



CLIMATELINK

COMPANY PROFILE



www.climatelink.com.au

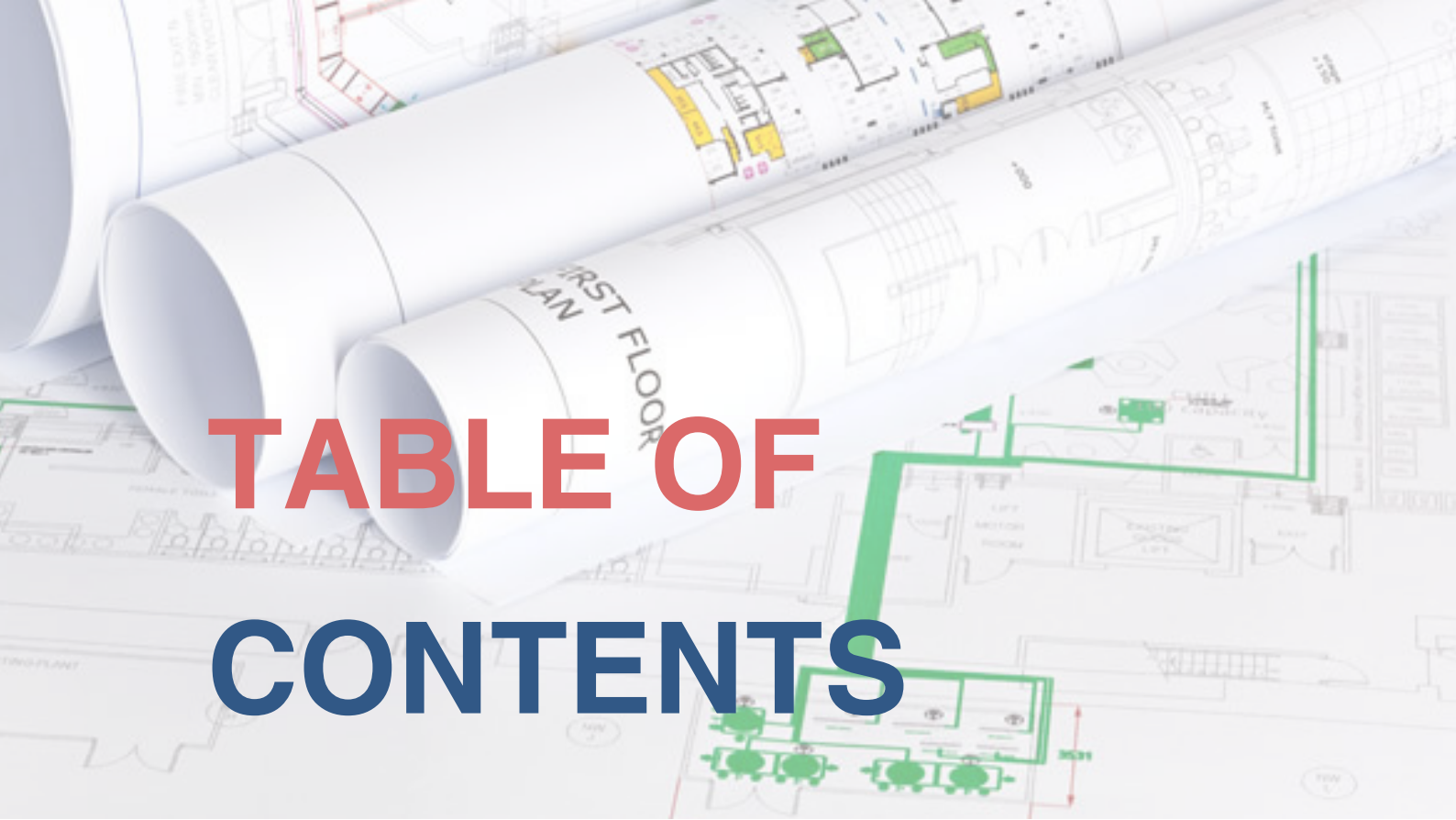


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About Us

Who We Are

Established in 2016, ClimateLink was founded by Dalibor, who now has over 17 years of experience in the air conditioning industry. In 2017, Alan joined the company, helping to restructure and build it into the trusted business it is today. Together, they have grown ClimateLink into a company known for delivering quality products, expert installations, and reliable maintenance for residential and commercial HVAC systems.

