



CORPORATE BROCHURE

LICENCING

TSR holds all the correct licences and always complies with the legislative changes affecting the industry. We are well connected in the market and strive to strengthen our partnerships and alliances each year.

ARCTICK - www.arctick.org



An ARTIC licence is essential to operate in the industry. It guarantees the installers and technicians are appropriately trained in all aspects of the safe installation of air conditioners and refrigeration equipment.

QBCC Licence



TSR holds an “unlimited design” QBCC (Queensland Building and Construction Commission) licence and is therefore qualified to design air conditioning systems of all sizes. This licence is most important and will always be made available to the client for their security and safety. TSR also works closely with consulting engineers to achieve the best possible result for their clients. On many occasions TSR has been able to design and construct projects under their unlimited design licence. The success of these projects is reflected by the continued maintenance contracts established since completion.

Refrigerant Handling Licence (RHL)

All of our technicians are qualified refrigeration mechanics with restricted electrical licences. TSR ensures all field employees including apprentices and Trade Assistants hold refrigerant handling licences and work to the TSR refrigerant handling risk management system.



AWARDS

- Panasonic Incentive Awards
- Daikin Incentive Awards
- Woolworths Supplier of the Year Awards
- Australian World Skills Finalists 2014
- Queensland World Skills Finalists 2015

TONY STEPHENS REFRIGERATION

TSR is an industry leader in the field of HVAC&R. Headquartered in Gympie, Queensland we have been the leading service provider for over 28 years in the Wide Bay and South Burnett Regions.

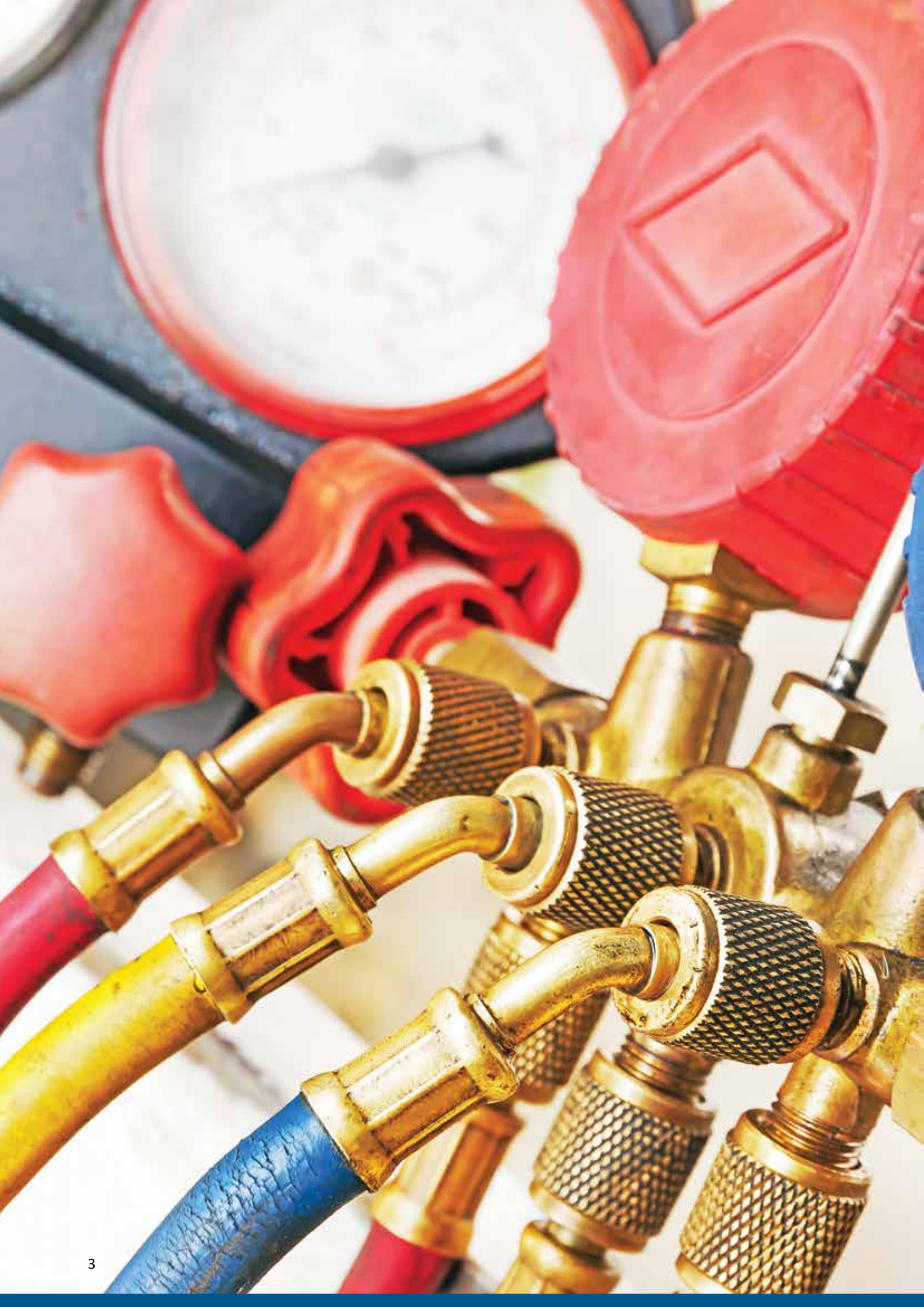
Supermarkets, Manufacturers, Builders, Health Organisations, Industrial and Domestic Customers trust us to keep their investment secure.

