

**INSIDE  
THIS ISSUE**

**SRI LANKA**  
*page 02*

**WINNERS**  
*page 06*

**HAPPY 60TH!**  
*page 10*

# HARTBEAT

DECEMBER 2013



## SOME EXCITING WEBSITE DEVELOPMENTS

### An online strategy sure to dominate

Search Engine Optimisation (SEO) is one of the most effective forms of marketing available. Getting on the first page of multiple Google searches requires a strategy that's smart, thorough and long-term.

**THIS ENSURES WE'RE RANKED HIGHLY IN SEARCH ENGINES, DRIVING TRAFFIC TO THE WEBSITE**

In launching our new website, we recognised that to obtain high search engine rankings, we needed to be focused around specific keywords, topics and themes. By creating an additional 100 pages or so below the fold, we're working to achieve a better ranking than our competitors in as many of the keywords as possible. Together with our new SEO partner, PHD/Resolution, we're constantly researching, analysing, editing, submitting, monitoring and linking results to ensure we're ranked highly in search engines and driving targeted traffic to our website.

### Pre-Approved Finance – a first for solar

In what we believe to be a first for the Australian solar industry, a Pre-Approved Finance option will be rolled out in the New Year and available to customers when purchasing any Solahart system.

**THIS MEANS PRE-APPROVAL VIA THE WEBSITE, BEFORE CUSTOMERS SHOP**

This enables applicants to get pre-approved for a Line of Credit facility, via the Solahart website (finance provided by Once Credit), before they shop. This means limited paper work is required and once the applicant is approved, the Solahart dealer is notified of their name and email address. With Pre-Approved Finance, Solahart dealers are only required to complete a Sales Voucher (or Tax Invoice) for settlement.

### Introducing the ultimate solar guide

We're excited to be launching our new online White Paper in January 2014, a timely and important guide to the effective use of solar energy by renowned Australian solar expert, Trevor Berrill. Reflecting our well-earned status as Australia's free energy experts and accessed only through solahart.com.au the White Paper will be a great way to capture the details of prospective Solahart customers.

**THIS REFLECTS OUR STATUS AS AUSTRALIA'S FREE ENERGY EXPERTS**

Trevor Berrill has worked in the solar energy field for decades, exploring the capacity of solar energy to provide hot water and electrical power, training technicians to install and operate the systems and advising politicians and public servants on the appropriate regulatory framework. He has drawn this wealth of experience and wisdom together to provide a perfect guidebook to the solar revolution. It is a wonderful contribution to our common future.



Image  
Alpha Global Technologies'  
new dedicated showroom for Solahart Sri Lanka.

In February, Alpha Global Technologies was appointed by Solahart, as the exclusive dealer for domestic and commercial solar water heating systems in Sri Lanka. Since being appointed, Alpha has successfully re-launched the Solahart brand, backing its worldwide reputation with Alpha's unparalleled customer service. With more than 40 skilled installers and technicians across the country, Alpha is very excited about the future with Solahart and will continue to educate the market in the renewable energy technologies that only Solahart can provide. A new showroom dedicated to Solahart commercial and domestic products has also been opened.

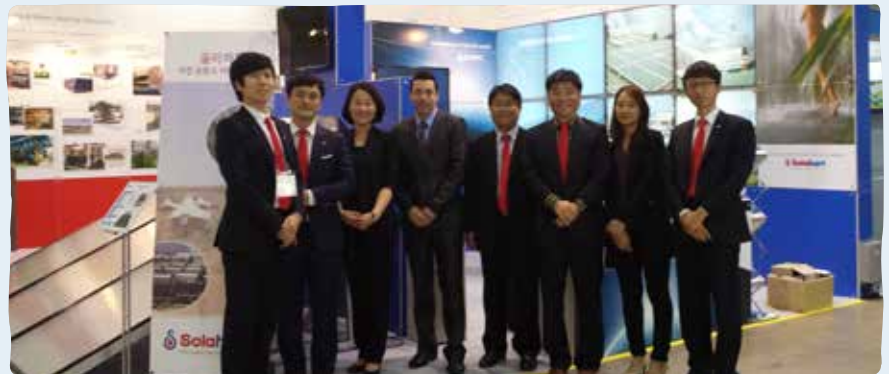
ALPHA IS VERY EXCITED ABOUT THE FUTURE WITH SOLAHART AND WILL CONTINUE TO EDUCATE THE MARKET

