Episode 54: Kitchen Design Essentials

Appliances Part 2

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It's with great pleasure that I welcome back Rob Sinclair from A&S Trading. Last episode of the podcast we actually talked about kitchen appliances, and we covered off overall buying criteria, fridges, and dishwashers. And today we're going to be talking about the all important ovens, stove tops, and range hoods.

And there is lots in store. Rob has been so incredibly generous with his time, and his passion just shines through, as I said last week. So Rob is the managing director of A&S Trading. He's been working in the family business since he was 14 with his brother. And A&S Trading started out as a one store in Victoria in Ashburton and they've now grown to nine.

But they have a very strong online presence, and you can tap in to A&S Trading with a live person on the end of the online chat between 9:00 and 10:00 PM, seven days a week. So I certainly welcome Rob, and I welcome him back again to talk about appliances in the all important kitchen space and what you need to look out for your stove tops, your range hoods, and your ovens and steam ovens.

So welcome again, Rob. All right. So now we're going to go into stove tops, and of course there's three main ones. And I know that there's so many different reasons why you'd go for induction versus electric versus gas. Some people are really passionate, for example, to cook on gas. They've always had gas.

Like we were saying before, an 80-year-old lady has been, cooking with a, a gas oven. She's al- always gonna wanna cook with that. And I do find that a lot with clients. Gas is, "I've always had gas. I like the instant I can see what's going on with gas." But there's a lot of curiosity around induction, and I think they listen to what their friends are saying and whether they've enjoyed that experience or not.

So just walk us through then the differences, the key differences, and why you'd go for one over the other in terms of the way you cook around gas, induction, and electric. So the number one thing I'm

gonna look for, criteria of any hot plate will always be I I want control. Yeah. And then I wanna have, when I choose a hot plate, gas or electric, gas or induction, n- no matter at this point, th- g- any hot plate that delivers me more control, whether that's gas or induction, then I get excited.

And control means how low are my simmers- and then do I have a real visible range or step of temperature? Now obviously when I ... to my biggest burner or my largest induction burners, yes, big fry pans, woks, big pots and so on can come into play. But how much control do I have? What's the range of temperature that I can see, whether it's gas or electric?

That's really crucial to me. Because again, when we're using a hot plate the thing that's most crucial is how much space do I have and what are the pots that I like to use at home and where will they fit? For me, regularly cooking on a stove top, it's nothing for me to have potentially last night's chicken roast in a pot just quietly going away making a chicken stock And then we've got tonight's dinner happening in a few different pans, and it might be, there could be some salmon in the oven, and could be just making a little tomato sauce with some capers and some garlic and some chili just to go with the salmon.

But what is it you do on your stove top? That becomes, again, important. And then where do pots and pans or woks all fit next to each other when you're doing what you wanna do? For me, those things, spatial... the creation of space and being able to fit everything you wanna use properly on a cooktop is important.

When we get to the definition of gas versus, say, induction, this is where it gets exciting. If I look at control, then there isn't... and I have to obviously declare my interest in induction. But I'm not ignorant to gas. I- That's okay. I can declare my interest in gas Yeah. 'Cause I I have some incredible gas hotplates that deliver some of the finest performance in gas cooktops, so I really love them too.

But I suppose, 'cause the final thing obviously the thing that worries me most... or not worries, excites me most in a cooking product like a hotplate, is the easier to clean. And if I get all the cooking benefits, then I get excited about that being the best. But the other thing with- And I think also then from a design perspective, just adding in the design, even though I am so pro functionality- Yeah

when you're looking at induction, it is seamless to look at as well, and you're just wiping everything clean in one go. Gas is always fiddly to clean, and generally speaking, you'll never get it to look brand new ever again. Not really. So I know that when people are really after- So the, ... that seamless look, induction is beautiful.

Yeah, they look good. So when I have, the better brands of induction and better brands of gas deliver control. So there aren't many brands of gas that deliver control, and I probably shouldn't name them, but I think the best control comes from brands like I've got Franke Professional.

It used to be called Highland. Great gas hotplate made in Australia. A really good quality product that has plenty of space depending on the model I choose, and really good quality brass burners. Some of

them are even made in Germany, and then part of the assembly here in Australia. Fantastic. So great quality gas hotplates would be ASKO.

It would be certainly the guys from Franke Professional and sadly, 'cause they're not too cheap, the, the Wolf gas hotplate is one of the most unique gas hotplates in the world, 'cause it's got a double stack burner. There's one burner that i- it's part of the central ring itself.

There's a lower ring, and then above that another ring- Where the actual gas comes out and there's a separate gas pipe to the lower ring and a separate gas pipe to the top ring. Wow. And the lower ring is a smaller gas pipe and the, then the top ring is a larger gas pipe. So I have really accurate control over this low heat on the low burner, on the lower gas ring and on the higher gas ring I've got more gas coming in giving me a more powerful flame.

The low burn gas- I think that the most frustrating thing as a cook is not being able to get it low enough. Yeah. So if you're making jams and things like that, you need to get that so low for so long and I know it's frustrating when you can't get it low enough. The Wolf is the only one, only gas hotplate on the marketplace where I can take a piece of paper towel and I can put it on top of the burner whilst it's running and that, that paper towel does not burn.

It's so low that it won't actually- Oh, that's amazing ... get the paper burning. So control's what I'm after. So I can get really good control in gas. I tend to pay quite a bit for it and I can get amazing control in an induction. And I do pay quite a bit for that technology. Induction does, of course which I love, which is, it's just a piece of glass and then it's got beneath it the the devices that agitate, they create a magnetic field and the magnetic field agitates the iron molecules in the base of a pot or a fry pan.

Which of course means if there aren't any iron molecules in the base of your pan it won't work on an induction hotplate. The easiest way to check- Hence why you need saucepans ... Correct. And the easiest check Frances, is if you have a magnet at home, take the magnet, if it sticks to the bottom of the saucepan, it's gonna work.

If it doesn't stick to the bottom of the saucepan or the fry pan it won't work. Top tip. Top tip. So but it's quite regular that people end up having to upgrade their pots or pans potentially if they go with induction. Why do I like induction? I like induction because I have up to 18 different temperature settings on one hotplate and the thing about those temperature settings is they're an exact number.

They're number one, one and a half, two, two and a half, three, right up to nine. So one, one and a half, two, two and a half, three, takes me to 18 settings when I've got one through to nine with half settings in the middle. That means that number one- After I've mashed my mashed potato which was boiling away quietly at number six, simmering away at number six.

You'll hear me talk numbers with induction. Yeah, he's all numbers. Yeah. So my, my, my potatoes have been simmering away, Nicola potatoes have been simmering away at number six. I then turn the induction hot plate down to number one, and I mash the potatoes still on the stove top. I add my

milk, I add my butter, stir it through, and then I put the lid back on, and I leave it on setting number one for as long as I want.

