

NEWS FOR THINK WATER MEMBERS & PARTNERS

# THINK TANK

FEBRUARY 2020

# SUMMER Splash

Jump onboard the  
Think Water Summer Splash!



ONE LUCKY CUSTOMER WILL WIN  
THE ULTIMATE SUMMER MACHINE\*



# i-WOB2®

INTRODUCING THE NEXT GENERATION  
40 YEARS OF WOBBLER TECHNOLOGY

## THE MOST IMITATED SPRINKLER IN THE MARKET

## JUST GOT BETTER

Senninger has improved on the i-Wob® design with the next generation i-Wob2.

The Senninger i-Wob2 combines its unique rotary action with the wobbling of grooved deflectors to deliver a consistent droplet size and outstanding uniformity over a large area of coverage. This provides a gentle, rain-like application of water to the soil.

The i-Wob's low application intensity, unmatched uniformity and large area of coverage has made it a leading product in helping growers irrigate more efficiently in over 85 countries worldwide.

### FEATURES

- Protective shroud for longer life
- Integrated nozzle carrier
- Unprecedented Three-Year Warranty
- Droplet Sizes - Small, Medium or Large available



## Now Available at HR Products

Offering a comprehensive Senninger Irrigation Solution including:

**DESIGN | PACKS | REPLACEMENT PARTS**







## CONTENTS

Teaming Up For Success	4
2019 Annual Think Water Conference	6
Australian Franchise of the Year	10
AU Preferred Supplier of the Year	11
New Zealand Franchise of the Year	13
Summer Splash	14
Safety: Our Number One Priority	16
New Websites	17
Grundfos Dairy Shed	19
Project of the Year	20
Renovation of the Year	23
Out with the Old... In with the new	25
Business Woman of the Year	26
Resilience: The Art of Bouncing Back	28
Committed to Personal Development	31
Iluka Golf Club Irrigation System Upgrade	33
Growing your Business	32
Introducing Think Water Trade Centre	35
Range, Reliability, Performance	36
High Performance Leader Board	39

**THINK TANK** is a Publication of  
Think Water National Support Office

**Contributors** Tony France,  
Liesle Corns, Shania Brinckman,  
Natalie Kingcott, Andrew Walker,  
Chris Rehm and Phil Best

**While our summer weather has created extreme events across Australia and New Zealand, our Preferred Suppliers have been doing an extraordinary job of keeping their product on the shelves of our Think Water stores.**

Our recent focus has been marketing with the release of our new Websites, a program to raise the presence of our social media marketing and the Summer Splash campaign has given everyone who shops with Think Water over summer a chance to win a fun BRP summer fun machine.

This issue of Think Tank includes coverage of one of our best conferences ever, while the team are working on the fine details of our 2020 Conference to be based in Singapore, this issue gives us the chance to celebrate some of our winners from our 2019 conference awards night at the Crown in Perth.

Sentosa Island, Singapore will be a spectacular location for the 2020 Think Water conference. The exotic location is a perfect blend of Asian cultures, stunning city landscapes and island resorts.

Singapore is a perfect example of the success that comes with a well-developed long-term plan and will give the Think Water Members a chance to explore a new part of the world while sharing their business successes.

With delegate and supplier seats nearly full, anyone who has not committed for this event will need to book soon.

**Tony France**  
General Manager







## Teaming up for Success

The Think Water team were on form at the 2019 annual conference in Perth. Following the success of our 2008 Broome Conference we decided to return to Western Australia and found ourselves at the beautiful Crown Metropol in Perth, that provided the perfect size venue for the biggest Member attendance conference yet.

The week started for 44 Members with a bus trip exploring the southern Western Australian coastline. We travelled from Albany to Perth over two days and visited Think Water stores in Albany, Dunsborough and Bunbury. Our travels also took us to the Anzac Museum in Albany, spectacular coastal views of The Gap, in the town of Denmark, the Valley of Giants Tree Top Walk, Mammoth Cave and of course a delicious lunch at a Margaret River winery.

The city of Perth was buzzing with rugby team supporters as the state hosted their first ever Bledisloe Cup, inspiring us to theme our conference around TEAMS. Rugby legend Andrew Merhten's joined us at the Philmac Welcome Dinner to open the conference with a humorous collection of teamwork stories from his days with the All Blacks. While many Members were entertained by others or tried their hand at kicking goals on the Philmac kicking simulator.

Our first day of work at the conference kicked off with a presentation from award winning coach, author and internationally renown speaker Josie Thomson. Josie led our team of Preferred Suppliers and Members through her Think Better to Lead Better presentation on changing how our minds work. This was followed by a positive day of discussion with Preferred Suppliers to ensure common goals across the group.

After a big day talking business, the evening saw Members attend their night of nights the Think Water Awards. Following the massive success of the Pirate Party in Fiji it was clear that this hard-working team was looking for any excuse to get into a costume! The Iplex sponsored awards night took on the theme of "Great Gatsby", allowing Members to suit up in gangster style suits and dresses, hats and feather bowers for a night of 1920s glamour.

With Preferred Suppliers and Members in attendance the awards night celebrated successes across the entire Think Water team. The Franchise of the Year awards were presented to Think Water West Coast in New Zealand and Think Water Smithton (for the third year running) in Australia. The West Coast team also took out the "Peoples Choice" award for the best business throughout the group.





Puretec was awarded Australian Supplier of the Year while Water Supply Products received the New Zealand Supplier of the Year award.

Cheryl Clarke from Think Water Cambridge and Whitianga was presented with the Business Woman of The Year award by previous year's winner Donna Davey.

Think Water Northern Rivers received the Project of the Year award for their outstanding efforts and Think Water Gisborne received the Store Renovation of the Year award.

The Regional Growth award was presented to Queensland. 10 Year Member awards were presented to Mareeba and Callide Valley in celebration of their 10th anniversary of Think Water Membership.

We also had the pleasure of presenting a 10 year service award to Operations Manager Phil Best.

Saturday and Sunday were focused around business information and new services to be delivered by the NSO team. Many Preferred Suppliers joined us to hear about these great offering of services available to all Members.

After lunch on Saturday, Toro took the reins and lead us through Fremantle on the Toro Amazing Adventure. Individual teams raced around the highlights of this amazing seaside town discovering hidden gems and learning about the region's history. At the end of the historic trail the teams were lead to the famous Little Creatures Brewery, where Grundfos hosted a true Australia V New Zealand night featuring the Bledisloe Cup.

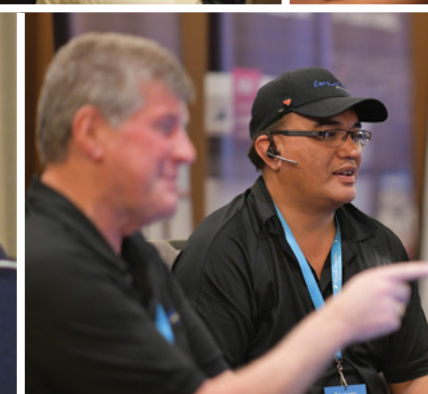
During the conference Members placed their vote for the destination of the 2020 Think Water Conference. With the votes counted the decision was clear by half that 2020 Think Water Conference will be held at Shangri-la Sentosa, Singapore from August 27 to 30.

1. The bus trip visits Think Water Albany.
2. Nella, Frank, Karen, Tony & Grant.
3. Kylie found a big tree
4. Phil & Tracey on the tree top walk
5. The crew visits Think Water Bunbury
6. Andrew Merhten presents at the Welcome Philmac Dinner
7. Josie Thompson inspired us all to think
8. New Zealand Franchise of the Year Winners Colin & Sandra
9. Australian Franchise of the Year winners Conrad & Jodie
10. The Think Water Family Members & Preferred Suppliers.



# 2019 Annual Think Water Conference

Crown Metropol | Perth









# Water a key element in good soil

Above Day breaks over the vines at De Bortoli, Yarra Valley  
Below Rob Sutherland, Viticulturist And Vineyard Manager, De Bortoli Wines

Getting irrigation right is an essential part of any vineyard operation, but not only because water is crucial to growing grapes: it's also crucial to optimised soil microbiology, according to De Bortoli viticulturist Rob Sutherland, who has just overseen the installation of a Davey Monsoon IQ pump controller at the company's Yarra Valley Estate.

At 600 acres of vineyard, De Bortoli's Yarra Valley Estate is twice the size of the next largest vineyard holding in the region. Conditions in the area are incredibly variable, from frosts at minus 2 or 3 degrees at one end of the season to scorching days of up to 42 degrees.

There's an enormous amount of variability to manage across topography, orientation and temperature. Davey's Monsoon IQ with remote monitoring makes it easier for Rob to set the exact irrigation specs he needs given the weather and field conditions, and it also allows him to carefully manage water levels to help improve soil microbiology.

"We're very interested in soil microbiology. It's a real focus for us at the Yarra Valley vineyard in particular," Rob says.

"When you run a vineyard you're using bacteria, fungi and protozoa to consume each other and create changes in the soil to fertilise the vines. As part of our operation we try and make a fungal dominated compost that replicates the conditions where vines would naturally grow in a forest. We are basically trying to create a fungal soil without the trees. Those roots of the vines then trade nutrients and carbohydrates with the organisms to grow healthier and make better wine.

"There are a couple of things that those organisms like when they are living in the soil: air and water. So we have machines and systems that try and reduce compaction in the soil to maximise air and then we use irrigation to keep those organisms active in the soil for longer."

