian Soldiers and families
- Pancare Foundation
- Humpty Dumpty Foundation
- Camp Quality

## Auscool proudly sponsors

- Eltham Turtles Football Club
- Lilydale Montrose Soccer Club
- Mazenod Women's Soccer team
- Parade College old Paradians' Association Hall of Fame





## Get in touch

ddebriitt@auscool.net.au  
1300 230 255

### Office hours:

7:30am – 5:00pm, Monday – Friday

**24/7 Emergency Services**  
call 1300 230 255

### Melbourne Office

113 Scanlon Drive  
Epping, Victoria 3076

### Sydney Office

25/5b Curtis Rd,  
Mulgrave NSW 2756