That potato is now in a keep warm function with the lid on, and I can serve it whenever I'm ready in half an hour to two hours time. At no point does the mashed potato burn or brown on the bottom. Number one is less than boiling. You can't do that with gas. No. You can't do that with gas, so that's

Yeah. And then number one, of course, also then if I've, if I'm nice and patient, it's fantastic for chocolate. So I can just get the pot warm enough. At no point is it cooking, it's just warm enough. I can actually maintain my hand in the base of the fry pan or the pot in, on the number one setting. So it's about a 60 to 70 degree Celsius setting, which is incredibly low.

And of course, it's even temperature all the way across the bottom. That's the other advantage not located in one spot where the burner ring is. So I like induction because it gives me super low, and then I've got 18 increments of temperature from low to top. When I get to high heat, it's about twice as fast as gas will be at bringing water to boil.

And the probably the only deficiency I think induction has, and I'm not a person who uses a wok but if I wanted to really have the best style of wok cooking, then I would wanna have a wok burner either integrated into my induction hot plate, which ASKO do beautifully and a few other brands or I can butt up next to it.

I can have a 60 centimeter wide induction- pipe and I could butt up next to it a wok burner that was 30 centimeters wide. So again, for me, what I like- You've got the best of both worlds then ... you can, yeah. And I don't have that gas burner, 'cause I really don't cook with a wok. Yeah. And I'm happy to probably get away with a, a sauté pan to do a stir fry- Yeah

'cause it's so rare that, my- myself and my fiancée would do that. But I love the fact that I've got all these settings. So crepes, seven. Steak, number nine. And nine on a, with a cast iron pot. You imagine the, the Le Creuset do these pans that have got the ribs all the way across the top.

Yeah, I've got one of them. I'm a Le Creuset fan- That's it ... don't you worry about that. So they work beautifully on the induction, Frances. Le Creuset pots, Le Chasseur pots, Staub pots. All of those cast iron type of baking equipment. I can take a Le Creuset pot... Sorry, Le Creuset baking dish, cast iron baking dish or roasting pan out of my oven.

I can put it straight down on the stove top, and then I can have a nice temperature that gives me even h- heat all the way through the base of the Le Creuset baking dish or roasting pan, then I can be doing my gravy in that whilst I'm letting the chicken rest. There's so much flexibility to induction that I really like.

But back to the original comparison. So yes, there is a whole bunch of reasons why I can probably show you technically that induction it has, has some certain prowess, and the cleaning is obviously

beautiful and the way it integrates into the benchtop is great. There's one thing, and I've, got- I've got many chef friends.

They find it very difficult to adapt from the gas to induction, 'cause they're just so used to watching. Where's, what's my temperature? Look at that, done. I'm used to it. And I can't argue against that, that's an innate understanding as to what you're doing with your hot plate, and it's not my job to argue against that.

I can show you all the benefits of the induction and why I think it's better- ... but at the end of the day, if someone's not prepared to change, Frances, it's not our job to try and force them. And I was going to say, having been in a few holiday houses, I actually suggest this to some of my clients as well, is go and stay in an Airbnb or whatever with an induction- Yeah

so that you can really use it yourself rather than being in a showroom. I know so you can go into some of the showrooms and try it out, but go to an Airbnb. And I know that's where I've used it, and I thought, "Oh, this is really good for these things. However, oh, I'd have to really get used to this, and this."

It it would go to the boil too quickly or I couldn't get it down li- it was just I- you'd have to, I think, spend a bit of time with trial and error just getting to get used to it, because it is so different to using gas. It is. If you don't wanna do that then it probably won't be for you.

And like your chef friends, they're so used to being, doing it a certain way- And it is, you're constantly looking. I can s- But I think if you are prepared to adapt, it's probably gonna be a good outcome. If you're prepared to adapt, it is the finest cooking device. I, when I, w- the house which has got the the Miele dishwasher in, which doesn't quite do my wine glasses, I was mentioning it before.

I the the, the... It was a Miele gas hotplate, 94.3 centimeters wide, which is a very unusual size. The only induction hotplate, I changed the gas hotplate as soon as I moved in. It was only three years old. Yes, it was a Miele. Yes, it was the but I'm so used to induction, changing the Miele out was important and of course the Miele induction hotplate fit perfectly.

I've, I really struggle to use gas now because I burn stuff and I'm not used to my temperatures, because- you, so it's all what you get used to. It is, totally. So if you're looking at induction then, because there's a big fluctuation in prices for induction. What are you getting when you're spending a bit more and why would it be worthwhile spending a bit more?

What's the difference between, induction? It's not all like for I discovered a hotplate the other day that's only $1,000 for an induction hotplate. It's an entry level one. Where would you sell induction? Oh, at good old Aldi. Okay. So- It depends- that's what I'm saying. Why would you wanna spend more?

What are you looking for when you're buying induction? So there, there's all sorts of criteria. The, the cheaper ones may need more ventilation for the actual the induction mechanism to work, which means if it overheats, it might shut down the hotplate. Secondly you'll find that it might not have enough power for you to use all of the burners at whatever temperature you want.

You might only have one burner going at high and the rest of them must be at low because it was too low a power coming in. Oh, that'd be dreadful. So the entry level Aldi might only be a 10 amp or 15 amp connection. All the better brands of induction hotplates are typically 32 amp connection. It's a whopping amount of power to come in.

It does not mean it's expensive to operate because remember, we're creating a magnetic field, we're not running an element to create the heat. And so creating the magnetic field is not expensive And the magnetic field is what agitates the iron molecules. So importantly, I think, induction is really, I think, very safe to use, very easy to clean, and a very accurate medium if you're prepared to take the time to learn a new medium of cooking.

You will get the rewards of your patience if you take the time to learn induction because of the cleaning and the so much flexibility and accuracy- Precision ... of temperature control. The precision's unbelievable. So it's, it's- So it sounds to me then like you need to look for a model that's got a 32 amp for the lowest levels so that you can get it- Yeah, 'cause the- so that's what you're looking for if you're going to buy.

Yeah and those brands, again, the all, all the similar names popping up. And, yeah. Yeah, so it's gonna be the- Yeah ... Miele, the Siemens. Siemens ones incredible. The Miele ones are very good. The Neff one's very good. The Smeg ones are good. The AEG ones are good. Oh, it's funny you've just said Smeg, 'cause I was just about to say to you, Smeg hasn't crossed your lips this whole time, but it just did then.