Director and Owner Tony Stephens established TSR in Gympie in 1987 with a vision to grow a refrigeration business in his home town of Gympie. Tony completed his training on site at the Amberley Air Force Base in Ipswich where he gained extensive experience with large air conditioning systems.

TSR's commitment to the industry in providing 24-hour service and support has seen the company grow into one of the most reputable air conditioning and refrigeration businesses in Queensland.

Our alliance with quality sub-contractors provides a high level of service required to complete larger building projects on time. Some of these include Duct Installation Specialists, Service Engineers and Draftsmen. The combination of quality suppliers, sub-contractors and TSR's team guarantees a professionally completed project.

During the past 28 years of professional service TSR has secured many local, national and multinational clients whose business relies on refrigeration and air conditioning to successfully run their organisation.



INSIDE TSR

TSR believes structured management is the vital tool to solving problems and improving service and operations. As the business has grown, it has established an innovative and efficient team.

TSR is actively involved in providing regular professional training and guidance that enables the company to maintain current knowledge of industry standards and trends. As training facilities are not readily available in remote areas, TSR has implemented a computerized training program that simulates the complete family of faults associated with commercial refrigeration and air conditioning.

TSR is proud to have trained eleven apprentices, all of whom are still active and successful in the industry. With professional knowledge, expertise and training, TSR is continually improving its level of service.

CUSTOMER CONNECTION AND SUPPORT

At TSR we are committed to providing the highest standard of customer service. When you choose TSR for either a service job or major project, we have the appropriate team and systems in place to provide timely responses, up to date advice, reporting and budgeting.

Routine maintenances are automatically scheduled and managed through TSR's Job Management Software System, SimPRO. This system includes scheduling and alerts to ensure all jobs are completed in the required timeframe and that technicians are dispatched to attend urgent orders within the essential response time.

At TSR, we connect with clients on a level that differentiates us from our competitors. Clients are our number one priority and we do not leave a job until you are 100% satisfied.

SERVICE, MAINTENANCE AND OPERATIONS

As HVAC&R Industry Specialists, we know that minimising downtime is critical to our clients' operations. Our Service Manager and Service Coordinator always work together to provide the best possible service required to monitor and meet individual customers' needs. TSR's Service Coordinator ensures that any delays and/or disruptions are communicated directly to the client straight away.

We can also supply customised reports to our customers and clients to help keep businesses' maintenance in check and align it with their budget.



All of TSR's out of service air conditioning units and refrigeration systems are de-commissioned in TSR's workshop where refrigerant is recovered, stored and returned to suppliers.



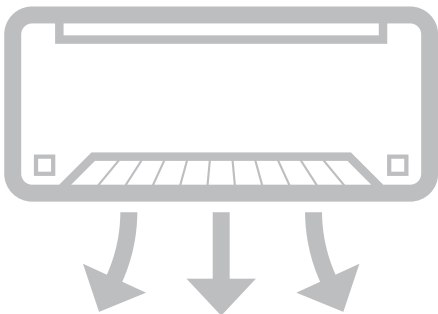
All out of service units are scrapped and prepared for recycling.

PROJECTS AND COMMERCIAL AIR CONDITIONING

TSR has been designing and installing air conditioning for over 28 years. Our team is responsible for the complete process from design to installation.

Our management of commercial installation is monitored by the projects team, which ensures all assigned tasks are completed on time. Once the project is complete you will automatically be scheduled into our first year's free maintenance program.

PROVIDING BUSINESS SOLUTIONS - COMMERCIAL AIR CONDITIONING



SPLIT SYSTEMS

TSR supplies and installs a range of wall mounted air conditioners designed for those wanting the comfort of a unit that blends discreetly with its surroundings. The split-system units offered to our commercial customers deliver a pleasing design as well as functional appeal. We ensure the units are compact and powerful yet quiet and energy efficient. They are designed for Australian conditions and are built to last!

