



What about being a Rheem Service Agent?



*Accredited
Service
Agent*



Ever thought about:

1. Adding “Rheem/Vulcan Accredited Service Agent” to your business signage?
2. Harnessing the power of the Yellow Pages to your business?
3. Keeping your customers happy through your ability to make warranty decisions on behalf of Rheem?
4. Capturing regular service work – warranty and chargeable?
5. Access to regular updates from Rheem on technical issues?
6. Access to all Rheem’s technical and product manuals?
7. Operating a spare parts account with 30% discount off list price?
8. Being listed on the Sensis 1234 directory assistance?
9. Being able to contact a Rheem Service Supervisor for technical assistance?
10. Ensuring your local competitor does not get a “leg up” over you?

Rheem operates the leading nationwide service network made up of Rheem technicians in capital cities and over 450 trade businesses just like yours to cover regional and rural areas. We need your help to provide professional after sales service to our range of water heaters, room heaters and pool heaters. Whether it’s a Rheem Lazer boiling water heater at the local café or a Raypak commercial water heater supplying hot water to the local hospital, from time to time they need the help of a trained service technician. Your business could be part of this professional network.

Of course there are commitments to be made by both parties to ensure that the partnership meets the goals of providing prompt service to our mutual customers and to ensure that the arrangement is rewarding and sustainable.





What is the commitment required of a potential Service Agent?

- **Firstly a strong emphasis on customer service.**
 - We aim to rectify all service problems within 24 hours. We measure this KPI for each of our own Service branches and we continually strive to improve our response time.
 - We are also determined to prevent customers being without hot water over night. This could mean a late afternoon service call, a temporary (but safe) repair or even a temporary heater installation.
 - Obviously customers need to feel comfortable through the presentation and courtesy of your staff.
 - To effect prompt repairs you would need to carry a basic stock of spare parts to suit the products you will service.
- **A suitable trade licence.** To work on water heaters or room heaters you must have the appropriate and current trade licence required by the State regulations. Usually a plumbing/gas fitting licence with a restricted electrical licence is suitable. Electricians with restricted plumbing licences can also be service agents. Other licences such as a thermostatic mixing valve (TMV) licence or a refrigeration mechanic licence would be an asset in areas where we sell heat pump water heaters.
 - We need to keep copies of your licence(s) and you need to send us updates as your licence(s) are renewed.
 - Don't forget that without a drivers licence vehicle and CPT insurances are void if a road accident occurs. Staff do loose licences occasionally and may "forget" to tell you. You should have a system of checking that all drivers have valid driving licences.
- **Current Insurances.** Sometimes things go wrong, hopefully not often!
 - You must carry public liability insurance of \$10M to protect other people including our customers and their property. This would be a normal requirement of your business but we need to see evidence and you need to keep our copies up to date.
 - Your employees need to be protected if a workplace injury occurs. Workers compensation insurance as required by State regulation is required and we need to keep current copies for our records
 - If you are a sole trader you should consider taking out insurance to cover yourself in case you cannot work.
- **A Safe System of Working.** The State government WorkSafe (WorkCover) authority requires that the employer must provide a safe and healthy workplace. To meet this obligation Service Agents need to manage a comprehensive system of OH & S. This will vary from business to business but is likely to need:
 - Safety Policy & Procedures
 - Risk Analysis (JSA's) and Safe Work Method Statements (SWMS)
 - Safety training – for example:
 - Construction Induction Training if working on construction sites
 - Working on Roofs Training if servicing solar water heaters
 - Safe working with electricity, gas, etc
 - Personal Protective Equipment (PPE). Besides safety shoes, gloves, hats, eye protection, etc, consider sun protection – sun cream, wide brimmed hats, long sleeves and long trousers.
 - Discipline – if the employer does not enforce compliance with his safety system then liability can more easily be placed with the employer.