It's quite a dynamic phase in the Yarra Valley, and Rob is enthusiastic about the future.

"De Bortoli is currently redeveloping many of its vineyard sites across the Yarra Valley. For me as a viticulturalist it's a really



exciting period, as we implement changes to deliver better results," he says.

One of those changes is the incorporation of the Davey Monsoon IQ system with an existing pump set on their 150-acre Abbey Vineyard.

"This Davey pump controller upgrade is perfect to manage the water demands of new and old vineyards simultaneously," Rob says.

"It allows us to experiment with new row configurations that increase the kilometres of vine row per hectare by 60%."

The Davey Monsoon IQ adapts to the increased irrigation demand seamlessly adjusting pressure and flow rates for each irrigation station and therefore optimising energy consumption.



The controller uses a modem connection to communicate to the cloud, where data is stored for easy access from any device by logging into Davey's customer portal [my.daveywater.com](http://my.daveywater.com)

"Knowing we get feedback from the system helps me sleep better at night, because I know if something goes wrong, then I can fix it and prevent crop damage from happening," Rob says.



Discover the Davey Monsoon IQ at stands 56 & 57 at this year's Landscape Irrigation Conference or contact:

Geoff Hall | [ghall@davey.com.au](mailto:ghall@davey.com.au) | 0407 732 552





## **PLASSON.** **BEST UNDER PRESSURE**

When leaking fittings are wasting valuable water, chose Plasson to supply any polyethylene pipe fittings.

### **Plasson Distributor Support:**

- ✓ Service excellence through local expertise and comprehensive field support
- ✓ Fast, accurate and efficient dispatch of products
- ✓ Merchandising assistance – smart way to display stock and promote your range of Plasson fittings
- ✓ Proven products – over forty years of proven performance in harsh Australian conditions
- ✓ Inclusion on online Plasson stockist store locator to promote your Plasson range



P: 1300 PLASSON (1300 752 776) | E: [sales@plasson.com.au](mailto:sales@plasson.com.au)

[www.plasson.com.au](http://www.plasson.com.au)





## THINK WATER SMITHTON Australian Franchise of the Year 2019

**In 2019, Think Water Smithton won the Australian Franchise of The Year Award for the third year running. This remarkable achievement humbles the husband and wife team given the caliber of Think Water businesses throughout Australia.**

The remarkable achievement reflects the commitment business owners, Conrad Odgers and Jodie Wainwright have for delivering outstanding customer service, value of their staff development, excellent business processes and successful partnerships with Preferred Suppliers.

Conrad and Jodie see their staff as dedicated and valued members of their team and believe they are the key to their success. Staff turnover in the business is minimal and those who have left, for personal reasons, want to come back and be part of the Think Water Smithton team.

In the last 12 months, Conrad and Jodie have taken on the challenge of opening a new store in Spreyton, which is located around 1.5 hours drive from the Smithton store.

**“The ability to pick up the phone and call another store owner about an issue is the best thing about Think Water.”**

Their business has developed in the Reinke Centre Pivot market with four pivots sold and installed, two under construction and further quotes in the pipeline.

Jodie and Conrad believe the assistance they have received from the NSO team has greatly improved their business.

They engage with the services on offer, especially marketing.

*“We love the marketing,” said Jodie. “We like to get the details out to customers, and use radio weekly- you can’t get that jingle out of your head- which is what we want- to remind people we’re here”*

*“The ability to pick up the phone and call another store owner about an issue is the best thing about Think Water. You never get anyone who could not be bothered”. Said Jodie. “Mark Kurtz has given us loads of advice with centre pivots and its really helped our business in that area”.*

There is plenty of competition in the Smithton agricultural market with a mix of corporate and family-owned farms. Conrad’s way of doing business is to help everyone every day, according to Jodie. *“He just fits them in”.*

They see a strong future for their business and expanding into the Cradle Coast is a new and exciting opportunity.



Here at Think Water we consider our Preferred Suppliers as part of our family. Because of this we like to reward those who go above and beyond with their service.

Our Members have a list of criteria that they use to rank each Preferred Supplier based on their products and customer support. These are collated over a 12 month period and the Preferred Supplier with the highest points wins an award.

The 2019 Australian Preferred Supplier of the Year was Puretec. Congratulations to Arne Hornsey and the team at Puretec we appreciate your above and beyond services and great products. We look forward to many years ahead of business with you.

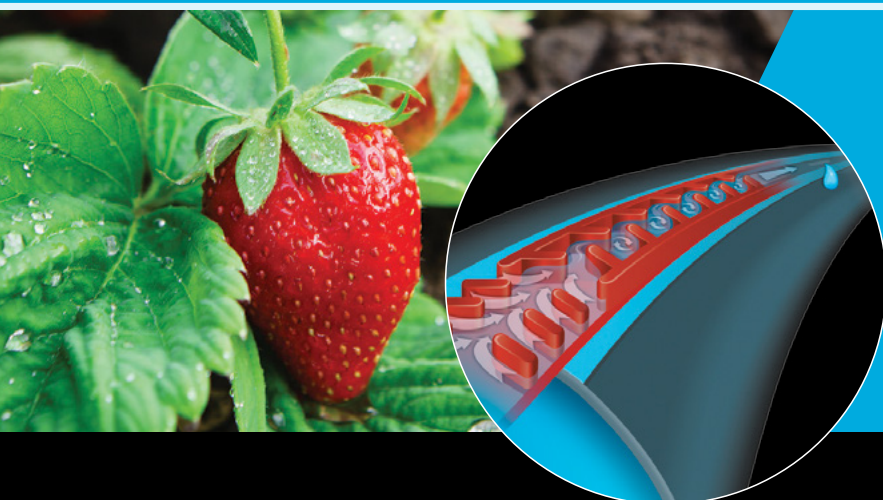


PURETEC

**AU Preferred Supplier  
of the Year 2019**

# NEED DRIP TAPE?

What you pick now determines what you pick later...



**Toro Aqua-Traxx® delivers greater reliability and more uniform output.**

**That's the PBX Advantage.**

- Emitter spacing options for all soils
- Widest selection of flow rates
- Accurate delivery of water and fertiliser
- Durable seamless construction

**toro.com.au  
1300 130 898**



**Aqua-Traxx®**  
with the **PBX Advantage**



With the Preferred Suppliers being such an important part of any Think Water business, winning the New Zealand Think Water Preferred Supplier of the Year award is the highest recognition a supplier can receive.

The ranking criteria was simplified to minimise the time our 18 NZ stores spent completing their vote. The stores ranked each Preferred Supplier on product and support with these scores added together for an overall final score. This year the 2019 New Zealand Supplier of the Year was won again (more times than any other supplier) by Water Supply Products or as we know them 'WSP'.

Congratulations to Martin Payne and the WSP team on their well-deserved win and thank you for your consistent and ongoing continued support of Think Water New Zealand.



## WATER SUPPLY PRODUCTS NZ Preferred Supplier of the Year 2019



Preferred Supplier



The Safest Tanks in Motion



**DieselCaptain™**  
Your Partner in Refuelling



**AquaPath™**  
Slip-On Water Cartage Units



**FirePatrol™**  
The Ultimate Water Cartage Trailer

the manufacturer of

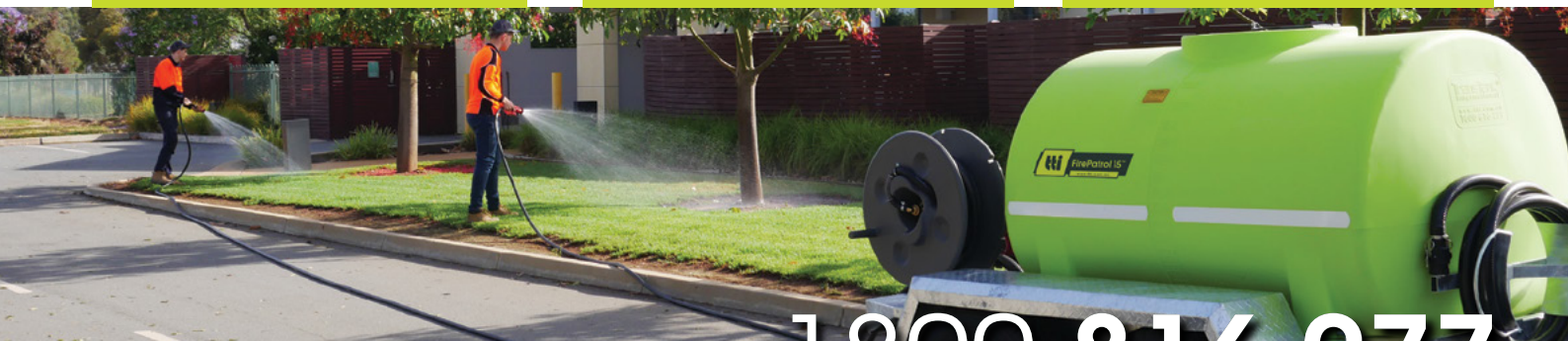
### Safest Tanks in Motion

*"As an admirer of high quality businesses, I think Tti is up there with the best. The quality of the product is very high with obvious points of difference. Ultimately it makes it very easy for us to sell & the end user to buy!"*

- Adam Stockwell

Managing Director

Think Water - Virginia/Winnellie



[www.tti.com.au](http://www.tti.com.au)

1800 816 277

[sales@tti.com.au](mailto:sales@tti.com.au)





## THINK WATER WEST COAST NZ Franchise of the Year 2019

**Based on the West Coast of the South Island in the town of Greymouth, Colin and Sandra Thomas have been building their Think Water Business for the last eight years.**

The business has moved from strength to strength during this time due to a strong customer service philosophy and a commitment to developing their valued team members.