No, Smeg make incredible ovens. They really do. The Smeg is, Smeg's made in Guastalla of Northern Italy. Vittorio Bertazzoni, who's a very good friend of mine, is the third-generation member of the family that founded Smeg. He is the... V- if Vittorio wanted to compare Smeg versus Miele, Bosch, Siemens, Neff, Gaggenau, Miele's Vittorio would clearly say the Smeg brand is not only beautiful, but we cook in it.

And it's a per- it's the, it's a real cook's oven, 'cause, the Italians will always be arguing that they are the best chefs in the world. And Vittorio is a very strong fan of the fact that he believes his are some of the finest cooking ovens on the planet. Having been to his factories I'd rate the quality of the Smeg right up there with the Bosch, the Siemens, the Neff, the Gaggenaus, the AEGs.

And the Ilve, because I'm sure that Ilve and Smeg would be fighting with each other being Italians. Oh, yeah they're very close to each other. One's in Modena, the other one's in Guastalla. Oh, okay. 'Cause that's the- They're pretty close. Yeah. Yep. But look, Smeg... Sorry, the the Ilve brand has always had a strength in upright cookers.

And their range is broader and their finish options are much more significant than the Smeg brand. So with Ilve you've got, all sorts of things available to you, whether you have induction on the top, combination of inductions you can have French tops to, to cook on, which is those cast iron tops.

Ilve has a heritage in upright cookers and their depth and breadth of sizes, models, colours and shapes- Yeah, it's- ... and combinations is endless. Yeah ... many of those products we sell, Frances, are special order models where that upright stove just becomes that Centrepiece of the kitchen.

It might be a really ni- nice matte black stove with twin ovens, and it's got brass antique brass knobs and handles on it. They just, they're very stunning, so- in true Italian style, the looks, you just have to look at their advertising campaign. Yeah.

It's all, very beautiful. Absolutely. But the Smeg brand in, in hotplates and ovens, Frances, you are quite right, I haven't mentioned them, but I would never leave them out. They're a great product. And particularly the, the- Oh, I wasn't trying to pick you up. I was just bringing them up. They're not in.

So just one last thing on the induction. Another thing that my clients get a little bit worried about is how safe they are with kids. Yes. Now, I know, Frances, you take the pot off and it's instant, it instantly turns off, but they're worried about their kids touching it, where with a f- with gas, you can see the flame, so they can say, "Don't touch the flame."

How does that work from a safety s- perspective with kids? Is it safe? So I'm... and to me it's safety is one of the most paramount things to consider in any appliance, anything we do in the home. And for me, having brought kids up on induction hotplates they were using my, I think my son was first making his crepes on his own by about the age of 10.

The only thing that gets hot on an induction hotplate is the pot or the pan itself. Of course, if you're boiling water inside the pot, the water becomes hot and dangerous to any child. The thing I love most about the flat piece of glass and any pot or pan sitting on it, is it's a flat piece of glass. No matter where I put the pot, it can't tip. Now, of course, if I drag the pot off the front and it tips off the bench that's gonna be a problem. But whether it's gas or induction, that's not gonna change. But the unevenness of a gas hotplate for pots and pans versus the flat nature of the induction, I think is an advantage to have a nice flat surface.

Yeah, agreed. Secondly, if I take the induction burner, if that's my burner, and I have my pot sitting on this, I can have my hands right next to the actual induction burner itself. There is no heat- From one centimeter away from the base of the pot, there's, there is no heat beyond that one centimeter radius.

So hands can actually inadvertently get onto the top and be near the pot, and even touch the side of the pot, and you're not gonna get, you're not gonna have something that's too hot to touch. Unfortunately, the cast iron or the prongs of a normal gas hotplate the pot sits on, they are gonna get much hotter because they're under a naked flame.

Yeah. So if I was unlucky to get my hand into there, I actually think it's slightly more dangerous. And then the third thing is there's no naked flame. Yeah, which is super nice. So- Yeah ... if I happen to have just accidentally, which I've done myself too many times if I put my tea towel or paper towel too close I- I've certainly burnt things over my years with a gas hotplate inadvertently 'cause I wasn't watching, which is not unusual.

So I find the safety, particularly with kids and showing them how to use it incredibly easy. Campbell, at the age of 10, he just knew, go to- he just knew to go and get his normal fry pan. He'd make his crepe mixture. He'd then go and put his fry pan on the stove top. He'd turn it on.

He'd go number seven, 'cause he knew every time it was just number seven. Yeah. Yeah. And then he's got to, and yes, he was on a little step to get himself up to the right height on the bench, and there he is knowing what he's doing, and there's no heat other than the pan itself being hot. And I find that the safest.

Yeah. And I think that's a good point. And also just around the numbers actually, you were saying before, just know the numbers. Yeah. I think kids would really be good at remembering the numbers rather than, oh, is that on a low heat or not? And- ... and just having the numbers, it's the, "Oh, I do crepes on a seven.

I do this on an, an eight," or whatever it is. "My sausages are on this." Yeah. So probably it's really good. I induction, hey, that's certainly a strong, certainly a good argument for induction there, Rob. You've done a great job. But I respect anyone who likes to use either medium.

And I think the exciting thing for people who love gas is performance gas hotplates have, there's never been more of them than we have at the moment. Unfortunately 10 years ago, I think things were a bit ... for great gas hotplates. Today there's a really big range of great gas hotplates and, I mentioned the ASKO brand before.

They've got this volcano gas burner. It has got the most incredible amount of performance and efficiency. And if you go online and watch Adam Liaw who's the ASKO brand ambassador, he does the most incredible wok cooking on behalf of ASKO on the volcano burner by ASKO. Okay. great name for it.

And, So there's obviously still a big demand for gas. So in terms of your sales, is it 50/50 or is it more down induction? So Victoria as a state- I'm just curious if that's not a buying criteria. I'm just curious. No we are certainly very strong on induction. We would sell more induction than probably any other retailer- Yeah

in Australia, because we truly believe. All of our stores have got great quality gas hotplates and electric hotplates connected to the induction. Yeah. So people can actually try out both gas and electric and see which one they like. We do tend to find we sell probably a 50/50 mix, I would say, between gas and electric.

Now bearing in mind that Victoria's about 85% gas as a state that's a pretty big swing towards the induction. Yeah, that's huge. That is really big. Wow. Yeah. Okay. All right. The other really big one is rain- range hoods, and I know we spoke a little bit offline, and we're completely aligned with our branding on range hoods.

But so often I have clients just go and get a range hood that's the same brand as their stove, because they think it all has to match, and actually that's a really interesting point about all the appliances. You said before right at the start, you've gotta buy something that suits your functionality.

But I find so many people just have everything the same brand because they want it all to be the same, and I'm completely against that myself. So- I'm guessing you are as well. It's not then working around functionality. But- No ... I think because it's not something that, I just find that range hoods are a really big afterthought.