**SRI LANKA**

**A new home for Solahart in Sri Lanka!**

**KOREA**

**Welcome back to Seoul-ahart**



After an absence of two years, Solahart has returned to South Korea! Solahart was the leading imported brand of solar products in South Korea from the 1980s to recently, when a change in local regulations prevented continued sale of Solahart products in Korea. After intense lobbying by Solahart, these regulatory changes were successfully overturned and Solahart is once again able to access the lucrative South Korean market. The timing couldn't be better as South Korea has just introduced an

incentive program for solar hot water systems which will double in 2014 and extend to commercial hybrid systems. This offers a great export growth opportunity for the international team.

In October, Regional Manager for Asia, James Browne, relaunched Solahart into the Korean market by participating at the Renewable Energy Exhibition in Seoul. James reported that despite several years of absence, brand awareness and support is still strong. In fact, Solahart systems can still be seen on many

Seoul roof tops, no doubt due to the fact they're one of the few available systems able to withstand South Korea's extreme temperatures. James was approached by many companies wanting to assist in sales and distribution of Solahart products in Korea.

The outlook for 2014 looks very optimistic for Solahart in North Asia.

Image  
James Browne and the team from Solahart, Seoul.



## INDIA

# Solahart expands across India

Jay Water, based in the Indian city of Ahmedabad, started working with Solahart in 2006, experiencing massive growth in a region better known as the birthplace of Mahatma Gandhi than for solar water heaters.

In 2011, Jay Water was appointed as Northern distributor for Solahart and invested in a New Delhi office for Solahart North. In 2013, it was appointed as Solahart Indian distributor, meaning Solahart could

now be promoted and marketed through one centralised point. It also meant having consistent pricing India-wide with greater control on national promotions. To back the Solahart brand, Jay Water now has offices in Mumbai, New Delhi, Pune, Rajkot, Surat & Bangalore, with senior managers appointed to manage the growth of Solahart India.

The future for Solahart in India is indeed looking bright!

Image  
The team from Jay Water in India.

**SOLAHART CAN NOW BE MARKETED THROUGH ONE CENTRALISED POINT**

## NAMIBIA

# The sun shines on Namibian police

The Namibian Police (Nampol) recently switched to Solahart Solar Hot Water for all their existing infrastructure as well as for all new buildings including police stations and accommodation barracks and hostels. NEC Power and Pumps worked closely with Nampol to provide the Solahart systems throughout Namibia.

Nampol's decision to move to solar energy was due to rising electricity tariffs as well as the Namibian Government's push towards having a more viable source of energy.



Images  
NEC Power & Pumps installing Solahart systems for Nampol throughout Namibia.

## UGANDA

### Helping the kids of Uganda

In East Africa, Solahart has been a proud supporter of CoRSU (Comprehensive Rehabilitation Services in Uganda). CoRSU's main aim is to prevent disability and reduce the consequences of impairment by providing accessible, affordable and high quality medical services for people with disability, particularly children. For patients younger than 17, surgery and care is free.

When the opportunity to help CoRSU arose, we were only too happy to help. 10 Solahart solar water heaters were installed around the hospital complex, meaning money could be spent on new consulting rooms and surgery upgrades rather than on hefty electricity bills.



Image  
The Comprehensive Rehabilitation Services for Uganda facility.

## KENYA

### A good news story from Kenya



New Life Home Trust in Nairobi is a charity that rescues abandoned babies aged between 0–6 months. They give priority to those who are HIV positive. Some babies arrive having been left by the roadsides, pit latrines and dump sites. Many are abandoned in hospitals. Some are given up for adoption by their mothers. There are currently 45 babies at the home awaiting adoption.

Wilken Solar recently installed several Solahart systems at New Life Home Trust.

The installation has touched both children and staff at the home given that the money previously used to offset power bills has been diverted to fund other factors that will better the lives of the babies.