Further assisting this growth strategy has been their investment in a brand new store, new technology and continuous improvement of their businesses systems and processes. The creation of a well-designed and welcoming retail showroom along with investment in their team has further supported the business growth from year to year.

Colin and Sandra have put together a team that has ability to work together towards a common vision. The team are rewarded for individual and team accomplishments in line with the businesses objectives. It is the fuel that allows good people to attain great results.

Embracing new product lines to increase the breadth of markets available to their customers is a key business objective. This is evident by their commitment to Karcher sales growth and the different markets they have been able to take this product range to.

Sandra and Colin are very proud to accept the award for NZ Franchise of the Year. It recognises the hard work and effort the Think Water West Coast team put in every day to ensure we don't just have satisfied customers but enthusiastic fans.

Terrific customer service and getting it right first time for our customers ensures our people are seen as the point of difference in a competitive market.

This positive attitude continues to support the philosophy that if you work as a team, use the services provided in the Think Water system and have a robust business plan you will be rewarded – and they were rewarded with an overall score of 37.5 out of a possible 40 over the 17 business criteria being adjudicated. – A fantastic result.

Think Water would like to congratulate the Think Water West Coast Team on their well-deserved 2019 NZ Franchise of the Year Award.





# SUMMER Splash

Jump onboard the  
Think Water Summer Splash!



ONE LUCKY CUSTOMER WILL WIN  
THE ULTIMATE SUMMER MACHINE

The NSO have been busy creating an exciting campaign to drive customers into Think Water stores again and again this summer. The promotion will run from 1 December 2019 to 30 April 2020, during that time every purchase made in a Think Water store can be entered into the draw to win one of these great prizes: Seadoo GTI Jetski, Can-Am Outlander Pro, Can-Am Ryker.

The Summer Splash prizes have been chosen to trigger emotions and get people entering over and over again. To give our prize plenty of bang for buck, one winner will be drawn from all entries received from stores throughout Australia and New Zealand. The winner will be selected by random draw so the more they spent the more entries received.

The catch is we want to learn about our customers for future marketing purposes. To enter the competition customers must register their Think Water purchase by scanning the QR code instore and filling in their details or completing the entry form and leaving it with you to fill in their details online.

Each store has received a PoS pack including 20 shelf wobblers, two ceiling hangers, a large sticker, two posters and a QR code poster.

Get your PoS up today and why not contact your local BRP dealer for some cross promotion. One of these speed machines on display will get plenty of attention!

AND THE STORE  
COULD WIN  
A TRIP TO  
SINGAPORE\*

What's in it for me? I hear you ask...

The sales person and store owner of the store that sells the product to our winner, will both win two free tickets to our 2020 conference in exotic Singapore. Check out all the promotion details on the Summer Splash page of our website.

\*CONDITIONS APPLY



# FUTURE PROOF YOUR IRRIGATION NEEDS

STEEL WATER TANKS 17,000 TO 375,000L

At Heritage Water Tanks we are aware that every job is unique in its purpose and therefore we understand that a tailored solution needs to be designed to suit your specific requirements.

We can undertake a chemical analysis which provides us with the necessary data to design a purpose built tank to exceed your expectations of quality, strength and durability.



These 375,000L irrigation tanks were recently installed at a Commercial Horticultural property north of Perth in Western Australia, providing a quality water storage solution for our customer.



The Tank with Rainwater Harvesting Gutter Technology  
Patent 2009208055A1

**FREECALL 1800 115 552**  
**heritagetanks.com.au**





## Safety: Our Number One Priority

**Safety is sometimes considered an impediment in doing business, the reality, however, is that safety is another important component of running a business and as important as any other business function, if not more so.**

The other reality is unlike other business functions like accounts or marketing, business owners have a statutory requirement to comply with national and state WHS obligations. There can be heavy fines and the potential of jail for serious breaches, which also applies to employees.

To assist Members with their safety obligations, NSO have contracted the services of Gary de-Vries and his team at Asssa. Based in Perth, Asssa pride themselves on successfully delivering and exceeding every clients needs. They are a small business with 11 years of experience focusing on assisting businesses to develop, maintain and gain certification of their safety management systems.

Business owner Gary de-Vries is a nationally recognised industry leader with over 15 years' experience specialising in SQE Consultancy,

Recruiting, Training and Auditing. His previous experience has seen him hold positions like WA WorkSafe Inspector and hold Safety Management roles for National organisations.

Gary believes for safety to be successful in any organisation, senior management need to drive, support and lead by example. Identifying all safety risks has been the first focus and then ensuring all of the correct tools to support those risks has been the next step.

Inevitably incidents and near misses will occur in the future, however to gather this information, appropriately investigate and share these findings will assist in the potential for them to not occur again.

Over the next 12 months and beyond, NSO will be working with Members on their safety compliance and business systems. This involves firstly understanding where each Member is with safety and identifying the safety gaps.

Having a comprehensive Safety Management System, but one that is practical, will assist in reducing incidents. It will also provide a competitive edge for retaining and winning new work.

A Member-based Safety Committee will be established with the purpose of reviewing safety trends in the group. This will enable us to stay ahead of the curve, identify common areas of risk and provide technical input into how to mitigate those risks. This group will convene via video conference every quarter.

Gary and his team have developed a number of resources and materials to assist Members with identifying and offsetting safety risks. These will be discussed further at the Regional Meetings and Operation Manager's Business Development visits in 2020.

For safety-related inquiries, Gary can be contacted directly via the following email address [safety@thinkwater.com.au](mailto:safety@thinkwater.com.au).

  
[www.asssa.com.au](http://www.asssa.com.au)



# New Websites

By now you would all have seen the new websites for both Australia and New Zealand. Websites are an evolving process and always continue to be developed in the background.

Our new website has functionality that the previous site didn't have and I am excited to introduce you to it.

## Store Finder

This is a new and improved feature based around the previous store finder concept. The new version has the capability to give visitors directions to your store on their smartphone. They can call you directly, and access your microsite from the search results.

## Social Media Sharing Buttons

Our website has been equipped with buttons to share content directly to social media. Making it possible to spread the word about our great business even easier.

## News Feed

Think Water Members complete so many great projects on a daily basis and this new feature will allow us to publish articles about those projects to the world wide web. These articles are linked to your microsite and will show up on your very own news page.

## Search Engine Optimisation (SEO)

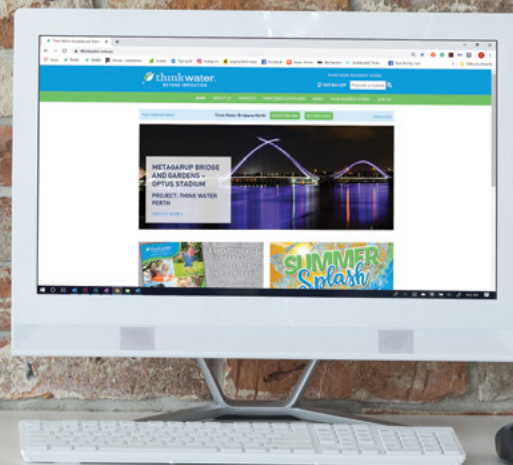
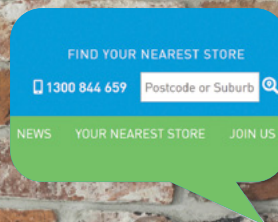
Our new websites have been optimised and will continue to be optimised to keep up with trends and make it easier for your customers to find you. SEO is a tricky time consuming service that pays off when done correctly.

## Member Microsites

These small sites within the framework of the master brand site give you the capability to have your very own Think Water Branded website. It means reduced costs for your business and a consistently branded web presence.

## Members Portal

This area is a work in progress and when complete will give you easy access to tools and information that assist with your business. You will already have access to the platform, stay tuned for further updates.



**CENTRAL**  
YOUR PEOPLE. OUR SOLUTIONS

A HR PLATFORM CUSTOM  
DESIGNED FOR THINK WATER  
MEMEBERS

CALL **1300 717 721** TO REGISTER





**NEW!**

# PERFECT FOR RAIN-TO-MAINS WATER SWITCH OVER SYSTEMS.

Introducing the all NEW **Hybrid G13** Triple Filtration and UV All-in-One Unit with Weather Cover. Provides safe and purified water for your whole house.

4 mounting points for quick and easy installation.

Quick and easy plug-and-play installation.

The durable lightweight mounting bracket is made from coated aluminium to ensure no rusting.

#### Coarse Sediment Filtration

A washable sediment filter that removes coarse dirt, sand and particulates down to 5 micron.

Smart control panel that monitors the lamp life, failure alarm (audible & visible) and total running days of the Radfire™ UV unit.

Maintenance is simple and can be completed in minutes - without tools. It's as easy as replacing the UV lamp once a year and periodically cleaning the sleeve.

Retainer cap enables effortless lamp replacement. No tools are required.

Radfire's unique water chamber optimises hydraulic performance and increases disinfection efficiency. Chamber and hardware are stainless steel for dependable long life.

#### Ultraviolet Protection

Kills 99.9% of bacteria with Radfire™ ultraviolet technology, a natural purification process that's completely eco-friendly and chemical-free.