It's like, "Oh, yeah, I've got the Miele stove, so I'm gonna get the Miele range hood." And yet they're not looking at the criteria of what makes a good range hood. They just think 'cause the brand's there, it's going to be good. So tell me about- Yeah ... the buying criteria, and I specifically also wanna talk about the the air change per cubic meter and the measurements.

So what makes a good range hood and what's the good criteria to look at? So again, we're always looking at air movement. Yeah ... I think you've gotta start, that, that performance value that we look for in a range hood when we select them is trying to find out how much air they move. So a cheap range hood that we would've bought in the '80s and '90s was moving 250 to 300, maybe 400 if it was a really good one, cubic meters per hour.

A quality range hood is gonna kick off at around 700, and better ones will even do 900, and then specialty brands of range hood, Frances, will do, if you buy a twin motor version, will do 1,800 cubic meters per hour. And if you're to buy a three motor because you're putting it over a, indoor barbecue or something with a huge cooking area with major wok burners, we can buy three motor range hoods that are moving 2,700 cubic meters per hour.

Amazing. So bearing in mind that a poor range hood is only moving 2,270, I can buy a range hood 10 times more powerful than that. So suction's everything, but of course we've gotta be, we've gotta buy the right one to suit our needs. There's no point, if you only simmer and casserole, there's no point, putting some three motor range hood above your cooktop- No

If you're only, simmering and casseroling. And and I suppose there's a lot of other things with regards to range hoods as well. Is, are they then, y- when you've got your canopy style versus your built-in the pullout ones, can they do the same performance or is, are the canopy ones...

I think that's the other perception is the canopy ones are going to be better, more effective. Is that true, or? No. So again, y- you're, right back to the your initial question, you were bang on asking it,

what is the thing that helps us choose range hoods? So before I get into style, the number one thing I'm buying a range hood for is to extract- Yeah

fats, odours, smoke, oils. So air movement is the same whether it's a canopy, whether it's a slide out whether it's an under covered variant it doesn't ma- or even one of those cheap old ones that had the visor on the front you used to lift up that Blanco made in the '90s. Oh, God. They were terrible.

I don't think I've seen one of those for c- for centuries. They're, they were pretty ordinary. The cheap old Robin hoods and those sort of things, the, but everything, every one of them has a air movement value- Yeah ... in the in the specification sheet. So that's where I start to look. Now, if I'm looking to just stew, casserole and not create lots of, sort of airborne fats and oils, then a range hood that moves 400 or 500 cubic meters per hour will be fantastic But the minute I start frying, the minute I start, boiling water big pots of pasta even, doing the, the, the cruci pan with the steak in it, and all of a sudden I'm creating airborne vaporised fats and oils, then I want a range hood that does things better.

And of course, wok cooking, stir-frying is the ultimate- Stir-fry, yeah ... the minute I go to wok cooking, then I need something that's gonna give me the ultimate performance. So for me, air movement's one thing, and then of course noise is the next. So I want a range hood that really delivers me high suction, but I want it to be quiet so when I'm cooking, I actually turn it on and use it.

So you know, there's sort of a trade-off on the old ranges as well, that even if you did get it to maximum power and it did something for you, it was so bloody noisy you didn't wanna leave it on anyway. So for me, better quality brands of range hoods are very important to choose. And as you were mentioning earlier, just 'cause you bought a Bosch oven or a Miele oven or a Smeg oven or a Ilve oven, doesn't mean you should necessarily buy a matching brand.

Do your homework on, first of all, the type of range hood you should be choosing, which is an under-cupboard, because you wanna see, nice integrated joinery in, across the top of your stove top, and then you wanna put the range hood up into that joinery. That's fantastic. A slide-out range hood was very popular in the '90s, and it had that little 30 mil trim.

And I suppose in our minds, it sounded and looked right to pull the trim towards us and giving us more coverage for the range hood to work. Doesn't, it did not ... theory at all, that- I know, it's hard to get your head around the fact that- ... it's bloody useless. It doesn't do a thing. The slide-out thing is really not needed.

And then of course I might wanna choose a canopy style range hood 'cause I wanna create a, a really industrial, stylish look, that, that gives the appearance of almost, potentially a commercial style kitchen, which of course we can create. Or you might have seen, Frances the, the, the range hoods that have become quite popular at the moment is those cylinder range hoods, that sometimes we see a cylinder above a hot plate- Yes

or two cylinders, or I might see just a square box sitting above the hot plate. So I've got design things to consider. But no matter what my design is I then need to make sure that my design is gonna deliver me performance. Yeah. So that's, and performance to my style of cooking. So the more I cook, the hotter I cook, the more airborne fats and oils that I do, or even maybe the, if I love doing, really rich curries or I love cooking lots of seafood that can send the seafood odours through the home, then what is it I'm trying to manage and how important is it to get rid of all of those smells will determine how much air movement we should have on the range hood.

So again, in my head, before I go into a store and get told to do this or that, or asked, not asked enough questions, think about your cooking style and think about how important it is to extract everything from the cooking. My opinion will always be the more I remove, that means I don't have fat deposits on my cupboards, I don't have smells wafting to the rest of the house, getting into my drapes or whatever, so the more minimising I can do of smells and odours, the better Yeah, no, I, sorry, keep going And then of course that then leads us to, if I've made all these assessments and I've bought, no matter what brand of cooking appliances I've bought, there are two or three brands of range hoods that have only ever done one thing, and that's build great range hoods.

So I quite like using, specialty brands because they've just, they've developed a range of products that suit nearly every application. And, you and I have a, a very favored brand that I would mention, which is a, a, a brand of range hoods made in, in, in Melbourne. And John Keating has been manufacturing range hoods all of his and founded the Quasar range hood company.

John is 80 today, he's still a really passionate industry person. But he builds a range hood that will suit any application. No matter how hard it is ducted no matter where that's gonna be installed he has a range hood that will absolutely suit any application. And I think, you'll find businesses like us and people like us, we love using his brand, for example, because it's just it's our go-to for anything.

If I want a budget range hood, and I'm, you're being a little bit presumptuous to say that $900 for a range hood is cheap but it's such an important part of any kitchen to get right, is good quality suction with low noise and good quality lighting. I think it's crazy not to invest $900 or so in a quality range hood.

Now, if I could- and I think the other really key thing that leads to that too is, and, a- and I think because it's not this, "Oh, you can't see all the fancy gizmos on my fridge," or you can, that they spend more money on their fridge. But because we are living in open plan living these days, it's not as though you can close the kitchen door and get rid of the smells or get rid of the noise.