THE INSTALLATION HAS TOUCHED BOTH CHILDREN AND STAFF AT THE HOME

Image  
Babies born in December 2012 at the New Life Home trust in Nairobi, Kenya.

## SYDNEY



Image  
The No Interest Loan Scheme (NILS)  
Conference panel at The Australian Technology Park in Redfern.

## A lot of interest in NILS

Solahart recently organised an exhibition booth at the NSW NILS Conference 2013 held at The Australian Technology Park in Redfern. The conference was identified as a great opportunity to showcase our products and establish Solahart as a preferred supplier within the NILS program.

So what is NILS? It's the NO INTEREST LOAN SCHEME (NILS) providing individuals and families on a low income, access to safe, fair and affordable credit with NO FEES, NO CHARGES and NO INTEREST.

NILS works in the community by offering manageable repayments and a respectful assessment process conducted by an accredited NILS provider and NILS works through a process of circular community credit. When a borrower makes a repayment to NILS, funds are then available to someone else in the community.



The NILS NSW Conference 2013 was a key meeting place for 300+ microfinance workers, community development workers, senior stakeholders, policy makers, managers, coordinators, and government and non-government organisations.

**A GREAT OPPORTUNITY TO ESTABLISH SOLAHART AS A PREFERRED SUPPLIER WITHIN THE NILS PROGRAM**

Solahart's focus is indeed to establish itself as the preferred solar expert who local microfinance workers can reach out to for any queries on solar water heating and solar power systems and in turn refer their community members to us for their solar needs.

## WOLLONGONG



## Solahart in the 'gong

We're delighted to announce a new Solahart dealer looking after the Wollongong and Southern Highlands area - Solahart Illawarra & Southern Highlands (Frog Solutions). Frog Solutions have been at the forefront of energy efficiency and green solutions in the Wollongong area for many years.

The Solahart Illawarra team, headed by John Chichkan, includes salespeople, plumbers & electricians to ensure the highest quality and efficiency from sales to installation.

Frog Solutions has previous experience selling and installing Solar Hot Water & Solar PV and are extremely confident that with the Solahart name behind them they can substantially grow the market in Wollongong and Southern Highlands.

We wish John & Frog Solutions all the best and welcome them to the Solahart team.

Image  
John and the crew from Frog Solutions;  
our newest Solahart Dealership in NSW.

## WATTLE GROVE



### Winners are grinner!

Channel 9's The Garden Gurus programme has been a great partner for Solahart during 2013. Each week they provide Australians with great gardening and lifestyle tips on their tv show, magazine and website, including several stories on the benefits of solar energy. A regular competition was run where lucky viewers could win a new Solahart system.

**MR TURNER WAS THRILLED WITH HIS WIN AND IS LOOKING FORWARD TO MANY YEARS OF HOT WATER FREE FROM THE SUN.**

The latest winner is Steve Turner from Wattle Grove in Sydney's south-west. Steve received a 302L Solahart Solar Hot Water heater which was installed by local dealer Eric Ferguson and the team from Solahart Southern Sydney. Mr Turner was thrilled with his win and is looking forward to many years of hot water free from the sun.

Image  
Steve Turners brand new 302L Solahart Solar Hot Water Heater being installed by Solahart Southern Sydney.

## HORSLEY PARK



### The muddier the better

On the 30th of November, 28 Rheem employees (calling themselves The Steady Hot and Strong team!) participated in the Mud Run 2013, supporting the Cancer Council NSW. This event was held at The Sydney International Equestrian Centre (SIEC) at Horsley Park.

Their fundraising efforts had an overwhelming response and they managed to raise just shy of \$8000, demonstrating that one little idea, no matter how small, can really make a difference.

A big thank-you to Rheem Pty Ltd. who supported their fundraising efforts dollar for dollar, up to \$2000.

The course combined 7km of cross-country trail-running/walking with crawling, leaping and wading your way through a variety of challenging man-made mud-infused obstacles. There was certainly plenty of mud, laughter, camaraderie among strangers and most of all, more mud.

They were fortunate to have fantastic weather and with a great attitude and lots of laughter all made it to the finish line.

Image  
The 'Steady Hot and Strong' Mud Run team!