#### Taste and Odour Removal

Reduces taste, odour and chemicals.

#### Fine Sediment Filtration

Removes fine sediments and particulate to 1 micron.





## Grundfos Dairy Shed

 Think Water Bay of Plenty

In 2019, Think Water Bay of Plenty were approached by a Dairy Farm located in Western Bay of Plenty. They were looking to completely refurbish their dairy shed and overhaul their water systems to allow for more efficient use of water and energy across the property.

The team at Think Water Bay of Plenty designed a system with multiple Grundfos pumps, after in-depth discussions with the farm manager about their needs.

A Grundfos Hydro SOLO-E was installed to provide stock water to troughs. The Hydro SOLO-E is a variable speed pressure booster with one vertical multistage Grundfos CRE pump. The Hydro SOLO-E adjusts its speed according to demand – this was especially relevant for the Dairy Farm as its hilly setting meant that they could save energy when pumping to the lower areas of the farm.

A Grundfos CME Twin Booster was plumbed for water supply in the dairy shed and for vat wash. The CME Twin Booster consists of two CME Boosters

connected in parallel and mounted on a common base plate. It features an integrated speed control for constant pressure and low energy consumption.

The stock water is dosed with minerals to maintain her health with a Grundfos Smart Digital DDA 60-10 XL pump.

For high pressure dairy wash down, a Grundfos DBE was installed. The Grundfos DBE is a heavy duty, variable speed, wash down pump. The variable speed motor aids the uses with soft start and smooth ramp up.



**IRRIGATION TECHNOLOGY FOR THE FUTURE**

AGRICULTURE / ENVIRONMENTAL / GREEN INDUSTRY / CROP SPECIFIC



**3030 SERIES WITH 3NV NOZZLE:**  
Press, Spin, Click for On, Off, Flush, Line Flush Functions



**CONTROL VALVES**



**END OF PIVOT SOLUTIONS**



**THE ORIGINAL BIG GUN® SPRINKLER**





THINK WATER NORTHERN RIVERS

## Project of the Year 2019



**Fairdale Jersey Stud in Coroki in Northern NSW is a Dairy Farm with approximately 450 Jersey cows, owned and operated by Brian and Elizabeth Chappell and Robyn and Steve Mathers.**

In 2015, Lee Rothwell and the team at Think Water Northern Rivers were approached by the owners of Fairdale Jersey Stud to provide direction and upgrade solutions for their irrigation and pumping system. The previous system that had been installed five years earlier was poorly designed leading poor coverage in paddocks, loss of productivity and increased operating costs.

The project involved supply and install of a 40-ha automated solid set irrigation system and pump set pumping from the Richmond River. The primary objectives for the client when up sizing and installing the new irrigation system were:

- Increase productivity through increased pasture production
- Increase consistency of production by managing seasonality issues
- To improve efficiency of water use
- To decrease energy costs through increased pumping efficiency
- To reduce labour cost of irrigation
- To improve the overall reliability of the irrigation and pumping system.

**We had confidence in Think Water's ability to do a good job as they provided honest, accurate and well-intentioned advice.**

The finer details of the project included:

- Install a new 66kw submersible pump system to supply water from the Richmond River
- Install a SS discharge manifold and master valve assembly to measure flow and regulate pressure to the mainline and back pressure on the pump
- Install a Hunter ACC decoder system to provide automatic control for the irrigation system
- Trench, lay and backfill 3.2km of 250, 225, 150, 100 and 80mm PVC pipe and decoder cable.
- Install a quantity of 16 x 150mm control valve assemblies
- Trench lay and backfill 21.2 km of poly laterals
- Supply and install 850 sprinklers on 1800mm risers

- Sprinklers installed at 25m x 21.5m triangular spacing
- High Operating pressure was required at four bar
- Application rate of 5.87mm/hr at 83% DU
- Project management of various subcontractors (trench and pipe laying, services location, electrical, directional drilling, concrete pumping, surveyor etc)
- Coordinating works program so as not to interfere with an operational dairy farm

The proposed solution was split into three stages at the clients request. Stage one was the installation of the river pump and the first six stations of the irrigation system. Unfortunately this coincided with a significant flood event in the region, causing delays and issues with the riverbank erosion and instability. Once weather permitted the system went in and the customer was happy with stage one.

Stage two was an extension of the irrigation system with a further seven stations installed. This commenced in February 2019 and was installed on a very tight time frame for completion. Weather events and further issues with riverbank subsidence dogged the project, however





the installation and commissioning of the system were completed on time and on budget despite continual interruption to works.

Stage three is due for completion in early 2020 which should take the project value to well over \$900,000.

Think Water Northern Rivers utilised the Think Project, Project Management System to help manage the job and streamline the installation process. The company also employed a Project Manager to oversee the job and manage the ITP's and commissioning. This proved to be a great move as one of the sub contractors installing the mainline needed to be held accountable for potentially sub standard works.

From a Safety Management perspective, there was the possibility of severe injury as employees and sub contractors were working on an unstable riverbank.

Extra stability precautions were taken to allow work with excavators and chainsaws. High voltage power lines were also taken into consideration for safety purposes.

A strict OH&S plan was formulated and followed closely with regular updates. This ensured the safety of all stakeholders for the duration of

the job. It also added to the efficiency of work practices as the regular SWMS reviews where an ideal chance to share all activities on site and helped to coordinate the team effort, leading to NIL injuries or "close calls".

## **Fairdale Jersey Stud where happy with the outcome of the project and the service delivered by the Think Water Northern Rivers team.**

*"Think Water were very easy to deal with during the initial discussions. They asked all the right questions and were very thorough in their approach to getting all the information necessary to put together the design. They seemed to understand our needs and made sure what they were offering would meet our expectations and our budget. There were quite a few challenges in working out what to do down on the riverbank, however they worked through several alternatives with us until we came up with a solution that would work".*

*"We had confidence in Think Water's ability to do a good job as they provided honest, accurate and well-intentioned advice. We knew that they had our best interest at heart and would be around to support us in years to come".*

*"Think Water were great project managers. They communicated with us on a regular basis and kept us in the loop. They were very particular in their approach to the installation and delivered a very professional outcome.*

*"The new system is efficient and reliable. There is less downtime; reduced fixed overheads; a cut back on electrical costs and when it floods, we don't have to worry about pulling out the pump as it is a submersible. We are more profitable as we can produce more food per hectare and there is potential for a 100% increase in milk production with the irrigation system. The new irrigation system is more than paying for itself not only financially but has also given us back some time to work on more productive pursuits".*

Testimonial by Bryan Chappell, Fairdale Jersey Stud Owner



# EVERYTHING YOU NEED FOR A CLEAN FARM.

## Complete cleaning solutions for all areas of agriculture

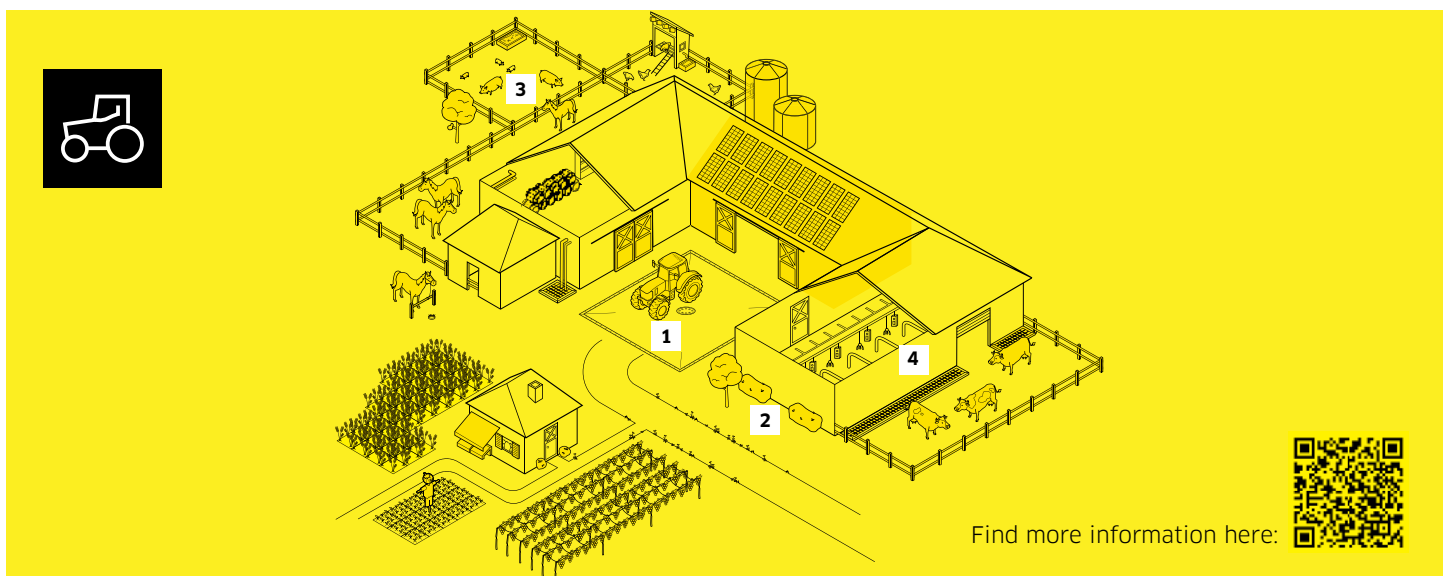
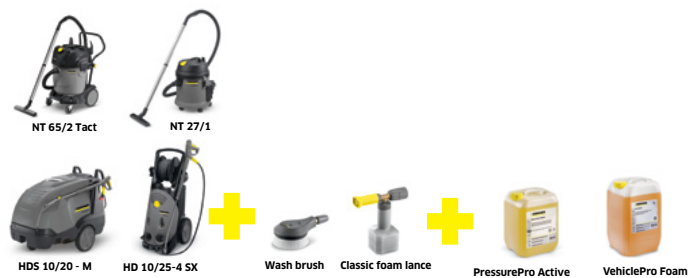
### 1 OUTSIDE AREA + BUILDINGS

Clean large areas both quickly and economically. Thanks to our hot and cold water high-pressure cleaners, efficient sweepers and powerful vacuum cleaners, you can ensure that your farm is not only aesthetically appealing but also free from breeding grounds for germs and with accessories such as surface cleaners you can cover huge surface areas.