It's in your living room, it's in the dining room, and more often than not, people will be watching TV when you're cooking. Oh, it's like, "Put the range hood away, it's too noisy. Turn it off." So I think it's really important because of our livability in this open plan, it's even more of a reason to invest in one that's really gonna work.

Yeah, couldn't agree more with you, Frances. And I think that's what sees us, across the three different brands, especially range hoods, and there's Quasar range hoods. Sirius is a beautiful

company from Italy- Yeah ... that make a fantastic range hood. And I've had the great pleasure of being through their factories, and the second generation of Bruno's family is now in, in the company, which is great, both his daughter and his son.

And there's Falmec who also make a really nice Italian specialty range hood. But the, the heavy lifting is really done by Quasar and Sirius in my opinion. And Quasar has a solution like no other range hood manufacturer for everything. They even allow us, Frances, I'm sure you're aware, to custom-build models to suit- Yes

certain widths and certain applications. Yeah. And we do many special orders to suit- customers' requirements because to your point, the open plan living and the livability of the kitchen and the friendly usability of the kitchen means that the quieter the range hood performs, and the level of suction that ensures that I never see or smell fats, odours, smokes, and oils in my house- people are really prioritizing to get better quality range hoods, and we're seeing it a key part of design today in any kitchen that, it tends to be a quasi range hood. And of course, they make them in 50 centimeters wide, 80 centimeters wide, 120 centimeters wide, 150 centimeters wide, and if we need to like the one in our new Preston showroom, they've made one six meters wide to suit our demonstration kitchen area.

Yeah, that, that's amazing. Yeah. And that- the other thing that I find with Quasar, because they're so passionate about making a good quality product, it must be installed by someone that they install, as in that, that they are a qualified Quasar installers or the warranty's void. They must use the...

You must be a- you must be able to use the special ducting, which is fixed rather than that flexible ducting. My understanding is that with that flexible ducting- Correct ... you're never gonna get a decent extraction out because it's, there's just too many, curves and everything else. So when it's fixed and it's so wide- Yes

and you can have it on the flat or you can have it in the other direction, that you can really they can really control how much suction is coming out and that's why they're, "If it's not installed the right way, we're not gonna give you a warranty." Great. So Frances, we see with the, the minimum measurement of a Quasar duct is, it's about one about 230- Oh, it's huge

230 by 350. It's about the size of a house brick. That's the outlet- Yeah ... on the range hood. And many other brands constrict down to a 110 outlet on the top of the range hood. Lexi pot. Yeah. Which is choking the airflow, causing air friction that creates noise. So Quasar have removed noise from their range hoods by making the aperture much larger.

Yeah. And then of course they've allowed their bigger German motor to deliver the airflow at larger with much more ease. So they get great quality air movement and low noise because of the size of the event. Unfortunately, we do see some shortcuts taken by some plumbers, and I think it's very important for your viewers to be aware of the fact that, as you said, when you buy a Quasar range hood, you must buy Quasar ducting- because you don't wanna choke this beautiful big aperture into this small outlet. It won't work. Yeah. So the reason why you have to have Quasar range hood

ducting is 'cause it's the only thing that makes it work. And- That's right ... and you want your range hood to work. You bought this beautiful piece of machinery to deliver great suction and low noise.

And then, you've gotta put the right piece of ducting to suit it on there. If you're doing a a more low-cost installation for us, I think brands like Bosch and Miele and Smeg do have some range hoods that, where I'm not looking for crazy levels of air movement they can really package up quite nicely.

And even some of the slide out range hoods, from the Bosch brand, it's sort of $450. If I'm just buying a, sort of $1,000 oven, a nice $600 gas hob, sort of $400 or $500 slide out range hood is still very, very good suction, good quality filters and a nice size aperture so I'm not too noisy.

But the minute I'm looking for the ult- the ultimate in performance then there's only one brand for me, and that's Quasar range hoods. Yeah, and I'm the same, so we are so aligned on that one. Yep. And so what are your thoughts on the, I call them extract down, like your borers? Yeah. That's becoming really popular, particularly in apartments or when you've got the cooktop on the island bench, which, I try and avoid from a design perspective.

Yep. But, and you've also got then the ranges that are built into the ceiling. So just walk me through- Yeah ... some of the, 'cause they're obviously a lot more expensive, particularly the borers to duct down. So look, ceiling cassettes and then downdraft ventilators in your benchtop really play into your field, which is creating ultimate design spaces.

And- Yeah ... when you've got beautiful views and you don't wanna have a island range hood maybe hanging over your benchtop interrupting the views, or, there's reasons why- you want a nice clean wall potentially behind a hotplate. The design reasons I think are what led, say a brand like Bora and therefore Miele who probably followed the Bora initiative.

That integrated downdraft, first of all, in the Bora hotplate is there, so you can really have unrestricted potentially ventilation and still have, all the head space above your hotplate available and not have a hotplate... sorry, a rangehood sitting above it. Particularly in island benches where views or in front of windows where there's views- it's a really nice application to consider. So Bora, the integrated ventilation is superb very powerful, and it can go on top of a slab because it does recirculating. So an existing slab that is, or if I'm constructing a home, I could actually build the ventilation into the slab and still carry that away to an external area.

So Bora, great brand. But also you've seen the telescopic downdrafts I would've s- assumed as well. Yeah. Again, Sirius as a company are one of the most famous ones for that. And even Gaggenau have one down as well. But that, that sort of telescopic downdraft is 900 wide and the actual the rangehood comes up out of the bench, and then you see the filter area sitting behind your hotplate.

Yeah. Again, handy if we're trying to maximize views out a window or create more space in an island bench instead of just having a, that old school style of island canopy that was quite popular in the '80s and '90s- ... in those sort of island bench applications. And then of course I I think, you...

the installation of those ceiling cassettes is the final piece of, again, giving you another rangehood that can be flush mounted against the ceiling. And Quasar and Sirius both have the cassettes. Yeah. So that I, again I've got this ability not to be, not to have the room interrupted particularly where I prefer to have my hotplate on the island bench not against the wall.

Ventilation's a crucial thing to achieve, and so the ability to get- It's nice and flat, right up against the ceiling that still o- gives you the opportunity to remove all the smoke, fats, odours, and oils from the room because you're choosing a performance brand, which would be either Quasar or Sirius.

Those ranges do an exceptional job above a an island bench. And it is totally streamlined, but it is budget as well. You're paying for that aesthetic- Well- ... there's no doubt. Yes. So you believe then that the extraction of the Bo- the likes of Bora, the- Yes ... the draft down, is still really effective?

