



Your trusted maintenance  
and services partner



### Get in touch

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

**Office hours:**  
7:30am – 5:00pm  
Monday – Friday

**Melbourne Office**  
113 Scanlon Drive  
Epping, Victoria 3076

**Sydney Office**  
25/5b Curtis Rd,  
Mulgrave NSW 2756

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Unit 12, 32-34  
Old Pacific Highway  
Yatala QLD 4207

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**Auscool Commissioning Services Pty Ltd**

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# Meet Auscool

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

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

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



## Auscool Services

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

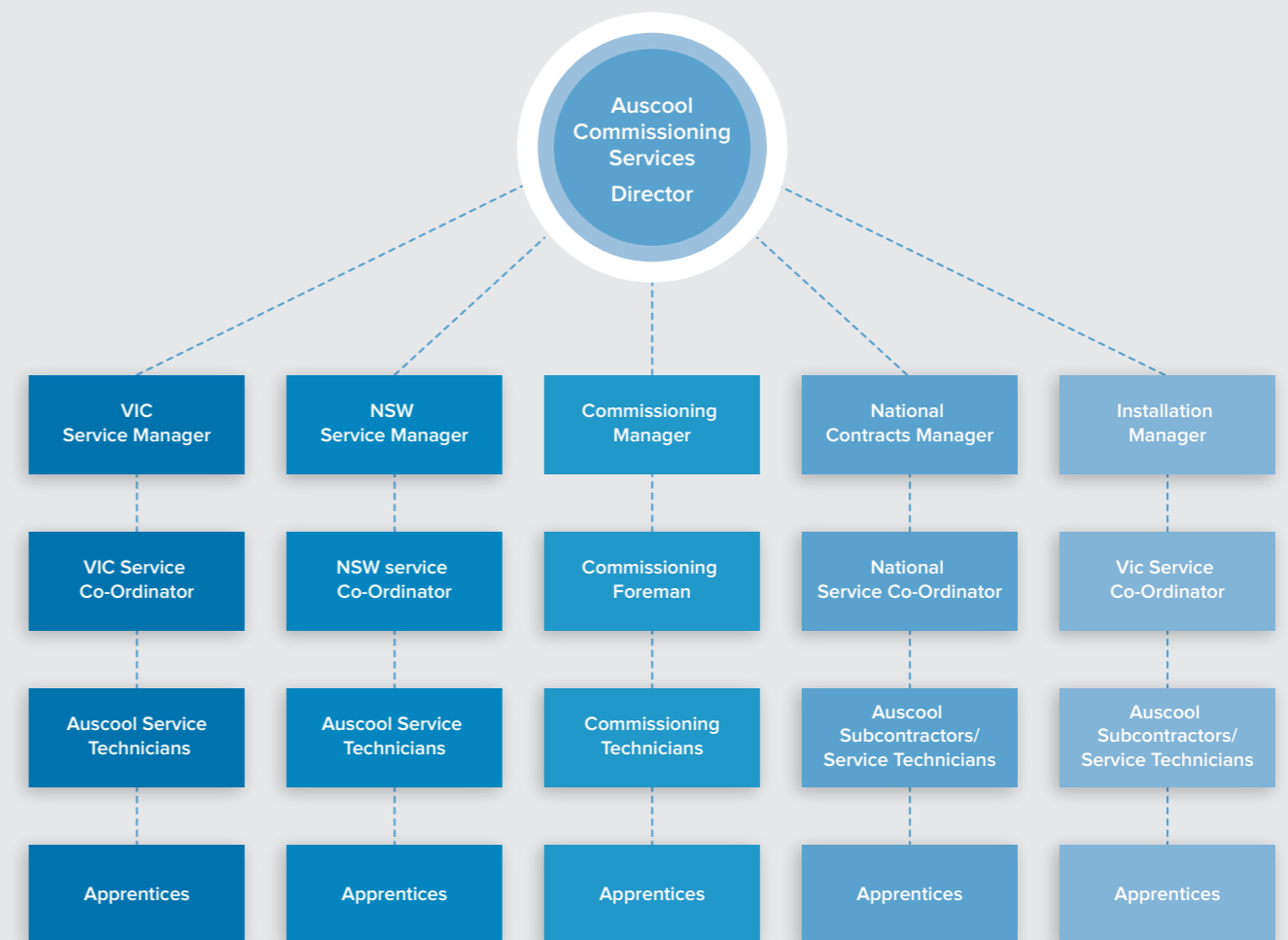


# Auscool Commissioning Services

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

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

## Our Company Structure



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

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

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

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

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

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

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

## Our core competencies



Consistently high-quality maintenance and service



Unbeatable customer service



Reliability



Expert knowledge



A positive and healthy company culture



## Service straight up

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

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

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

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

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

## Specialised services

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

# We've earned our reputation

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

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

## 24/7 Emergency Assistance 1300 230 255

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

# Industry experience

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

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



## Residential

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



## Commercial Office Buildings

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



## Medical

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



## Commercial Real Estate Properties

- JLL
- Savills
- Colliers
- Mucahy Butera



## Education

- Penleigh Essendon Grammar campuses
- Our Lady of Mercy College



## Hotels

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



## Hospitality

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



## Student Accommodation

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



## Retail

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



# Meet our crew

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

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

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

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

## Team competencies

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



**Dylan de Britt**

Auscool Commissioning Services Director

Our director Dylan, an electrician and refrigeration mechanic by trade with over 16 years of experience, knows a thing or two about the HVAC industry. From service, maintenance, electrical controls, commissioning, essential service testing, fire and smoke management, project management, estimating and design, Dylan's extensive knowledge and experience are unrivalled and what makes him the go-to for advice. Leading by example, Dylan's approachable and open nature brings this powerhouse team together to deliver the best service in the industry.