### 2 MACHINE CLEANING

Robust cleaning machines for cleaning any type of machine in fleets of any size. With our cold and hot water high-pressure cleaners and corresponding cleaning agents as well as wash brushes and foam lances, you can keep your machinery and tractors spick and span, even after the most intensive use. And for the driver cabin, you can use our powerful wet and dry vacuum cleaners.



### 3 PIG AND POULTRY HUSBANDRY

Cleaning and hygiene for germ-laden sheds. With our hot and cold water high-pressure cleaners, the special RM 91 and RM 92 cleaning agents, which have been specially formulated for milking stalls, daily cleaning can be achieved incomparably quickly and effectively. The automatic hose reel ensures that set-up time is short and the system is ready to use in moments. Moisture on smooth floors can be removed using our wet and dry vacuum cleaners, eliminating the risk of slipping.



### 4 DAIRY/BEEF HERD HUSBANDRY

The ideal solution for perfectly maintained dairy stalls. Thanks to our hot and cold water high-pressure cleaners and the RM 91 and RM 93 cleaning agents, which have been specially formulated for milking stalls, daily cleaning can be achieved incomparably quickly and effectively. The automatic hose reel ensures that set-up time is short and the system is ready to use in moments. Moisture on smooth floors can be removed using our wet and dry vacuum cleaners, eliminating the risk of slipping.



# KÄRCHER

makes a difference

Please contact us for more information or to organise a demo.  
Australia - p: 1800 675 714 w: [www.kärcher.com.au](http://www.kärcher.com.au) New Zealand - p: (0064) 0800 527 2437 w: [www.kärcher.co.nz](http://www.kärcher.co.nz)





## THINK WATER GISBORNE

# Renovation of the Year 2019

**Think Water Gisborne transformed a derelict old gym into a stunning new retail store and yard.**

### What was the budget for the project?

The budget was set at \$240,000 . However, we may have gone over that by a few dollars (000's)

### Was the work done by yourself or trades people? If yes, which trades?

As the demolition started it became clear that this was going to be a juggernaut of a renovation.

We were lucky in the fact that we had a relatively wet winter which enabled most of the demolition and renovation work to be completed in-house by the TW team and some extended family members at a "negotiated" contract rate.

Being affiliated with Think Water Hawkes Bay was a great saving and bonus for us allowing for the plumbing and drainage services to be completed in-house.

However, given the extent of the renovation there was the need for external contractors for:

- Structural building work – Curries Construction
- Electrical work – Industrial Maintenance Solutions
- Roofing – Character Roofing
- Concrete Pad for new parking – Curries Construction
- Fence Perimeter Installation – Curries Construction

### What was the biggest challenge?

Taking on most of the demolition and renovation internally – our initial estimate of the scope of the job and time required completely surpassed expectations.

Whilst we saved money in the overall build by doing this internally, this was at an income cost to the business through our day to day activities – in hindsight and if we were to do it all over again to that extent, we would subcontract the build out. In saying that, with the move, the level of business growth throughout the business we wouldn't have the resource to attempt such a feat!

### How long did the reno take?

We officially started in May 2018 and continued through to the grand opening in February 2019. We did move in December 2018 with some elements still incomplete. This was an extended reno as we also worked around day to day activities in the business.

Stage one of the renovation is now complete. There will be some key enhancements to add as the business grows. Watch this space!

### What is your layout?

We took advantage of the professional advice and design supplied via the NSO from Visual Edge which added a substantial amount of individual flair.

The main goal was to maximise retail opportunities. The assistance we received from Visual Edge was well explained in their concept designs enabling us to think about product placement in a more systematic way.

### What signage innovations did you utilise?

We engaged our Preferred Suppliers with initial signage concepts and details of the new premises. Their support and contributions allowed us to put together some punchy and attention-grabbing internal and external signage which has been great to draw customers to the new store.

### What shelving innovations did you implement?

We utilised our existing shelving, working it into the design we had received from Visual Edge. It was important to ensure the layout was right to maximise the retail and shopping experience.

Ensuring that we had product "hotspots" and that the store was really visually appealing; to that fact the retail store has increased our retail transactions expeditiously.

The other avenue we took was to get our preferred suppliers to assist and provide additional shelving for showcasing their product. Again we had great take up on this from our Preferred Suppliers.

The team are proud of their achievements and have been congratulated within the group in receiving the honored Store Renovation of the Year award.

The new prominent location and large premises have had a massive impact on sales, seeing an increase of 161%. We now have space to effectively showcase our products and provide adequate customer parking. As a result, we have received a ton of positive customer feedback.

Our Preferred Suppliers think the new site is 'awesome' and are excited about our continued partnership. Their support has been monumental in getting things up and trading.

Most importantly we'd like to thank our staff for all their support and hard work in turning this building into a place that we all enjoy working in. With a renewed level of energy, we're a team that's excited about our future.



# Full Flow Ball Valve!

The Hansen Full Flow Ball Valve's reputation for holding up in frosty weather is quite simply unsurpassed! The extraordinarily high quality design coupled with a host of practical features makes it the ultimate user experience. What's more it's the only NZ made Ball Valve with a 100% replacement warranty.



**High Pressure  
Rated Full Flow  
Bore** 16bar (235psi)

**Male/Female or  
Female Thread  
Options**



**Smooth  
Open/Close  
& Removable  
Handles**



Available in-store Now!

**HANSEN**<sup>™</sup>

*Full Flow Ball Valves*

for your local stockist visit [www.hansenproducts.co.nz](http://www.hansenproducts.co.nz)





## Out with the old... In with the new!

### Think Water Colac

**Think Water Colac was recently commissioned to design a rainwater harvesting system and install two new Bushman's water tanks on a Colac property.**

The family property located in rural Colac relies on tank water as their primary water source. They discovered a leak in their old concrete tank and contacted Think Water Colac for a solution.

With no council water connection to the property, timing was crucial as the family relied on the tank water for household use. An excavator was used to remove the old concrete tank and the site was prepared for the new tanks.

Think Water Colac collaborated with Bushman Tanks to ensure the installation site was in the correct location for plumbing and the foundations where prepared to suit the environment and chosen TXD5000 tanks.

Foundations for laying the tanks required a level sand surface at least 75mm thick. Bushman Tanks offer a free\* delivery service and will position the tanks in the correct location. Once this was done Think Water Colac then connected the tanks to the house. Water was then delivered to the site enabling the system to be checked and make sure it was all in working order.

The project was completed from start to finish in a matter of hours. Collaboration between all stakeholders made the process run smoothly and the family was only left without water for a minimal period of time.

There are many benefits of having a rainwater tank installed at home, the main one being the ability to harness rainwater for use around the house and garden.

Bushman's Poly Tanks live longer due to Sunsmart® technology, come with a 5 to 10 year guarantee, are available in a wide range of colours and are manufactured in Australia to suit harsh Australian conditions.

Residential water tanks range from 750L to 10,000L, with larger tanks available up to 46,400L.

**If you are interested in learning more about Bushman Tanks contact your local sales representative or visit their website [www.bushmantanks.com.au](http://www.bushmantanks.com.au)**



## Think Water Welcomes New Independent Water Group Shareholders

Over the past few months we have had several Think Water store owners purchase shares from past owners. We would like to welcome our newest shareholders:

1. Phil & Cheryl Clarke | Think Water Cambridge & Whitianga
2. Colin & Sandra Thomas | Think Water West Coast
3. Tom & Felicity Pollard | Think Water Dunsborough
4. Ross & Jenny McKay | Think Water Noosa
5. Greg Somerville | Think Water Marlborough





As the 2018 Business Women of the Year, Donna announced our 2019 winner, Cheryl Clarke with the award at the 2019 Conference in Perth.

Awarded Business Woman of the Year 2019 Cheryl Clarke and her husband Phillip started Think Water Cambridge (NZ) in 2010 and after finding success opened a Shop in Whitianga in 2018 to satisfy their niche market in the coastal town.

Whilst being a successful business owner, wife and Mum of three, Cheryl spends much of her time giving back to the Community with her involvement in The House of Science Organisation by inspiring young New Zealanders' learning.

As a Think Water sustainability advocate Cheryl leads by example by adopting a paperless business stance and was one of the first stores to replace plastic bags with used boxes for packaging of instore sales.

Supported by Hunter Industries, Cheryl will be attending the SiteOne: 2020 Women in the Green Industry later this year.



