

-NEWSLETTER-

EMPLOYEE OF THE MONTH



May's Employee of the Month goes to Mitchell for his consistency, reliability, and the effort he brings to the team every single day. Whether its quality workmanship on site, keeping on top of his paperwork or maintaining great communication, Mitchell always delivers. His attention to detail and dependable attitude makes a huge difference to the day to day running of the team! Thank you for the massive effort this month Mitchell.

Tradie Tuesday

*Remember to protect your brain like its your best tool. One knock to the head can impact memory, mood, personality, focus, mental health and your future.

What's Happened this Month

It's been another huge month at Hot Chilli, with the teams flat out across Queensland tackling everything from emergency breakdowns and programmed maintenance through to major installs involving cranes, heavy lifts and plenty of problem solving along the way. Between the early starts and big projects, the crews have once again been putting in a massive effort to keep things running smoothly for our clients.

The team in Brisbane headed out to site for a freezer that had decided that keeping frozen food frozen is optional. After tracking down the issue, the team found a failed condenser fan causing the unit to struggle. The faulty fan was replaced, the system tested, and before long everything was back up and running. This is just one example of another freezer saved from an untimely meltdown by the Hot Chilli team!



Back in Hervey Bay, the team is deep into a massive multi-month project that has been keeping everyone



busy, caffeinated and occasionally questioning whose idea it was to move equipment weighing six times more than a baby elephant. The crew has been powering through the installation of a large split ducted system, with big lifts, tight coordination and plenty of problem solving keeping the project moving forward, safely and efficiently. Another major milestone ticked off for the project, and the team absolutely smashed it!

The action didn't stop there either, with the team taking on another major project in the Bay! This one involved removing an existing VRF system and replacing it with a new system better suited to the client's requirements. No small task either, with the crew running over 1km of refrigerant interconnecting pipework and cable throughout the project. With plenty of focus, communication and attention to detail along the way, the Hot Chilli crew once again delivered a clean, efficient install to the high standard we're known for!



It was another massive month for the Hot Chilli programmed maintenance team, carrying out servicing and testing on over 1000 (yes, one thousand!) assets across Queensland! The team has been flat out keeping systems running efficiently and reliably for our clients, with plenty of early starts and busy days out on the tools. At Hot Chilli, we strongly believe that consistent and thorough programmed maintenance is key to maximising equipment lifespan, reducing costly breakdowns and

improving overall efficiency. That's why all of our maintenance plans are tailored to suit each client's specific needs, because smarter maintenance means better long-term results.



Being polite, respectful and approachable with customers always goes a long way. One piece of feedback that stood out this month was: **"Thanks for getting this one done. The owner was very appreciative of the courtesy and politeness shown by the techs. It goes a long way so thank you."** Feedback like this is a great reminder that the small things matter and the way we interact with customers leaves a lasting impression. Keep up the great work team!