At ClimateLink, we look forward to building and maintaining strong relationships with all our clients and suppliers.



Dalibor Martinov & Alan Prodanov - Directors

Dalibor and Alan lead a team that is founded on strong principles and values, taking pride in offering quality workmanship, coupled with friendly and professional customer service.

Outside of business, Dalibor enjoys spending time with his large family which often includes running various renovation projects around the home with his boys.

When he can get away, Alan likes to take his young family on camping trips, long road trips to Melbourne, or simply enjoy life on their acreage property.



Our Core Values

1. Stronger together, a diverse team with a shared goal

We work together as a team, collaborating closely with our customers and suppliers to achieve great outcomes. Through open communication and strong cooperation, we consistently deliver outstanding results.

2. Always deliver what we promise

We hold ourselves to high standards by speaking up and embracing feedback. Through open and transparent communication, we ensure we always do what's right — including taking full responsibility for our work.

3. Driven by dedication, powered by hard work

We don't believe in problems; only opportunities to find solutions, no matter how complex the requirement. Our team is punctual and always willing to go the extra mile to ensure your project is completed to the highest standard.

4. Excellence in every detail, respect in every interaction

Our professionalism is presented in our appearance, actions and outcomes. Our dedication ensures we understand your needs, deliver quality work and achieve exceptional results.

5. Constant improvement through learning and innovation

Our thirst for knowledge and openness to change drives us to deliver results with the latest technology in mind. By continually refining and improving our procedures, we achieve greater efficiency and better outcomes.



What we do

At ClimateLink we work with a variety of clients across a wide range of industries and sectors including..



Residential Air Conditioning



Commercial Outlets



Medical Centres



Office sites



Kindergardens/Schools



Residential Services

Installations

At ClimateLink, we understand the importance of selecting the right air conditioning system for your home. We work closely with builders and homeowners to provide tailored solutions, whether it's a central ducted system with smart controls or separate split systems. Additionally, we offer heat recovery ventilation and air purification solutions for energy-efficient homes.

Routine Service & Maintenance

We provide ongoing post-installation support, including routine system maintenance checks and chemical cleans to ensure optimal performance. A detailed service report is sent after every maintenance check.

Repairs

When air conditioning systems malfunction, our team works quickly to diagnose and resolve issues. If a system is under warranty, we assist in coordinating claims with the manufacturer for a hassle-free process.



Commercial Services

Installations

We collaborate with builders, business owners, and facility maintenance managers to design HVAC solutions tailored to the unique requirements of each commercial facility.

Routine Service & Maintenance

Regular maintenance is essential for maximizing system efficiency and lifespan. Our maintenance agreements help minimize disruptions, ensuring your business operates smoothly while keeping your HVAC system in peak condition.