CHERYL CLARKE

**Business Woman  
of the Year 2019**



## Women in Green Forum

### Think Water Dural

Think Water Dural's partner and General Manager Donna Davey was recognised by her peers as the most successful and influential businesswoman in the Think Water group in 2018. Donna's passionate direction of the Dural business has driven the store to be one of the groups biggest businesses through strong growth and diversification over the last few years. Donna also serves on the Think Water and Independent Water Groups boards.

Hunter Industries supported this award by taking Donna with Hunter employee Lynne Watts to the four day "Women in the Green Forum" working to improve delegates work-life balance, enhance their effectiveness and act on goals all while networking with female leaders and peers from across our industry in historic Tucson, AZ. Hosted by SiteOne Landscape Supply the event brings together women in the irrigation industry to share product knowledge, business training, tools and inspiration to continue growing.

Donna says "The event inspires women to support each other and their communities in a forum that is a great networking opportunity with practical discussions on all aspects of our business. We shared with like-minded professionals while listening to other women on business, social and community issues facing women in today's green industries while mixed with a whole lot of fun (and few cocktails!)."







**Advanced**  
INDUSTRIAL PRODUCTS

AIP is Australia's first choice for  
quality hoses, valves and fittings.

## AIP All Stainless Permanent Repair Clamps

Full Circumference, Part Circumference, Full Junior Clamps

Easy installation | Built tough for Australian conditions | No need to replace pipe  
Save on installation time & money | Range of diameter sizes & outlets  
Available off the shelf from ½" ( 15mm ) to 24" ( 600mm )

AIP Stainless Repair Clamps have been designed for easy installation on irrigation, civil and mining worksites. The bolt receivers are MIG welded to the receiver bar and are fully passivated, the leading edge is rounded to permit the locking washer plate to easily slide into place. Why go to the expense of digging up and replacing a split pipe when you can simply use an AIP Stainless Steel Repair Clamp, saving you man power, time and money.

If you are needing an outlet off a pipeline, then why not use an AIP Stainless Repair Clamp with either a flanged or threaded outlet. AIP Stainless Repair Clamps can be used on PVC, Ductile Iron, Copper, Steel, AC Pipe and much more, why use anything else.

All AIP Stainless Repair Clamps are 316 Stainless Steel and have a locking washer plate. The clamp gaskets are made to ASTM D2240, the rubber is specially formulated for water service.

- Full Circumference, Part Circumference
- Available in sizes – ½" ( 15mm ) to 24" ( 600mm )
- Available with Flanged or Threaded outlets



**Advice. Products. Solutions. Australia-wide.**

Locally source and buy **Advanced Industrial Products** – including **AIP Stainless Repair Clamps** from the leaders in pumping, irrigation, filtration, water and fluid management, **Irrigear® – The Water System Experts.**

[advancedindustrial.com.au](http://advancedindustrial.com.au)





Think Water Members who attended the 2019 Conference will remember listening to a fantastic presentation from Josie Thomson and learning about our amazing brains. The following article is about resilience and overcoming hardship. We encourage you to follow Josie on social media channels for more ways to improve brain activity.

## Resilience: The Art of Bouncing Back

**It is not what happens to you that defines you, it's how you respond that counts!**

Just like death and taxes, stress and adversity are inevitabilities of life. Every single person will (at one stage or another) be faced with some sort of hardship that they must overcome. Yet it seems there are so many of us that are so ill-equipped to deal with them.

Why? And what is it? What is that one thing that determines how well someone overcomes stress and adversity in life?

### The answer? RESILIENCE.

So what is resilience? From a psychological perspective, it's defined as an individual's ability to properly adapt to stress and adversity. It's what I like to call 'the art of bouncing back'.

And what would I know about resilience? Well, pull up a chair, grab yourself a cuppa and give yourself a few minutes to read on...

I learned first hand what resilience is really all about at the tender age of 24: I was diagnosed with cancer and given 6 months to live.

Nothing I'd ever learned could have prepared me from such a serve from left field. My marriage fell apart, my throat was cut open (twice)...and I found my voice! A hell of a way to ultimately gain such an invaluable 'gift'.

That was 23 years ago.

I was promoted internally by BHP Coal and relocated to Brisbane, leaving behind my support networks and family. Facing a new job, unpredictable treatment regimes, and a lot of one-way streets, I embarked on an adventure of discovery – a discovery and reconnection with my true self, away from the influences of loved ones who I'd endeavored to please and appease in a desperate attempt to gain their approval, love and sense of belonging.

Have you ever found yourself behaving in ways which somehow felt uneasy? When there's a battle between an internal moral compass and a brain that tells you how you 'should' behave? Well, I'd had enough of that.

I was offered a second chance at life and I was **grabbing it with both hands**.

Whilst in ICU recovering from the second surgery, I flat-lined twice and also had two out-of-body experiences. What I learned from this is that it's not death that we must fear... It's not living fully that we ought to be more concerned about.

In this 'other' space, on the other side of life and living, I touched a place of serenity and deep peace. I learned that 'suffering' is something **we create ourselves**, and something we can most certainly transform by changing the way we think.

You'd think one bout of cancer would be enough for one lifetime, but there was more for me to learn...

While completing my studies in the Neuroscience of Leadership, I was diagnosed with a brain tumour and underwent cranial surgery in 2010. All of a sudden everything I'd learn about the brain became very real.

For six months I could not walk or talk properly. It was at this vital time that I was able to apply all the lessons I'd acquired from my studies to improve my chances of making a full recovery. And I did!





**Josie Thomson**



Josie Thomson is an executive coach, international speaker, trainer and seminar leader. An expert in her field, Josie is one of the few internationally certified master coaches in Australia (MCC). She has been awarded Coach of the Year for three consecutive years and was a Telstra Business Woman of the Year State Finalist.

What I experienced first hand is that because of the brain's built-in negativity bias, essential for survival, we can ruminate on negative feelings, experiences and thoughts which can lead to anxiety and depression.

We equally have the authority to transform our thinking and our experiences to become platforms from which to learn, grow and strengthen. Will you join me here?

## Building Personal Resilience

I want people to learn from my experiences, without having to learn 'the hard way' as I did. This is why I developed my signature presentation workshop and DVD: The Neuroscience of Resilience. Available at my on-line store: [josiethomson.com/store](http://josiethomson.com/store)

I want people just like you to know how to practically and sustainably build skills which can support you throughout the various seasons of our lifetime. If it worked for me, I know it can work for you too.

I'm honoured to work with some amazing men and women who are committed to doing their best work in their organisations for the greater good. They too have reported significant benefits from learning about the science which underpins our reflexive vs reflective behaviours which effect all aspects of our life.

I want you to know that you always have choice – even when it doesn't appear that way. You can create a much happier life simply by shifting your mindset and applying a brain-based approach.

Easy? **No.** Worth it? **YES!**

Get your copy of this high quality DVD presentation TODAY and start developing your own personal resilience. At just \$69 (plus P&H), it's probably the wisest investment in yourself you'll make this year.

Watch an excerpt from the DVD here: [youtu.be/Zqk8MGDiJkq](https://youtu.be/Zqk8MGDiJkq)

I believe life doesn't happen TO us, it happens FOR us. What will it be for you?

I leave you with this powerful message from Marianne Williamson, A Return to Love:

*"Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that most frightens us. We ask ourselves: Who am I to be brilliant, gorgeous, talented, fabulous? Actually, who are you not to be? You are a child of God. Your playing small doesn't serve the world. There is nothing enlightened about shrinking so that other people won't feel insecure around you. We are all meant to shine, as children do. We were born to make manifest the glory of God that is within us. It's not just in some of us. It's in everyone. And as we let our own light shine, we unconsciously give other people permission to do the same. As we are liberated from our own fear, our presence automatically liberates others."*

[f /josiethomsonaustralia](https://www.facebook.com/josiethomsonaustralia)

[i /josiethomsonmcc](https://www.instagram.com/josiethomsonmcc)

[in /josiethomson](https://www.linkedin.com/company/josiethomson)

[t /josie\\_thomson](https://twitter.com/josie_thomson)

[p /JosieThomsonMCC](https://www.pinterest.com/JosieThomsonMCC)

[y /ThomsonJosephine](https://www.youtube.com/channel/UCThomsonJosephine)





# Whitehaven Vineyard | Marlborough

## Case Study : Bermad BIC2500 Irrigation Control System brings extensive monitoring and an intuitive user interface for efficient water management from multiple water sources.

### Design Stage

In 2018, Think Water Marlborough and Whitehaven Vineyard in conjunction with Deeco commenced working on this project. The main requirements at the time were to :

- Offer a centralised, competitive and reliable solution to manage the irrigation for a property spread over 2 distinct terraces
- Allow for Dam level management and future multiple water sources (Bore and Dam) from a single interface and controller
- Futureproof the irrigation control system by allowing for easy extensions and future developments via radio.

### 2018-19 : Stage 1

With the central controller and master radio antenna located at the main office, stage 1 gave priority to bring automation to the field valves with 1 radio RTU per valve and original bore water source, an extra repeater links the 2 terraces.

This allowed Andrew Holland, vineyard manager for Whitehaven to start the irrigation season in the best condition from a single cloud based dashboard with app access. Later, as the dam work was finalised, we have then been able to add the dam pumping and filtration system into the mix via remote radio unit with:

- Up to 8 outputs per RTU available for pump start and backflush valves
- Up to 4 digital inputs per RTU for water meter pulse, PD switch
- Up to 4 Analogue inputs per RTU for main line pressure and Dam level monitoring

### 2019-20 : Stage 2

By adding field valves Think Water Marlborough will be able to add extra Radio RTUs at every new location without worrying about field cabling.