**Matt Kristiansen**

Service Manager

Matt is a seasoned professional in the air conditioning trade, with 17 years of industry experience. With diverse roles such as service technician, supervisor, service manager, account manager, project manager, and national account manager in two prior businesses, Matt's extensive expertise extends across service, commissioning, central plant systems and controls, and fire & essential services. He is Smardt Chiller Trained and holds certification as an Innotech Controls Trained specialist. Matt's comprehensive skills and experience, positions him as a valuable asset within Auscool and in the HVAC industry.



**Steve Morris**

NSW Service Manager

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



**Jake Williams**

WA Service Manager

Beginning in the HVAC industry in 2015 and starting his formal apprenticeship in 2018, Jake joined Auscool in 2020 as a second-year apprentice, quickly demonstrating his technical skills and commitment, and earned his qualification as a refrigeration mechanic in 2022. Over the years, Jake has built expertise in service calls, breakdowns, repairs, commissioning, and preventative maintenance, all while fostering strong client relationships through clear and effective communication.



**Clay Crimmins**

Commercial Construction Manager

Clay is the Small Commercial Construction Manager at Auscool Commissioning Services, leveraging his extensive experience in the HVAC industry. With a strong focus on quality and client satisfaction, he applies his expertise in small commercial construction, continuing to drive innovation and excellence in every project. His commitment to teamwork and effective communication makes him an invaluable part of the Auscool team.



**Michael Casey**

Commissioning Manager

Balancing business and customer needs, Michael achieves win-win results. With a cool head, attention to detail and in-depth knowledge of trade, practice, and management, Michael leads our commissioning team and drives quality assurance to achieve our high standards. Starting his career as an electrician in 2006, Michael has domestic and commercial construction experience and a solid understanding of HVAC and refrigeration systems as a qualified air conditioning and refrigeration mechanic.



**Chris Williams**

Business Development Manager

With 28 years of experience in the HVAC and refrigeration industry, including 18 years in management, Chris has developed a strong track record in Key Account Management, Service Operations, Project Management and Team Leadership. He is skilled in managing complex customer issues, building strong relationships with clients and vendors, and identifying new business opportunities. Known for his empathy, adaptability, and problem-solving abilities, he thrives in team environments and excels in communicating effectively with individuals at all levels.



**Taryn Benne**

Contracts Manager

Managing hundreds of commercial sites across Australia for multiple national clients, Taryn is the one who keeps it all in check. Her commitment to quality and attention to the smallest detail ensures that each project, whether small or large, receives the same dedicated service and outstanding results. With hands-on knowledge working previously as an air conditioning and refrigeration mechanic before being promoted to manager of the national team, Taryn is a perfect example of the career opportunities and development available at Auscool.



**Daniel Parkin**

Contracts Manager

Daniel joined Auscool in 2024 as Warranty Manager, overseeing Defects Liability Period (DLP) projects in Melbourne. Prior to relocating to Australia in 2022, Daniel worked as a Project Engineer in London, managing HVAC projects from design through to completion. Daniel now manages the DLP phase for projects across Melbourne, coordinating with clients, contractors, and internal teams to resolve all warranty-related matters efficiently. He is committed to delivering exceptional customer satisfaction while upholding the highest standards of quality and compliance.



**Caitlin Burns**

Office Manager

Caitlin Burns is the backbone of our team. With her expert ability to schedule and organize our technicians and subcontractors, she handles the complexities of coordinating multiple moving parts with ease. As an experienced administrator and coordinator in the building and construction industry, she ensures that our office runs smoothly, efficiently assisting the Director, Service and Installation Managers, and overseeing all scheduling and invoicing.



**Esther Cerra**

Service Co-ordinator

Esther is superstar organiser with amazing communication and interpersonal skills, ensuring we deliver and maintain exceptional service standards by following a proven plan. Not only does she ensure that customer requirements and organisational service targets are met, but Esther also drives continuous improvement. Driven by a strong work ethic, and enjoyment in building and maintaining customer relationships, Esther is a valued team player.



**Kayla White**

Service Co-ordinator (NSW, QLD)

Kayla has been a Service Coordinator since 2021, beginning her career in the plumbing industry before joining Auscool in 2024. She plays a crucial part in managing schedules and coordinating technicians to ensure that jobs are completed efficiently and meet customer expectations. Kayla has excellent communication and multitasking abilities, enabling her to thrive in a fast-paced service environment. She is also highly skilled in office administration, including invoicing, reporting, and process optimization, all of which contribute to the seamless operation of the team.

# We always play it safe

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

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

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

## Highest quality every time

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

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

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

## Compliance with Industry Standards

We comply with all industry standards and codes in Australia:

**Building Code of Australia**

**Industry Best Practice, Australian Standards**

**National Construction Code (NCC)**

**Workplace Health and Safety Act 2011**

**CM3 prequalified**

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

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

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

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

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

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

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

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

## Licences

**Arctick Licence** = AU42257

**Electrical Licence** = 32472

## Insurances

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

Professional associations and memberships

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

## We give back

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

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

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

## Auscool proudly supports

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

## Auscool proudly sponsors

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