Repairs

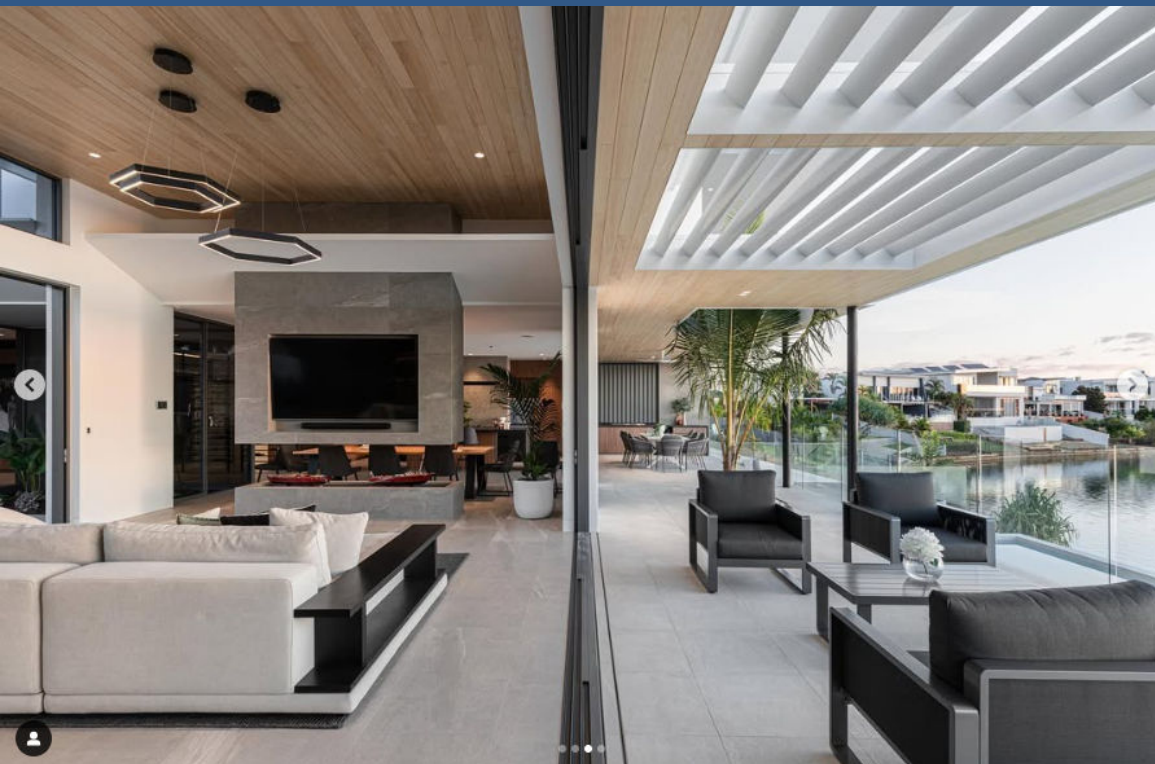
For unexpected breakdowns, our responsive team provides quick and transparent service to restore system functionality, outlining rectification plans and cost expectations upfront.



What Makes Us Unique

Breathe Easy with ClimateLink – Trusted Service, Expert Solutions, Lasting Comfort

- **Customer Satisfaction** – Our dedication to customer care is reflected in our many 5-star reviews from satisfied clients over the past seven years.
- **Loyalty & Added Value** – We build long-term relationships with our customers, leading to repeat business and strong word-of-mouth referrals.
- **Team Culture** – Our friendly, well-trained professionals are committed to exceptional service.
- **Niche Expertise** – We go beyond air conditioning, specializing in complete Indoor Air Quality solutions, including air purification, heat recovery ventilation, and dehumidification.
- **Quality Guarantee** – For total peace of mind, we use only high-quality materials and follow strict quality assurance checklists, ensuring every installation is done to the highest standard.
- **Honesty & Integrity** – Transparency and trust are at the heart of everything we do. We provide clear, honest advice with no hidden costs, ensuring our customers feel confident in every decision.