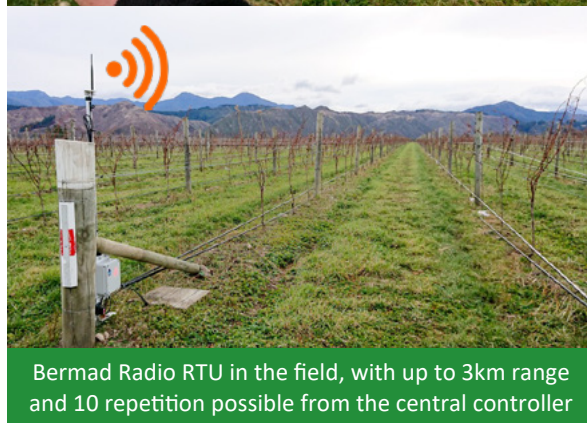
In addition BIC2500 will also manage the automated dam filling from the original bore as any input on the system can be turned into conditions that start or stop a program. In that case we will rely on level threshold provided by a level sensor at the dam. Ultimately all irrigation water will come from the Dam.

### Day to Day use

Andrew is now very familiar with both the Bermad SPOT Smartphone App and the Console computer software, and is particularly please with :

- The automatic alarms for low or high flow on the system provides him with quick reporting of a pump fault or burst on the system.
- The ability of “pausing/playing” an irrigation program allows for vineyard staffs to fix a leak and restart the system from the exact same point without the need for extra programming.
- The Intuitive app with different level of admin rights makes will make it easy to manage and train different users and staffs operating the system in the next stages.

Andrew Holland, Vineyard Manager at Whitehaven Narrows demonstrating the intuitive Bermad SPOT App (overlooking the Narrows lower terrace)



Bermad Radio RTU in the field, with up to 3km range and 10 repetition possible from the central controller



Bermad Radio RTU at the Dam Pump Shed driving the Pump and Automatic Backflush for Arkal Spin Klin Filter. 2019-20 upgrade will add dam level monitoring and automatic filling via the BIC2500 Dashboard and App

**A successful partnership  
between**







# THINK WATER Committed to Personal Development

**Training and development in the 21st century is very relevant and research shows that when organizations focus on the quality of learning and development offered, they can produce fantastic results in areas of increased employee productivity, retention and engagement.**

Think Water is committed to the professional and personal development of its Members and since introducing the Think Water Online Training Academy in late 2018, there are now over 500 active users with 5,300 courses completed and 2,200 underway or in progress. The feedback from the members accessing the academy has been very positive.

One of the many benefits of the platform is the instant access to a growing online library containing over 60,000 thousand high-quality learning courses sourced from the best content providers in the world. With technology and online computer programs such as Microsoft constantly evolving, there are an increasing number of courses on offer that dive into the practical applications of Microsoft Word, Outlook and Excel and their numerous functionalities. It is rewarding to see Members and their staff getting value out of the academy through taking initiative and enrolling themselves in courses such as these.

All Think Water Preferred Supplier webinars from the years of 2017, 2018 and 2019 are available for viewing, if you would like to find out the Benefits of MPC in Irrigation Applications or how a PW Dosing Pump works, be sure to check them out.

There are also courses available offered on the Think Water Online Training Academy which differ from the norm. Ranging from The Psychology of Persuasion and Influence to The Dopamine Illusion, there really is something for everyone.

## Training for 2020

### Professional Development Toolkit Award

- Communication Skills
- Journaling for Professional Development
- Brain Bites – Time Management

### Department Based Training Awards

- Business and Administration Skills Award
- Sales Skills Improvement Award
- Irrigation/Service Technician Award
- Accounting/Finance Fundamentals for Business Award

### Personal Brand Development Award

- Communicate, Credibility and Confidence
- Mindset and Mindful Eating (lose weight without dieting)
- Shift from Negative to Positive Mind States (manage stress through mindfulness)
- What's your Reputation?

## Think Water Online Training Academy Leader Board

The Top Ten most active stores

1. West Coast
2. Smithton
3. Taupo
4. New Plymouth
5. Adelaide
6. Perth
7. Manawatu
8. Dunsborough
9. Mareeba
10. Broome





## CASE STUDY

# Spears Sch. 80 PVC Pipe & Fittings at Enterprise Pool Gisborne

Waterworks was pleased to partner with Matt Kemp and the team at Think Water Gisborne to supply Spears Schedule 80 PVC pipe and fittings for a pump and filtration installation at the Enterprise Pool in Gisborne.

Given there were reasonably high levels of chlorine in the water, the strength of the schedule 80 product was a key deciding factor. Along with this, Spears schedule 80 PVC pipe and fittings gave an industrial appearance producing an aesthetically impressive installation. Matt said,

**“It looked very tidy, good quality, and gave the finished product a very industrial appearance.”**

Matt found working with Waterworks an added advantage saying “dealing with Waterworks is a pleasure always. Service is amazing, I can ring up at 5:30pm during the week with a desperate requirement and it’s here tomorrow morning. I don’t know how it happens, but it just does.”

Along with the Spears schedule 80 PVC pipe and fittings, the polyamide Swiss manufactured CLIC clamps were used as the bracketing system. Along with being fast and very easy to install, the CLIC brackets are both chemical and UV resistant, and able to handle temperatures from -40°C to 110°C. With their ratchet locking system each bracket can take a range of different types of pipe meaning stockists can reduce the number of different types of brackets they need

to hold in stock. For example, a CLIC clamp which suits 50mm PVC pressure pipe, also can hold 63mm MDPE, 63mm PP-R, 50mm Galv pipe, and 65mm stainless steel dairy tube.



The noryl resin, glass reinforced 4N tapping bands were also used for injection points. These tapping bands offer a heavy duty, corrosion resistant alternative to other metallic bands, particularly beneficial in this installation where high levels of chlorine were present. They are approved by a number of councils throughout New Zealand for use in water main networks and are commonly selected for irrigation installations.

Thanks to Matt and the team at Think Water Gisborne, it is a pleasure to work with you and we look forward to continuing to do so. Proud to support Think Water.



Select from an extensive range of product complimented by same-day dispatch. Call the team today **0800 387 677** or for more info visit **[waterworksnz.co.nz](http://waterworksnz.co.nz)**

 **WATER  
WORKS**  
Smarter pipeline solutions





Overall, the club is very pleased with the quality of the irrigation system and they're happy with the automation.



## Iluka Golf Club Irrigation System Upgrade

[Think Water Northern Rivers](#)

**Think Water Northern Rivers (TWNR) recently designed and installed a new fully automated 18 hole replacement irrigation system for Iluka Golf Club. The system utilizes Toro's Golf Decoder Control (GDC) System to manage and control all automated functions of the equipment. This advanced irrigation offers benefits that include longer wire runs, smaller gauge wire sizes, and more simultaneous valves in operation.**

The Clarence Valley Council in Northern New South Wales, was committed to providing a new Waste Water Treatment System for the Iluka community, including a solution for reusing the treated effluent.

The existing golf course irrigation infrastructure was aging, run down and in need of an upgrade, which Lee Rothwell, TWNR Managing Director said is typical of most coastal cash strapped community golf clubs.

The Department of Commerce was contracted by Clarence City Council to manage the tender process and project manage the works. TWNR were the successful tenderer, based on the submitted design, energy efficiency,

pricing, local content and support and prior history of delivering a quality result on time and on budget.

*"A key objective for Clarence Valley Council when designing the wastewater scheme was to reuse the effluent for a beneficial outcome in a community facility, minimising the need to release surplus flows to the environment. The effluent is treated to a high standard at the wastewater treatment plant, located 500 m from the Golf Club. From there it is pumped back into a holding tank on the golf course ready for irrigation." Explained Lee.*

*"When designing the twin row irrigation system, we specified Toro GDC central control, with Toro FLX35B Series sprinklers configured as a block design. This standardises the sprinklers to cover both fairways and greens. The watering system uses 100% of water generated over the summer period, however during prolonged wet weather events any water that cannot be stored at the WWTP is pumped to the river for ebb-tide release."*

Chris Ashwood from Toro Australia says that one of the benefits of the GDC system is that you can stage the installation with the existing system running. Once it's connected you just flick a switch and you have a full-blown system working. The station-based flow management keeps everything running

efficiently, while the handheld radio controls allow you to effectively manage your watering while on the course.

The evaluation and design stage through to final commissioning was a process that took TWNR 12 months. The actual installation process was almost four months. There were some challenges in delivering the project – working in with the principal contractor and complying with the Department of Commerce reporting requirements, WH&S procedures and Quality Assurance processes.

Another challenge was that the sand based course had previously been mined for heavy minerals, making it challenging to get effective grounding from the GDC system's integrated surge protection. This resulted in TWNR having to extend the lightening earth stakes up to 9m below ground level. Lee says that since that was completed it's been smooth sailing.

*"Overall, the club is very pleased with the quality of the irrigation system and they're happy with the automation," says Lee.*

Article first appeared in Turfmate.







# Growing your business with water features and ponds

 Think Water Dural

**How long have you focused on pond / water features and how long have you been working with Aquatec / PondMAX?**

We diversified into lake or dam management about 10 years ago and that naturally evolved into smaller ponds and water features shortly after. Our relationship with Aquatec dates back about seven years, and started with a range of smaller, domestic style pumps that we introduced when we experienced product failure with other brands and has continued to grow ever since.