## HOBART



### Team time in Tassie

The Solahart Tasmanian team gathered in Hobart at the Southern Tasmania offices for 8 Steps Sales training. The timing could not have been better as Aaron Somerville (Southern Tasmania) had just installed a 5 kW Solahart Solar

### TAKING ADVANTAGE OF THE TASMANIAN GOVERNMENT'S TARIFF

Power system taking advantage of the Tasmanian Government's one for one feed-in tariff. The inverter is available for all Solahart customers to view in the showroom with plans to incorporate a Sunny Web box to demonstrate the effectiveness of Solahart Solar Power systems in Tassie homes.

Image  
Pictured from left to right Rod Scott, Jonathan Hart, Damien Pedder & Aaron Somerville from the Solahart Tasmanian team.

**DARWIN**



**Training in the Top End**

On October 17, Solahart Darwin conducted solar hot water training for Tradelink Berrimah Staff. The key objective of the training was to increase the staff's product and technical knowledge on Solahart 302L&J and 181L&J models. Solahart Darwin Branch Manager, Janese Walkley, conducted the training and explained the key differences between our L & J models as well as

**"IT WAS ONE OF THE BEST TRAINING SESSIONS WE HAVE HAD"**

the different valves and components of the parts and mounting kits for each unit.

Tradelink attendee, Liam, said "It was one of the best training sessions we have had. It was much better than sitting inside and looking at a brochure. We even had a couple of plumbers stop and listen before they entered the store."

Further training is scheduled for late November and also a Plumbing night where plumbers can come and learn more about the L & J Series units.

Image Solahart Darwin Branch Manager, Janese Walkley and Tradelink's Liam O'Keefe.

**DARWIN & WELSHPOOL**



**Blown away in WA**

John and Jackie from Gold Medal Services in Darwin, recently travelled to WA for some hard earned R&R. During their break they took the opportunity to visit the Solahart manufacturing plant in Welshpool. The visit was something that John had wanted to do for a long time having worked in the Plumbing Industry for more than 25 years. During this time John has always preferred to use Solahart units due to the high quality materials used, good local service and support, and strong technical support.

During their factory visit, John and Jackie were impressed with the passion and skill of the workers and the pride they took in their work. John was particularly impressed with the efforts of the R&D team and the work they do to ensure high quality designs, especially on the cyclone brackets which are used on all new installations in Darwin. John and Jackie were also surprised at the diverse range of products Solahart manufactures in Australia, many of which are exported across the globe.

Image John and Jackie Maclean from Gold Medal Services

**DARWIN**



**Justin time for NT State Manager role**

A big welcome to Justin Forbes, who recently commenced with Solahart as NT State Manager. Justin started his career as a Plumber/Gas Fitting apprentice in Victoria and after gaining his trade certification he worked on the Wimmera Natural Gas Conversion project in regional VIC. He's spent the last few years in the Financial Services sector, and most of this time was at ANZ.

**JUSTIN HAS DONE A GREAT JOB IN NETWORKING WITH THE LOCALS**

Justin took on the role relocating from Perth to Darwin – and it's fair to say the move was strongly motivated by a desire to embrace the NT lifestyle as much as the challenge of running the Solahart operation. In the short time that he has been there, he has done a great job in networking with the locals – especially those customers who own a boat! He has already been on countless fishing trips and caught so many Barramundi that the rumour is he needs to upgrade his freezer. We wish Justin well as he settles into this challenging role.

Image Justin Forbes, our new NT State Manager, and his 79 cm Barra caught in South Alligator River, Kakadu NT.

**CORANGAMITE**



**Cleaner energy in Corangamite**

Corangamite Shire's 'solar hot water system installations,' funded through the Local Government Energy Efficiency Program (LGEEP), was a great win for Solahart Southwest Victoria dealers Adrian & Bernie Mills. Their Camperdown agent, Deiter McDonald Plumbing, spotted the tender notice in his local paper. After visiting the various sites and determining which systems to install, the tenders were submitted with their recommendations and they have been successful in securing four out of the seven advertised

**THE CORANGAMITE SHIRE IS COMMITTED TO REDUCING ITS ENERGY USAGE AND PROMOTING THE USE OF CLEAN ENERGY**

tenders. The Corangamite Shire is committed to reducing its energy usage and is promoting the use of clean energy as well as encouraging the local community to be more energy efficient in their own dwellings and workplaces.