Features & Benefits:

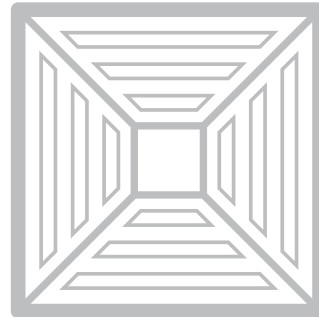
- Air purifying filters
- Innovative air flow systems
- Fast start up times
- Energy-saving technology
- Clean, healthier air
- Robust
- Warranty guarantee

Options:

- Reverse cycle (heating or cooling)
- Cooling only

Our Suppliers:

- Panasonic
- Daikin



DUCTED SYSTEMS

A ducted system provides discreet air-conditioned comfort throughout your entire complex. It can be installed in a new building or tailored to suit an existing one, and once installed, only the controller, the return air and discharge grilles are visible inside.

Ducted air conditioners comprise of an indoor and outdoor unit and flexible ducting. The indoor unit is covered and out of sight in the ceiling or under the floor, with the ducting distributing conditioned air through vents located throughout the building. Our professional installers ensure the outdoor unit is positioned in a discreet location to keep the outside of your office simplified and sophisticated.

Features & Benefits:

- Heating or cooling for the whole building
- Better office aesthetics
- Energy-saving technology
- User-friendly controls
- Flexible air handling
- Inverter technology

Options:

- Premium inverter
- Standard inverter
- Zoning

Our Suppliers:

- Panasonic
- Daikin
- ActronAir



TAKE ADVANTAGE OF DESIGN AND CONSTRUCT EXPERTISE

TSR's Design and Construct projects are rapidly growing, with their unique unlimited design licence leaving no limits. This renowned QBCC licence sets TSR apart and enables them to design, install, commission, service or repair refrigeration, air conditioning, mechanical ventilation and air handling systems for a building.

From the initial design and estimate, to the construction period and finally the warranty and maintenance period, TSR's construction team in conjunction with our service team can provide customers with the best solution, whatever the requirements may be.

TSR has been successful in completing major projects for international, national and local companies.



WARRANTY

TSR has established a network of quality suppliers to enhance the level of service we provide.

Being warranty agents as well as dealers gives clients the peace of mind they will not be left stranded when it comes to back up service.





SERVICE AND MAINTENANCE: IT HAS REAL VALUE

TSR provides around the clock service of commercial refrigeration and air conditioning systems. TSR's premises consist of modern offices, a fully equipped spare parts area, storage facilities, workshops and an innovative training and conference area. TSR ensures that all service vehicles and technology systems are fully equipped and updated in order to maximise customer service.

Our Service Department offer ongoing routine maintenance with a 24 hour 7 day breakdown service, commercial or household needs all catered for. Our technicians are fully qualified, and have been handpicked and trained for their proven analytical abilities.

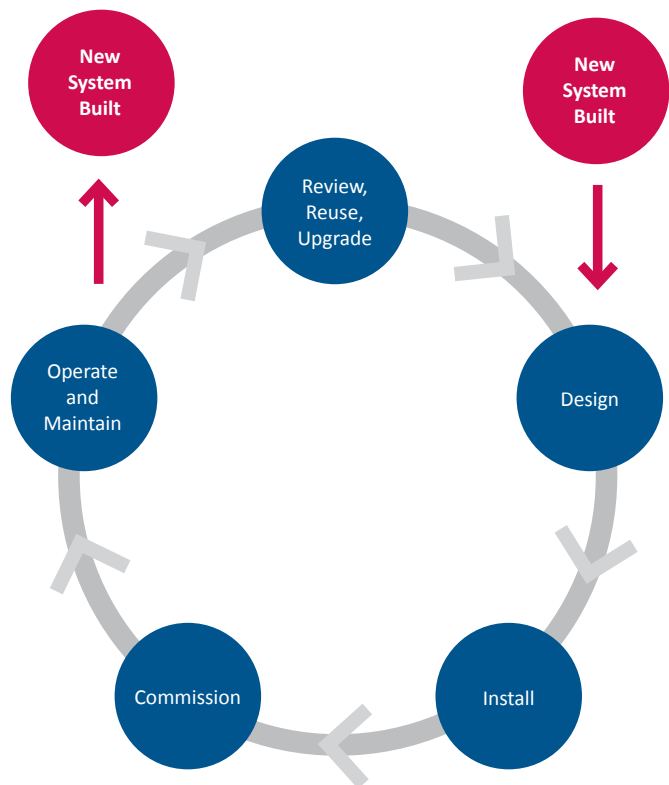
DA19 HVAC&R MAINTENANCE

HVAC&R systems provide comfort conditions within a building. Owners rely on these often complex systems to successfully operate. Failure to maintain HVAC&R systems reduces their value, increases their operating costs, and introduces unreliability, dissatisfaction and risk to a business' operation.