Like- They have W- Willy, who's the the founder of Bora he really was passionate about creating something that actually worked. And- He's German, so generally if it's German it works. Great. No it's a really good product and, he's also got the the opportunity of buying, two burner gases, wok burners, teppanyaki plates- Induction

induction hotplates. Yeah. He's got a, he's got a really incredible series of products to consider for that, again, streamlined bench top- ... and no visible ventilation. Yeah. And I've s- it, it is incredible to watch just how it just extracts it all down. It's just like this, it's almost like a space thing.

You've got all, all this air's going everywhere. Yeah, it's beautiful. But I suppose- Beautiful balance on it ... listeners also need to know though it does take up space in the cabinetry underneath. So- Absolutely, great point ... it does take up space. It's not as though it's gonna be seamless and it's a bit like having a Billy tap.

It will take up cabinetry space as well. So if that's a premium, it might not be a solution and maybe in the in the ceiling is going to be a better option if budget allows. Yeah. And look, again, both of those, whether I look at a Bora or even the, the Miele or the C- the other brands that have this integrated downdraft, I think they're probably two, two worthy brands to consider.

Check out in a showroom where the ventilation is going, just to make sure you can see how much room it takes up under the bench. Some brands do it better than others Frances, in how they manage the removal of the airflow. So it, it can be minimized by some brands having clever ideas on the d- different solutions.

Yeah. And that, that's good advice as well. So I suppose the last one I wanna cover off is for those homes because we are getting more and more into passive style homes or homes that are air sealed, and so you can't duct out. And this is something that I've had to talk to my clients a lot who are building air sealed houses.

They're not aware that, oh, we're just gonna get an, e- a normal range hood. It's like no, you completely defeat the whole purpose of having an air sealed house. And I went through this whole

process myself when we built. So talk to me then around the options available for when you're not able to extract out because you are having an air sealed house or the- you're in an apartment, you can't extract out.

What are some of the options available? Quasar as a brand is a notable brand that has their pl- plasma technology and I think more importantly without fancy words, an activated filter is a filter where there's an electrical current going to the filtration system that captures the fats and oils as they move through the filtration system, and that activated filter then reduces and changes the molecular structure of the fats and the carbons that come through.

And, a- it means that the filtration system is actively, reducing it back to more a charcoal finish by the time it's done. So you get no odours coming through, no fats, no smoke passing through the filters, and the lifespan of, say, the Quasar plasma filter the cartridge needs to be changed about once every five years.

But it's unlike a normal mesh filter or a cloth filter that gets clogged up. These, because they're active filters where there's an electric current managing the fats and oils that gather inside the filter and then reducing them down using electrical current these are- Filters that last a lot longer before they become clogged with the fats and oils and the residues of filtration.

So they're much more, a suitable application for performance. And unlike charcoal or mesh or fibrous filtration, they don't get clogged anywhere near as fast. Which means you've got a, a, a range hood that's still working at its full performance criteria and serving you in your household without having to change over the filtration system once every three or six months.

Yeah. Once every five years is pretty palatable. Yeah ... but I'm sure that they come with a heavier price tag as well, the plasma filters. Y- yeah they really do. But bearing in mind, though, that there is then no ducting required, no proper installation of the range hood and carrying the airflow to outside.

So the upfront cost is higher, and I think the plasma range hood technology from someone like Quasar is closer to $3,000. Or it could even be a tad more. But then there is no having to forage through the roof space and vent the thing to outside air, which could be, hundreds or even potentially over $1,000 worth of tradesperson experience to get that airflow to outside, yeah. And because it's a recirculating type of format very helpful. I would only use a non-plasma ... I wouldn't use a non-plasma. I should change my language there. A, a non-plasma style of filter, which is a charcoal or a carbon. They clog up so fast, you might as well not have a rangehood.

Yeah. And are they ... I- is the air then as clean as well? When you think charcoal, you think, "Oh, gee." Yeah, so you are basically, if you're going to have a recirc, it's gotta be plasma. Correct. And if you're not gonna have a recirc,

then you need to use a Quasar because the Quasar will be able to take it to outside. So you won't need recirculating. My, my rangehood at home when I first moved in it was a Miele under covered

rangehood, 1200 wide, a $4,500 rangehood. I moved it, I removed it straight away, and then a Quasar licensed installer came around to my house, inspected the situation, and then managed to weave in between all of the air conditioning ducts the airflow of the Quasar rangehood four and a half meters away to the outside wall, and ventilated my twin motor Quasar rangehood above my Miele hotplate perfectly.

Now, that was after a- another brand had been installed there, and then we had to get another ... I got a specialist Quasar rangehood around to rectify the situation so I got proper air exchange. Yeah. Yeah. Yeah. That's ... But as you said right at the start, Quasar that's all they do.

Yeah. And they're passionate about just, extracting air. They're obviously going to have solutions that may not necessarily be the case with companies that are also interested in a whole lot of other things. Yeah. I have, as I said to you offline, I do have a plasma. It is a Quasar.

And it's fantastic. We're still yet to change our filter, so you know it's certainly lasted. And yeah, it's great. But it was really new then when we got it. It was, I think we were one of the first in Victoria to get it. It was that new. Yeah. But, The an old industry friend of mine, when they were looking at prototypes of these, Frances, 12 years ago he took one of the prototypes as they were just trying to assess how it was gonna work.

It was a Quasar one. His is 11 years old. It's a long time ago that they were assessing the prototypes, well before they introduced it to market. Yeah. It still hasn't changed these filters, and it still working beautifully Oh, really? Oh, maybe I'll get another five years out of it. Awesome. You never know.

You never know. But anyway, I think the message here is in your open living, it's just so worth spending the money on getting something that is not gonna smell and is gonna be quiet. Like we're talking with regards to dishwashers, there's nothing worse than trying to watch a TV show and it's oh, I can't put the dishwasher on because it's gonna be so noisy.

It's so annoying. Yeah. So th- these are the sorts of livability things that people need to consider as well. Yeah. And you ... We spend so much time on, it's ... Sometimes we actually breeze through the selection of ovens and cooktops, and then the range hood and designing the filtration system and the actual ventilation, the, the ducting pieces to make sure the job's done properly can sometimes be the most intricate part of the s- of the actual kitchen selection itself, 'cause it is just so important.

But also it needs to really be done at floor plan stage- Yeah ... so that if it does need to go it'll more often not if it's ducting out, it needs to be considered with the architect how that's going to duct out, and that's where Quasar actually, if we're talking about Quasar, they need to be involved.

You might need a bulkhead installed. Yeah. We had to get a s- a bulkhead just so that we had a spot for the fla- the plasma filter to go, the actual system, 'cause it wasn't ducting out. So again, you need to do this stuff early on. Don't leave it to when you're moving in, which is when so many people choose their appliances.