Image  
Brad Salmon and Shawn Mckenzie;  
installers for Southwest Victoria

**PHILLIP ISLAND**



**Great feedback from Gippsland**

We love getting feedback from happy customers. Like this!

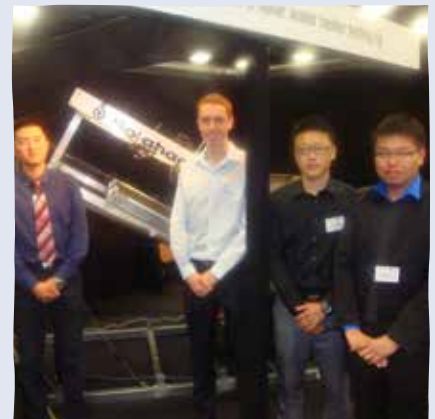
**PETER, GRANT AND THE TEAM AT SOLAHART GIPPSLAND WERE EXTREMELY PROFESSIONAL**

"We have just replaced our 32 year old Solahart Solar Hot Water system with a new system by Solahart Gippsland at our property at Phillip Island. The existing unit installed in October 1981 was still working on solar but needed an electric backup element to replace the one that had just given up. Rather than do that, we decided the system had been so good we would replace it and not have to worry again.

Peter, Grant and the team at Solahart Gippsland were extremely professional and the job was completed on the particular day as promised. We can certainly strongly recommend to anyone the benefits of Solahart Solar Hot Water."

Image  
Aiden & Ruth Crilly from Phillip Island

**ADELAIDE UNIVERSITY**



**Solahart Supports Adelaide Students**

With the support of Solahart, students from Adelaide Universities Mechanical Engineering School recently set out to design and manufacture a solar water heating test rig compliant with Australian standards.

**A SOLAR SIMULATOR PROVIDED RADIATION TO THE SOLAR COLLECTOR**

The testing rig was designed to be operated indoors in a controlled laboratory environment, using a solar simulator to provide radiation to the solar collector at an intensity equivalent to that of natural sunlight. Temperature sensors monitor the water temperature as it enters and exits the collector and quantify the temperature gradient of water within the storage tank. Exciting stuff, indeed! The finished rig will be used by future University students for teaching purposes.

Image  
Pictured from left to right: Houzhi Wang, Jarrad Braham, Xuan Wang, Jay Wei Lim.



FLINDERS PARK



## Howzat for Charles Sturt Council!

As part of the Federal Government's 'Local Government Energy Efficiency Program' (LGEEP), Charles Sturt Council asked Solahart Flinders Park to convert inefficient electric and gas hot water systems to new high performance Solahart Solar Water Heaters.

THANKS TO SOLAHART, A NUMBER OF THE LOCAL CRICKET TEAMS WILL HAVE HOT WATER FREE FROM THE SUN

So this summer, thanks to Solahart, a number of the local cricket teams will be taking advantage of hot water free from the sun.

Image  
Paul Channon from Solahart Flinders Park.

ADELAIDE



## Lyll to the rescue

Solahart Flinders Park Dealer Principal Paul Channon was on the search for an experienced Solahart salesperson to cover a busy three months leading up to the ending of the SA feed-in tariff when Lyall Zeeb knocked on his door. Lyall was on his way travelling around Australia with his partner Tracey and came to them after years of experience at Solahart Midland in WA.

"I WOULD HIGHLY RECOMMEND LYALL TO ANY SOLAHART DEALER"

As a result of working with Lyall, Paul has some advice to anybody along the East Coast looking for a great salesperson. "I would highly recommend Lyall to any Solahart dealer who needs an extra hand or perhaps a family business looking to have a break. He has excellent product knowledge and communication skills." If you're searching for a high quality salesperson, drop Paul a line for Lyall's contact details.

Image  
Pictured from left to right Glenn Minear, Lyall Zeeb, Paul Channon.