**What motivated you to incorporate pond / water features into your business and how has it helped you grow your business?**

It was a natural progression as a pump supplier, we were often being asked where can we get these, who do we speak to and it's still just a pump, with the same principals and philosophies but instead of being for irrigation or tanks, it's for water features and ponds.

Not only has it become part of our business but it's a big part of our business and the range and support from Aquatec has helped facilitate that growth.

**What has Aquatec / PondMAX done to assist your growth as a preferred supply partner?**

At Think Water Dural our philosophy is to be a one stop shop. Aquatec offered us a really comprehensive product range to complement our liner. PondMAX products are well priced, good quality, and really is a complete range that allows us to be that one stop shop.

The marketing and merchandising is really well done also, and their in store displays add a real statement in our store.

**What do we do well as a supplier vs our peers?**

For starters it's that complete range, it's the whole story, there are no noticeable gaps in the range. Just as importantly it's the technical support and good backup

when help is required. There is always someone on the other end of the phone with the technical advice and support we may need. That support and backup is critical and Aquatec do it really well.

**Have we ever assisted you with technical products or advice with regards to any significant projects?**

Yes, we have taken on a couple of large projects and engaged local contractors to help us who are now regular customers. Together we have liaised with Aquatec to get the right products and advice to carry out these projects.

**What advice would you give your fellow Think Water franchisees with regards to incorporating or increasing their focus of ponds and water features as an avenue to grow their businesses?**

You can't just dabble, you really have to commit and specialise. You need to commit to a range, and build a reputation as the go-to place in your community. It's not dissimilar to pools, you can't just hold a couple of pumps and expect to be taken seriously as a pool shop.

You need to dedicate some space and some time to growing the range, with training being the key to get your staff comfortable and confident selling it. I recommend you give it a couple of years to become established and gain that reputation as the go-to place. Also, I recommend talking to your existing customers, particularly landscape contractors or tradesmen not just retail customers. They can promote ponds or water features to their customers and offer their own complete story or solution, helping to grow their businesses while also growing your own.

**If you are interested in working with Aquatec to grow your business within the pond/water feature market contact your local Aquatec sales representative.**







## Introducing Think Water Trade Centre

[Think Water Alice Springs](#)

**With a third neighbouring block becoming available for purchase, Think Water Alice Springs had a big decision to make. Do we invest in the new block and continue our growth and expansion or are we happy with where the business is at? Knowing Rick like we do the second option was never going to happen.**

On the 7th of December 2019 the Alice Springs community celebrated the official grand opening and birth of the new Think Water Trade Centre. Rick had the local radio station promoting the event in the lead up and live on-site on the day. With sausages sizzling and prizes to give away, the launch was a huge success.

But lets take a step back for a moment and consider a few challenges he faced along the journey. Firstly the creation of the site plan, inspections and building permits had to be devised and carried out and this was completed over a long 14 month period.

Rick had to demolish the existing structure, removing all old buildings and services. Rick and the team then spent a couple of back breaking weeks jack hammering out the hill, before they could start on building the retaining walls, boxing up for the slabs and carrying out further earthworks.

Rick loves building and oddly enough he finds the whole idea of pouring concret quite therapeutic so for him to spend his weekends carrying out what we think as quite labour-intensive jobs, it was heaven.

With the loss of so many businesses in Alice Springs either by closing, down -sizing or changing their business model, there seemed to be a few opportunities arising for Rick and the team.

Rick says, "It has enhanced our reputation of being the one stop shop for all trades and customers".

Now, all three blocks are completely joined by hard stand creating the first "Bunnings style/ big shed" Think Water. We now offer the service, knowledge; capabilities and intimacy of a small business on a larger scale.

The store now includes an extra 400m<sup>2</sup> covered display area complete with a drive through pick up area, plus another 500m of outdoor fenced area for fixed displays. On the inside, they have three computers on the front desk, and four work stations in the background. The Trade Centre currently runs a crew of three staff with room for growth over time.

Brands and suppliers they resell and promote in their new Trade Centre include Reinke, Farmbot, Cromlins, Rigid, Dewalt, Buildex, Honda generation and outdoor power equipment, Ardex, All rubber supplies, CJ Perry, Beaver Lifting, Ox Tools and concreting materials, Leica Lasers, safety equipment and Maxisafe to name a few. Rick says this has really helped Think Water Alice Springs to broaden their general market appeal and he believes that this will help his business to have a more predictable and consistent revenue income stream throughout the year.

The launch of the new Trade Centre in conjunction with their new B2B online customer portal site, will provide their customers with the opportunity to view their accounts and orders online, or simply get a quote. The store then has the ability to pack any orders ready for pick up or delivery.

Rick truly is a forward thinker with a great entrepreneurial mind and whilst he says it is a big investment, he is confident it will pay off as customers and suppliers will want to partner with him.

This has left Rick a little tired so he will be glad to get a Sunday off, without setting up for another concrete pour.





## Range, Reliability, Performance

Rodney Industries offers an ideal solution to solve your remote and transportable diesel pumping needs. We can provide a selection of Pumps and Motors from leading international brands. The quality build and features stand out and have proven to exceed customer expectations with performance and finish.

The addition of features such as a ABS roof, engine running indicator light on roof and work light for around unit when you need to be out on site at night.

Choose from Iveco, Lombardini-Perkins or John Deere diesel motors coupled with reliable Caprari and Rovatti Pumps that are ideal for water transfer, operating Hard and Soft Hose Irrigators as well as hose pull Laterals.

The pump units come pre-tested and ready to connect suction and discharge featuring 4 and 6 cylinder diesel engines mounted on trailer with in-built fuel tank.

Centrifugal flanged pump coupled to the engine through flexible joint. ELCOS CEM 250/00 control panel with electric system, engine control device, transducer for high pressure and low pressure alarm, 24 hour timer and battery.

These pump units have become increasingly popular with dealer and end-users alike, providing a quality product every time that saves time and labour while covering a broad range of performance requirements.

With well over 100 of these various units now in service, it provides a valuable asset to the client.

For more information, please contact Rodney Industries on 07 3624 0300 or your local Think Water Store.



## NOT ALL CABLES ARE CREATED EQUALLY...



### SO WHAT MAKES OURS SO DIFFERENT?

- EASY TO STRIP
- SMOOTH OUTER SHEATH & SMALL OD FOR EASY INSTALLATION
- UV RESISTANT
- DIRECT BURY
- METRE MARKED
- MANUFACTURED IN SPAIN  
BRISBANE BASED WAREHOUSE

THE CABLE  
INSTALLERS  
REQUEST

For further information  
call Sylvia or Chris on 07 38566182  
or visit [www.powerflexcables.com](http://www.powerflexcables.com)  
to download our catalogue

# POWER FLEX CABLES



# RANGE, RELIABILITY, PERFORMANCE



**IVECO**



**LOMBARDINI**



**JOHN DEERE**

**Perkins®**

**caprari**

pumping power



**= rovatti pompe =**

At Rodney Industries, we understand the importance of range, reliability and performance. That is why we offer a selection of Pumps and Motors from leading international brands for your Diesel Pump Sets.

For more information on the models available, contact your nearest Think Water Store today.



**Rodney Industries**

A Division of Vinindex Pty Ltd

Phone: 07 3624 0300

Email: [sales@rodneyind.com.au](mailto:sales@rodneyind.com.au)

Web: [www.rodneyind.com.au](http://www.rodneyind.com.au)



# WATER *NEW* FEATURES

ENHANCE YOUR OUTDOORS WITH FEATURED WATER



*Simply plug and play, then relax to the sound of  
trickling water in your outdoor area!*

**REEFE**

P: 1800 807 604



YOUR COMPLETE DISTRIBUTOR OF POND EQUIPMENT



# HIGH PERFORMANCE LEADER BOARD

Congratulations to our fastest growing stores\* in Preferred Suppliers products.

Measured period: March 2019 to December 2019, compared to the previous year.

- |                   |               |
|-------------------|---------------|
| 1. CALLIDE VALLEY | 6. CANTERBURY |
| 2. MILDURA        | 7. HAWKES BAY |
| 3. DURAL          | 8. SWAN HILL  |
| 4. MAREEBA        | 9. GISBORNE   |
| 5. ALICE SPRINGS  | 10. ECHUCA    |

\*Stores must be operating for the full period measured, from the previous year.



**European quality,  
reliability & project  
savings? Consider  
Europress.**

- 304L & 316L polished S/S tube and fittings for exceptional finish
- Up to 10x faster
- Reduce project install cost by up to 30%
- Reduce plant down time by up to 50%
- 25 Year manufacturer-backed guarantee
- No hot work permits required

Contact us now to discuss your piping projects on **0800 387 677** or visit us at [waterworks.nz.co.nz](http://waterworks.nz.co.nz)

**EUROPRESS**

STAINLESS STEEL AND CARBON STEEL  
PRESS FIT PIPE SYSTEMS



Smarter pipeline solutions







**Vinidex**  
by aliaxis

**LD PLUS®**



- Easy installation in cold temperatures
- Simple to uncoil, handle and lay
- Efficient, practical and durable
- Now manufactured in Brisbane, Melbourne and Perth, offering competitive national pricing
- Diameters from 13mm - 32mm

P 13 11 69 | F 13 24 43 | [www.vinidex.com.au](http://www.vinidex.com.au)