The knock-on effect is so big. I'll give you a classic example of a kitchen I renovated in my first home in Murrumbina, Frances. What I did was I built a stud wall out and then plastered over that stud wall. It was an internal brick wall. And what that stud wall did, Quasar make a filter, sorry, a, a ducting system- They can

that sits inside stud wall So I installed a Quasar range hood on the wall, and then had the ducting come up inside the stud wall- Yeah ... running up against the brick wall and into the ceiling. Yeah. And then there was no interruption to the sight lines of the cornice. Yeah. 'Cause my cupboard, my cupboards didn't go full height.

Yeah. So there was no interruptions to the cornice. It was all in behind the stud wall. If you do as you say, take time at the start, at planning stage- ... to think about your range hood you'll be just so delighted with the end result. Because before your works are done, the range hood can be designed in and the actual, Correct

the importance of the ducting work can be designed into the installation. Absolutely. And as we were talking about earlier, when we're talking about Quasar, it's all custom. Yeah. They'll come out and they'll, once they know what you're... They'll look at your floor plans and say, "This is the ducting you need.

This is how much you need. This is the size it is." Yeah. It makes such a difference. So I think we're totally all over Quasar. But they're Australian, so you know it's just tick, tick, tick on all round on Quasar. That's such good advice around range hoods. So the very last thing I wanted to touch base on was other appliances, things like built-in coffee makers.

What are the other things that are coming into the market or other things that you find consumers are really keen on in terms of appliances they might wanna consider for their kitchens? There's no doubt coffee machines are of interest, and, the automatic style of coffee machine suits itself best to be one that can be made part of sort of your oven, combi steamer block or installed separately somewhere else in the kitchen away from the appliances, closer to the fridge, depending on how much room is available.

Yeah, and certainly brands like Miele have, have some really beautiful built-in or integrated style of coffee machines that were worth considering. So- are they good enough for the Melbourne coffee connoisseur, Rob? They are. They are? The new model- You sure? Yeah ... do you know what?

The new model from Miele allows you to have three different beans installed in the machine. You choose which bean you like. Oh, that's pretty good, but they gotta make a good a good crema. Yes, they do. Exactly. This machine is their latest model they've just released as part of their Generation 7000.

It's probably the most Melbourne-proof coffee machine that Miele's ever released. Very good ... you do pay for the privilege Frances. I'm sure you do. Not, it's not a cheap machine. And again, I would

declare my my own interests here. I love a benchtop machine, so I use a, a benchtop machine which is manual, and I use a benchtop grinder which is manual, 'cause I'm just old school in that sense.

Same. I got, yeah. And I do love the whole process of grinding and pressing and fiddling and diddling with my machine and making a giant mess in the kitchen. Yeah ... at the end of the day that's my bent. But the automated machines certainly that particular one from Miele is just an exquisite machine.

They've got a range of two or three different machines to consider and, right up to the top of the range one which has got a three different bean hoppers, so you can have the sort of the house blend as well as two specialty blends inside the machine. Oh, wow. Yeah. A- and so what sort of pri- what sort of price point are we looking at for a built-in coffee machine, just roughly?

Yeah, depending on the brand, anywhere between sort of 4,000 and 10,000. Yeah, so you got to really want- And, And- That last Miele example was, yeah ... yeah, the closer to the 10. And so what other gadgets and appliances are people looking at for their kitchens? I think one that I think you might I'm not sure if you're aware of it it's a little bit newer to Australia.

It's a brand of hotplates called PITT. And the PITT cooktops are actually not something that you would normally do a cutout in your stone and install the hotplate in. In the case of the PITT one, we drill a hole that enables the burner to go through, and then we mount the burner system onto the stone.

So PITT as a hot plate enables the continuity of the stone, and whether that's Caesarstone whether it's Dekton any of the man-made products, doesn't matter. The radiant heat generated by the, your pot sitting on there it has a, obviously a shield that sits there beneath the pot.

But the overflow heat to the benchtop never exceeds 40 degrees Celsius. So it's been approved for use in Australia on any man-made prefabricated benchtop, like a Caesarstone and Dekton and others, and those and of course any natural stone, this is approved for use. So when you have a look at PITT, P-I-T-T it's a really extraordinary hotplate.

Very designer orientated because you're not cutting out all of your stone. You're just- No, it would just be seamless. Yeah, so you're, exactly. Even more than a, an induction benchtop would be. It's absolutely- I believe ... unbelievable. So- That's incredible with reconstituted stone, though. Because of the resin, that's normally why we can't have it as a splashback with gas.

Correct. And so is that any... What, is that a gas top? Are those burners, what are the burners? Yeah. Yeah, they're gas. That's incredible. And- So the it has a heat shield that manages the temperature so that there's no chance of the actual burners taking the benchtop beyond 40 degree Celsius. When it's installed you create a small hole in the surface of your benchtop, and then you're fastening the underside- and then the top together. But the medium, being the hotplate benchtop material, runs all the way through no matter what. And I've got a choice of one burner, two burner, three burner,

four burner, five burner variations. Awesome. And it's, so I can have a crescent shape, I can have a five staggered on the benchtop, and I can have four in a row.

There's all sorts of configurations that you get to play with. But it is literally, it turns the benchtop material into the surface of the hotplate, basically. Oh, it's wonderful. It's quite cool. I love it. Yeah, so- And where's that from? It's from the Netherlands. Oh, okay. Yeah so Michael, who's the the founder of that business it's only a, it's only 12, 14-year-old business.

Michael was out in Australia releasing the brand to us just over 18 months ago, and we're very proud to sell it. And it's going really well. Again, where you just don't wanna see anything on the surface, and all you've got is just this burner penetrating the surface and that's it.

When we're at the... the last time I traveled out of Australia was at the EuroCucina Trade Fair, and- I was gonna say, Milan. Yeah. And it was... there was about, all of the top kitchen companies all had the pit cooktop installed into their benchtops, so it was amazing. Oh, that's awesome.

Stainless steel ones, Dektons, Caesarstones, everything. Yeah, we're big on Dekton. A- and starting at what sort of price? Oh, couple of thousand a burner. So if you end up with sort of three burners, you'd be around the 6,000 mark. Yeah, okay. It's very designer orientated and, and- Yeah

very seamless, in, in its design. Not entry level by any means. But, when you're really going out on a limb and putting a beautiful benchtop surface, it could be just- ... that extra couple of thousand dollars that could be worth investing to have this really seamless installation.

But I'm also thinking, again, in apartments where also benchtop is critical, and that- Yeah ... whole aesthetic of keeping it as clean as possible. Correct. And you're having or you're having the burners in the island bench. Yeah. I can see that is just going to have a completely different aesthetic.