VARIETY BASH



## WA dealers visit Variety HQ

Earlier in the year WA dealers were invited by Variety WA CEO Michael Pailthorpe to the all-new Variety WA head quarters.

Dealers met with Variety staff and were given a presentation on some of the recent grants provided by the organisation. Towards the end of the visit they had a group photo taken with Variety recipient, Aralie and mum, Danneal. After the first photo Aralie leant back and gave Jason from Osborne Park a kiss! Needless to say, Jason quickly gave everyone a great impersonation of a tomato.

DEALERS MET WITH THE VARIETY STAFF AND WERE GIVEN A PRESENTATION OF SOME OF THE RECENT GRANTS

Image  
Variety recipient Aralie leaning back to give Jason from Osborne Park a kiss.

## WELSHPOOL



## Welshpool Celebrates Solahart's 60 Years

The team at Welshpool got together in November 2013 for a celebratory lunch where plenty of Subway and Domino's were consumed. The team also got to meet 'The Muppet,' Solahart's new Variety Bash car.

Image  
Happy Birthday to the Welshpool team in WA!

## MELBOURNE



Image  
Rob Roberts with his beautiful bouncing baby boy, Xavier.

## Rob wins X Factor

Big news for Rob Roberts, Dealer Development Manager – South East Melbourne, Victoria, with the arrival of young Xavier, born October 29, 2013. Congratulations to all and we wish him all the best as he moves on to a dealership role.

## VARIETY BASH



## Goodbye Captain Solar, Hello Muppet!

Still on Variety, after two Variety Bash's as Captain Solar, the Solahart Statesman has been retired. The new old car is a Ford Fairlane 500.

AFTER TWO VARIETY BASH'S AS CAPTAIN SOLAR, THE SOLAHART STATESMAN HAS BEEN RETIRED

The move from Holden to Ford was applauded by Matt Sexton, Rheem CEO. The Ford is a seasoned Bash car and already themed 'The Muppet.' The big question is... what character will John Mortimer be? Many thanks to the Operations and R & D teams at Welshpool for their support with building the new thermosiphon unit for the roof. The unit can either sit up for display or sit down flat for driving. Sure to come in handy in next year's Sydney to Perth Bash.

Image  
Pictured from Left to Right Darryn Rudings, Solahart Joondalup, Tony Schirripa from Solahart SW and John Mortimer, State Manager WA.

## BUNDABERG



## Bundaberg's one-stop solar sensation

Three years ago, when Hervey Bay dealer Darren Page took charge of the Bundaberg Dealership, he didn't foresee the tremendous growth and potential that lay ahead of him. As the Bundaberg business grew so did the need for more space as well as a desire to totally own the local solar market.

AS THE BUSINESS GREW SO DID THE NEED FOR MORE SPACE

As luck would have it, the opportunity to move locations fell into Darren's lap and without hesitation Darren and his manager, Justin Mitton, moved location to one of Bundaberg's busiest intersections. The location was an old run down service station complete with mechanics garage, disused petrol bowsers and a lot of junk! Over a few weekends, the team transformed an old rundown site into a one-stop solar sensation. There is still much to do on the site but there's no doubt that Darren and Justin will develop the dealership into the most dominant player in the solar market in the region.

Image  
The new Bundaberg Solahart Dealership location.

**GOLD COAST**



**Off to a flying start on the Gold Coast**

In early July, Daniel Kelly and his partner, Lauren Steele, made the big commitment to take over Solahart Gold Coast from David Sullivan, who has retired to Burleigh Heads. Daniel is no stranger to the solar industry having undertaken all of Solahart's Gold Coast installations for well over 10 years so it seemed a natural move to take up the dealership opportunity. This has also meant some changes for Lauren who has stepped aside from her book-keeping business to focus on growing Solahart.

And what a kick-start they have had! Their first full quarter of trading has seen them well and truly beat their solar water heating target as well as introducing solar power. Their team is fully committed to the Solahart Way having gone through both First Impressions and 8 Steps Sales Training programmes and this has also included their plumbers and installers... now that's commitment!