TSR believes maintenance to be extremely significant. It improves safety, increases efficiency, reliability and satisfaction. Maintenance is about knowing and doing, knowing what needs to be done, knowing how to do it and doing it.

TSR are the experts at creating scheduled maintenance programs. They closely follow the AIRAH DA19 HVAC&R Maintenance Guidelines and have mastered the art and practice in the planning, specification, delivery and management of maintenance for HVAC&R systems.

LIFECYCLE OF A HVAC&R SYSTEM



***“Maintenance is important.
It has real value.”***
– Tony Stephens,
Director and Owner of TSR.



PROVIDING SOLUTIONS AT HOME - HOME AIR CONDITIONING



AIR CONDITIONING IN YOUR HOME

From the moment you walk into your home we want you to feel comfortable, summer and winter. TSR provide a great range of air conditioning solutions to deliver that comfort. We promise to meet your needs, whether you're chasing a ducted system for your whole house or split system wall units.

WHAT'S RIGHT FOR YOU?

How do you know what's right for you and your home? TSR are here to help. Our Air Conditioning specialist will arrange to visit you to assist in selecting the correct size unit and design for your home.

Once installed you'll hardly know the unit is there and no matter what the weather outside, inside you'll have a whole new level of comfort right at your fingertips.

Benefits and Features:

- Ultimate comfort
- Energy saving technology
- Discreet design
- Warranty guaranteed

Options:

- Ducted systems
- Split system (reverse cycle and cooling only)

Our Suppliers:

- Panasonic
- Daikin
- ActronAir
- Fujitsu
- Mitsubishi

WHAT OUR CUSTOMERS ARE SAYING

“ TSR has provided prompt response times to our needs.

In a retail environment customer comfort is a high priority and part of this is ensuring we provide a safe and clean environment. Ensuring our air conditioning is functioning at optimum levels is our expectation from TSR and they offer professional service in providing this.

Tony and his team were prepared to learn how to work within our environment with minimal fuss to our tenants and our customers. The willingness to update business practices and embrace safety is an important and integral part of how they approach business. ”



Michelle Boreham
Centre Manager - Gympie Central Shopping Centre

“ TSR joined Master Electricians Australia's safety management program in June 2012 and have been extremely proactive and cooperative since the beginning. Tony and his team energetically promote an effective health and safety conscious work environment driven by a strong workplace culture.

They are determined to lead by example and ensure all colleagues and customers are in safe hands at all times.

TSR have shown great commitment to training, safety, and continuous improvement within their team. Regular audits and toolbox meetings prove that TSR are on track and are always focused on moving onwards and upwards. ”



Mitchell Cini
Safety and Technical Advisor, Master Electricians Australia

“ TSR have definitely improved the performance of our HVAC systems within the Wide Bay Hospital Health Service.

Our systems run more efficiently and effectively due to their ability to carry out a professional preventative maintenance service.

We would not hesitate recommending this company to other clients as they are reliable, trust worthy and knowledgeable. We know that they approach every job with the right attitude and attention to detail to make our air conditioning systems work and are committed to achieving the very best for our patients and staff. ”



Peter Heath
Director, Infrastructure and Assets, Infrastructure Management Division – Wide Bay Hospital and Health Service

“ TSR is a local reputable business that supplies us with quality products.

The TSR staff always go that extra mile to ensure a quality finish to their work.

We have been using TSR as a subcontractor for many years and cannot fault their professional approach and commitment to get the job done. ”



Pat Witteman
Company Owner, Gympie Building Company

“ TSR provides a high level of service at a cost that represents true value for money.

The Gympie Regional Council has developed a strong working relationship with TSR through the contracting of servicing air conditioner and refrigeration units across the whole of council.

TSR representatives always act professionally and provide a high level of service, working closely with council staff to ensure management systems are compatible and the most effective and efficient outcomes are achieved for both parties. For any works identified outside of the contract written reports and detailed costings are provided.

TSR provides a comprehensive service to council by not only servicing, repairing and installing our equipment but through the provision of sound advice regarding our needs.

As a local service provider TSR have a rapid response time for emergency call outs and visibly support our community through sponsorships and assistance to community groups. TSR provides a high level of service at a cost that represents true value for money. ”



Heather Kelly
Manager Community Development and Facilities
- Gympie Regional Council

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