- **Professional Business Standards** To make sure the business relationship is not stressed your business standards need to be professional.
 - You need to keep proper records of jobs done, materials used and charges made.
 - You need to operate your 30 day spare parts account ensuring payment within the terms and conditions of the agreement
 - You need to submit all warranty claims correctly completed within 30 days of finishing the job.

You will need some reassurance that Rheem will support the relationship; what will Rheem provide?

- **Phone Calls** Phone calls are the life blood of most businesses including Rheem. We publish our national service network number 131 031 throughout our products, literature and phone listings.
 - Rheem promotes its after sales support in all capital and regional phone directories. The entries are bold and in prominent positions throughout the directories. As an authorised service agent any calls to 131 031, in your area of operation and for the family of products you service, will be forwarded to your phone number. This will direct warranty calls and chargeable to work to your business.
 - **Sensis 1234.** Sensis operate a directory enquiry service which lists all Rheem Service Agents as one of the hot water specialists in your area(s). Rheem submits all service agents to the Sensis database.
- **Advertising** To focus your business advertising, Rheem Service Agents are exclusively authorised to use the “Accredited Service Agent” logo shown at the beginning of this document. We can supply van stickers which can also be used in your premises to promote your agent status.
- **Product Range** Rheem is the mainstay of the Australian water heating industry. Since the 1950’s Rheem has been providing the hot water needs of our society. Over the years we have built up our brands to encompass the major names in hot water – Rheem, Vulcan, Raypak, Solahart, Edwards and Pyrox. More recently we have added Paloma gas room heater to our stable. Service agents are provided with access to most of these brands for service work dependant on their expertise and that of other agents who may cover the same area.
- **Spare Parts** Rheem Service Agents are expected to open a Spare Parts account with Rheem Service. This account entitles you to a 30% discount on all parts purchased. If you use these parts on chargeable (non warranty) work you just add your margin. If you use these parts on warranty work you add a 15% handling fee and claim it back through the warranty system.
- **Water heaters** There will occasions when the complete product needs to be replaced under warranty. In such instances we ask that you purchase a replacement product from your plumbing merchant (This way we support the plumbing merchants as well!). You charge Rheem for the replacement water heater including a \$40 or \$60 handling fee dependant on the size of the product. This way you increase your spending power at the merchant of your choice.
- **Warranty Claims** You submit each warranty claim on Rheem’s simple warranty claim form. We require some failed parts to be returned so that we can check them and make a claim on the original equipment supplier. Rheem pay the cost of the freight for these parts. You make your claim as soon as possible after the work is completed, at least within 30 days and we will pay your claim (assuming everything checks out OK) within 30 days of receiving the claim.





- **Technical Support** We don't expect that you will be an instant expert on our product range. We will provide technical support through:
 - Access to our comprehensive range of technical and product manuals via the Service Agents Resource Website.
 - Rheem's Service Supervisors are fully conversant with our product range. You will be given the contact details of the supervisor that covers your area. He will provide technical support over the phone should you get into difficulties with our product.
 - Rheem Supervisors make regular visits to the country towns making themselves available to answer questions and carry out product training.
 - www.rheem.com.au is Rheem's web address. There is lots of product information including Rheem's respected Hot Water Manual available on this site. Installation instructions and warranty details are also there. In time we will be able to provide a secure service agents section to facilitate your ability to download information, forms and advertising material.
- **OH & S Support** Your business needs to have its own OH & S system however the type of work you do is likely to be similar to the work we do in Rheem Service. Service Agents can access our safety documentation and modify it accordingly.

You will no doubt require further information before you commit to become a Rheem Service Agent. Hopefully you can see the benefit of such a partnership with Rheem. Remember if you're not representing Rheem in your area then perhaps your competitor will!

If you want to proceed speak to your local Rheem service manager about what vacancies exist. If there is an opening he will send you a copy of our "Accredited Service Agent Terms and Conditions Agreement" as the basis for discussion with you on service call and installation charges.

Rheem Service Phone 13 10 31

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Rheem Service