They already have 3 Gold Coast buses emblazoned with Solahart branding, their 3 vehicles are now freshly adorned in Solahart's logo and next step is to refurbish the sign writing on their premises. Situated just behind Burleigh Heads, the building is exposed to some 50,000 passing vehicles per day hence the giant signage. This new dealership is off to a flying start.

Image Pictured from Left to Right Brooke Whitely, Lynsey Steele, Daniel Kelly, Lauren Steele and Rachel Davis.

**ROCKHAMPTON**



**A new dealer for Rockhampton**

Solahart is pleased to welcome new dealers to the team. In July, Grant and Kathy Bond began their journey with Solahart Rockhampton, and like most new dealers, there have been highs and lows along the way. Grant comes to Solahart with significant experience specifically in solar power where his electrical engineering capabilities have assisted him in his transition.

**WE LOOK FORWARD TO OUR PARTNERSHIP WITH GRANT AND MANY YEARS OF SUCCESSFUL SALES GROWTH**

After three months of hard work Grant and his team are now making real inroads into the Solar Hot Water market as well as growing on his natural solar power strengths.

We look forward to our partnership with Grant and many years of successful sales growth.

Image Kathy and Grant Bond from the new dealership in Rockhampton.

**TOWNSVILLE**



**Burdekin Men's Shed gets into Hot Water**

The Burdekin Men's Shed in Townsville has been donated a Solar Hot Water System by Rod Heathcote from Solahart Townsville. Rod said he was pleased to become involved in this worthy project.

The Solar Hot Water System will be installed on the roof of the Shed Meeting/Recreational Building and it will provide hot water for the kitchen. Longer term the system will also provide hot water to a planned disability toilet and shower block next to the Meeting/Recreation Building.

On accepting the Solar Hot Water System on behalf of the Burdekin Men's Shed Association Inc, the Secretary, Charles Ford thanked the Solahart team for their most generous donation.

**"HE WAS PLEASED TO BE INVOLVED IN THIS WORTHY PROJECT"**

Image Burdekin Men's Shed Secretary Charles Ford presents Rod Heathcote from Solahart Townsville with a Certificate of Appreciation.

QUEENSLAND



**Taking the Right Steps in Training**

Why is he throwing tennis balls? It's all part of Solahart's new 8 Steps Sales Training being rolled out across Australia. Queensland's State Manager, Joe De Aizpurua, and Dealer Development Manager, Russ Geraghty, have completed 2 months of solid training with each and every Solahart dealership from right across Queensland.

8 Steps Sales Training is an evolution of Solahart's 12 Steps process originally developed with the expert help of Peter McKeown at Salesmasters. Plenty of emphasis has been placed on the selling of solar power and the different finance packages on offer. In fact, the entire programme has been completely overhauled to now become a 3 part process commencing with First Impressions leading into 8 Steps Sales and concluding with Next Impressions Training.

So why the tennis balls? Each ball is marked F (feature) B (benefit) and Y (yes) and Joe is throwing the ball to one of the team for them to think and respond... "Tell me a feature of a Solahart Thermosiphon." It's a great way to train people to think and react quickly.

Image  
Joe De Aizpurua Solahart Queensland State Manager, in action!

SOUTH AFRICA



**The sun sets on an inspirational life**

As Hartbeat was going to press, the world learned of the death of Nelson Mandela, at the age of 95, after a protracted period of ill health. Nelson Mandela will be remembered as one of the most inspirational and legendary leaders of our time, fighting to end apartheid in South Africa and spending 27 years in prison.

His imprisonment came to symbolise the struggle for equality for all South Africans. From prisoner to the first President of South Africa in the post-apartheid era, he was awarded the Noble Peace Prize in 1993. Such is the respect the world has for Mandela that more than 9,000 dignitaries from around the world attended his funeral, including Barack Obama and three former US presidents, Prince Charles and our own Prime Minister, Tony Abbott. It is often said that there are only six degrees of separation between any two people on the planet and this is the case here. Nelson Mandela had two Solahart systems on his home in Johannesburg. From everyone at Solahart we extend our deepest sympathies to Nelson Mandela's family and the people of South Africa at this sad time.

Image  
Top: Nelson Mandela  
Bottom: Nelson Mandela's house in Johannesburg

**HARTBEAT**

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