Customer Testimonial



Dina Kenins

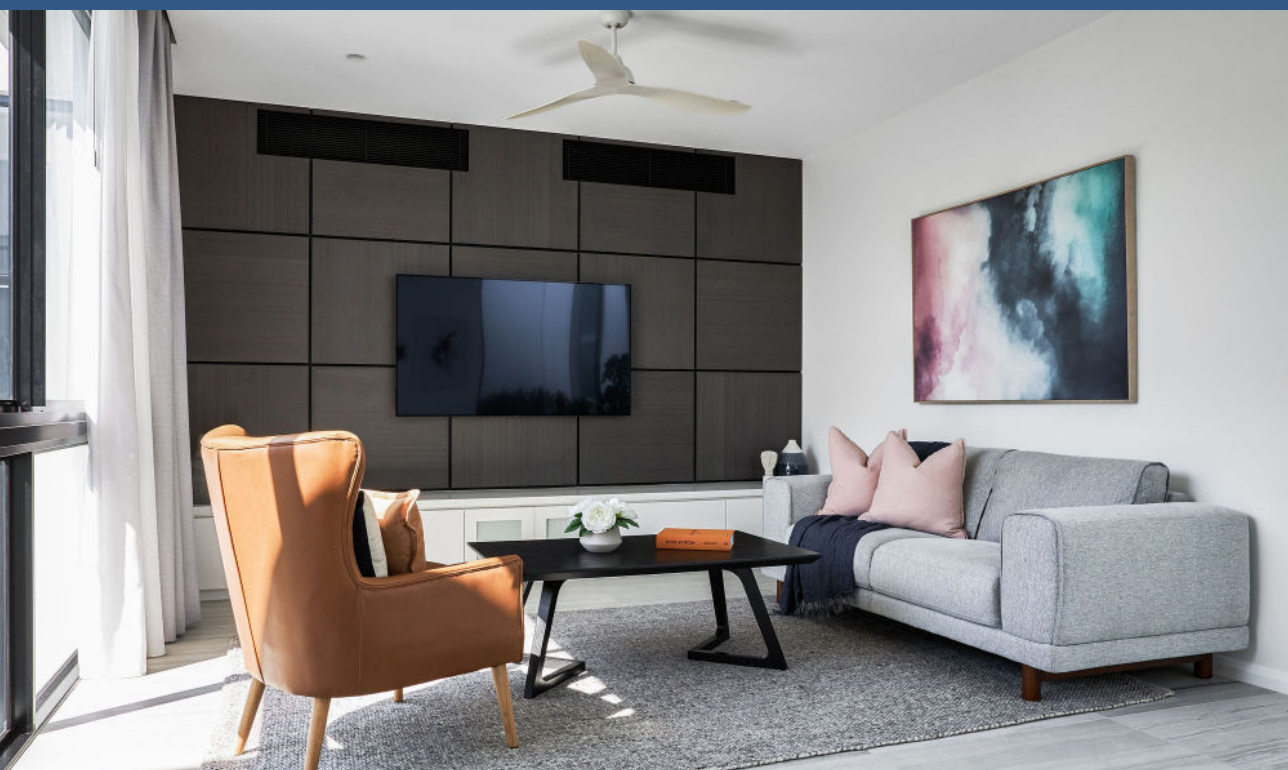
4 reviews

★★★★★ a year ago

As a developer, we have used ClimateLink on several projects now and their work is always outstanding. Dalibor and Alan's knowledge and professionalism is 10/10 and I would highly recommend their work to anyone looking to install any type of Air-Conditioning being on a small or larger scale residential.

**Dina Kenins,
Kenins Development**





7-Point Satisfaction Guarantee

1. Workmanship Guarantee

We stand by our technicians' expertise, offering a workmanship guarantee on all new installations to match the manufacturers warranty.

2. Quality Materials Guarantee

We use only premium materials, honoring all warranties on supplied products. If a product fails within its warranty period, we'll fix it at no cost.

3. Clear Communication Guarantee

We keep our clients informed at every stage of their project, ensuring clarity and transparency.

4. Costing Transparency Guarantee

Any changes to the project scope, whether savings or additional costs, will be communicated promptly—no unexpected charges.

5. Accessibility & Support Guarantee

We are available to answer your questions and provide support throughout the entire process.

6. Clean & Tidy Guarantee

We respect your space and guarantee a clean, tidy work area upon job completion.

7. Qualified & Trustworthy Staff

Our team is composed of fully background-checked professionals, ensuring a safe and reliable service experience.

Company Details

ABN: 86 668 220 193

ACN: 668 220 193

LICENCES

QBCC: 15381611

ARCTIC: AU59501

Electric License: 166448

INSURANCE

Public Liability: HTP11000817 (Insurance Union)
Limit: \$20,000,000 Expiry: 30 June 2026

Workers Compensation: WSM230700148
Expiry: 30 June 2026

ClimateLink Pty Ltd



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