Yeah. Yeah, if you've got the budget for that, then that just sounds ideal. I've already thought of an application already. That sounds awesome. And, when you go to website you'll really enjoy some of the imagery. Yeah. And al- also it's Dutch, it's gonna play to my heart anyway, so And they're good, they're like the Germans, they've got awesome design and they're used to living in small places, so they appreciate that sort of stuff, so that's awesome Exactly.

Any other new things that we should be aware of, or what's big with consumers? Look I look- What's big with consumers is, when you take the time to really slow things down and ask proper questions and think about what you're doing in your kitchen and getting stuff that makes a difference to what you do at home I think that's where we see the most important thing.

Yeah. And you would've heard both you and I I think one of the cornerstones of all the conversations it appears you and I both have, which I love is understanding individuals for what they do and respecting what they wanna achieve from their space, and also from their appliances, is so paramount.

So we have so many amazing technologies, but so many of them I would say there's no point having that, you're never gonna use it. No. No. So invest your money appropriately. And don't worry about what the changes are doing. Yes. You're not gonna use it, spend your money elsewhere Yeah. But I'll give you another another wishlist one.

You would've probably come across the the Sub-Zero fridges. They have the ultimate in, in I suppose food preservation. I think we'll see this technology potentially come into other brands over time. But fruit and veg as they're aging some- some things absorb ethylene gas and others emit ethylene gas, and the emitting of the ethylene gas causes the other things to ripen faster.

So the classic of the bananas emitting ethylene- Oh, yeah ... gas next to your avocado. And the citrus. Yeah, and o- off it goes and it ripens so fast. So the ethylene filtration system in a Sub-Zero fridge is then also combined with the humidity compartments of drier humidity for some fruit and veg or a more moist environment for some fruit and veg.

So remove ethylene, have true humidity and dry zones to create l- a much longer lifespan for your fruit and veg. Y- yes, a Sub-Zero refrigerator is a real luxury item because, they're sort of $17,000 and beyond. And I don't mention it for that case more. More so I think it's just this fruit and veg management system that they've developed is quite incredible.

I really believe we'll see that come through over the next decade as a real thing that comes into refrigeration that, at potentially much more cost-effective levels. And of course biofresh from, brands like Liebherr and Miele is already heading into that direction.

Food preservation in fridges is pretty cool. Ob- obviously as every brand is moving on, we're seeing steam cooking integrated into more things. Miele introduced a a, a new technology into their ovens at a trade fair two years ago and they released this, a product called the Dialog Oven, and instead of using microwaves it uses electromagnetic waves.

And those, those waves are very different to microwaves. They can actually ... Microwaves hit things and then bounce off. The actual electromagnetic waves can go right through into the centre of foods. And so they showed us demonstrations of wrapping up in a ... imagine carving out a large block of ice, that's, about the size of half a dozen house bricks.

They carved out the inside of that and then they put some some deer inside that classic German dish, and then they put it inside the oven with the ice block on top as well. So it was com- the deer w- the deer was completely sealed inside the ice, but the electromagnetic waves penetrated the ice, came through, cooked the deer perfectly to medium rare and it was just an amazing thing to watch.

That's amazing. The technology came from medical and I believe this electromagnetic waves have been used in really keeping donor organs at the perfect temperature to then allow them to b- I suppose maintained in a state of readiness for transplant for the longest possible period.

And they've taken that technology from medical and applied it to cooking appliance. There is a lot of cross-technology sharing- Yeah ... in lots of different areas actually, but it's great when it can be used- Yeah ... in other ways. So- unfortunately at its infancy always new technology is at its most expensive.

Of course. So it's a fif- it's a $15,000 oven. Yeah. But it just goes that down the track as it becomes more mass produced and mass available, the pricing of that could become much more affordable. Yeah. It's like the technology in new cars and what's coming out of Europe, and then it'll be coming your your really common brand cars, it's just always, just takes time, so- What I love the most though, I think, is that appliances today, yes, there's lots of gadgets available, but I think the simple things are being done better.

And I think keeping a focus on keeping it simple, keeping it safe, keeping it a product that's gonna be nice and easy to clean. All of those type of motivations, and then particularly making sure it does what it needs, what you need it to do. I think if you've got clarity around your shopping list, and clarity around how you use things at home, and what, what sort of benefits are gonna be important in your lifestyle that delivers you time-saving efficiencies or other benefits in the household, I think they all become important considerations before you go and start looking.

Yeah, absolutely. And so I think for listeners out there, you've heard it time and time again from us, is just work out what you need, work out what you use, work out how you cook, work out how you store- Yes ... your foods, and what sort of foods that you store, and that's gonna enable you to make the right decisions.

At the absolute least, ask the right questions of the people on the floor, and if you're not getting the right answer, you need to go elsewhere. But I know that- Absolutely ... with E&S, you guys are very good at having very well-trained staff that can ask the right questions. And I think that's really important.

And I think, Frances, too, you have such an important point. All around Australia, there are retailers that have got staff who are who are interested and passionate about what they do, and they're they take the time to go to supplier training to learn about the new products so that when new innovations are relevant to the consumer, they can really speak to them with accuracy.

Yeah. Yeah. If you're not getting that, you need to walk out. I agree. Absolutely agree. Definitely. Yeah, look, that has just been amazing advice, Rob, and your passion just just shines through. It's so awesome, and your knowledge is just off the scale. And when you're passionate about something, you want the knowledge, so it's just so obvious.

I'm so grateful for your time today. It's just been absolutely amazing. So thank you so much. And for those listeners it's, where's the best place? You've got stores all over Victoria. Don't know if you can make your other ... You can always order online as well. Absolutely, Fran. So maybe, yeah, we've got the nine stores in Melbourne, one of which is in the Geelong region which at the moment is actually still open, but the other eight stores are currently closed.

But I think we'll see that change shortly as as we're suppressing the virus really well in Victoria. We're available 24/7 online and between 9:00 AM and 10:00 PM seven days a week I've got a, a live chat crew that are there answering questions all the time. So you can just hop onto our website.

A little thing'll pop up, and then a real person, not a bot, not a computer, a real person is behind. A real person. A real person's behind that offering all sorts of advice and recommendations and- Fantastic. That's awesome for people nationwide as well. And I know that your flagship store in Preston is is where I send people, 'cause it's bigger than Ben-Hur Do you know I've had the great pleasure of growing up in a beautiful family business.

And for some crazy reason, I've always had a dream around what a retail store from an ANS point of view might event- and Preston is the final completion of that absolute pinnacle of a dream. And, it, the layout the brands that are represented there, the operational kitchen, the things that are connected for you to touch, feel, use, listen to.

It means that, it allows us to really connect products with people so much better. It's an incredible space, so we're very proud of it. Thank you. Fantastic. Oh, thank you again so much, Rob. It's been an absolute delight. Thank you. Thanks, Frances.

END OF TRANSCRIPT

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