



Century AC Supply's 18th Annual Golf Tournament



Pictures on page B2.

Solar Supply in San Marcos TX Comfortstar Training Event



Pictures on page B5.

AC SUPPLY CO hosted an LG Training Conference



The AC Supply family and team. Story and pictures on page B8.

Energy-Efficient Air Conditioning Technology At Heart Of Tarrant County College HVAC Program Lab

New LG-Sponsored Lab Offers Hands-On Technology Instruction and Serves Major Role in Training HVAC Students and Industry Professionals



LG Sr VP and GM Kevin McNamara, TCC South Campus President Dr Peter Grant Jordan and AC Supply President Randy Boyd cut the ribbon



The LG VRF Technology Lab at TCC

Ft. Worth, TX – Air conditioning technologies leader LG Electronics together with Tarrant County College announced the grand opening of the first Variable Refrigerant Technology (VRF) lab on the campus of Tarrant County College, located in the greater Ft. Worth, TX area.

The LG-sponsored VRF lab – located in the Center of Excellence for Energy Technology – will serve as the key training facility for the college's fast-growing HVAC program. It will help provide the school's building technology students along with local HVAC contractors access to an array of training courses to encourage hands-on experience and continuing education with LG's flagship

VRF technology. LG's super-efficient VRF technology and home comfort solutions are making major inroads in the United States, where demand continues to grow for high-performance HVAC technology. LG air conditioning technologies are designed to minimize efficiency losses found in conventional HVAC systems as well as provide sustainable energy savings and low lifecycle costs.

"Our support for the new Tarrant County College VRF lab underscores LG's commitment to training and investing in the future of the industry – in this case educating students and current HVAC contractors alike on the benefits of the ultra-efficient

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Carrier South Texas Dealer Meeting in Houston



More pictures on page B12.

TACCA Greater Houston Membership Meeting at Quietflex



For more pictures see page B8.

Shearer Supply Dealer Meeting in Dallas



More pictures on page B19.

INSIDE

- Consultants' Corner.....5,21,23
- Product News.....6,9,10,18,22
- TACCA- Trade Talk.....B7,B10,B11
- Ed.Calendar/Calendar of Events.....B10
- Software Programs / Classified.....B15
- Spotlight on People.....B9
- TDLR.....B11

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TECHNOLOGY con't

VRF technology,” said Kevin McNamara, senior vice president and general manager, Air Conditioning Technologies, LG Electronics USA. “This cutting-edge tech lab will provide a brand new and unique experience to enable these individuals to install and service VRF systems for an array of projects – from residential to commercial.”

Tarrant County College’s Department Chair for Building Technology Chris Noonan thanked LG and other project partners for making the newest addition to its HVAC program a success. “The new LG VRF lab showcases the highest level of state-of-the-art air conditioning technology, and we can’t wait for our HVAC students to get a closer look and hands-on experience.”

As the technology provider for the lab, LG outfitted the space with a number of air conditioning products, including LG’s ultra-efficient single-phase 5-ton Multi VTM

S heat recovery system, giving students and contractors the opportunity to sharpen their technical skills by interacting with functioning equipment. In addition to the classroom and hands-on learning experiences for the college, LG’s distributor AC Supply Co. holds frequent trainings for their contractor network at the academy.

LG is a leading player in the global air conditioning market, manufacturing both commercial and residential air conditioners and providing total sustainability and building management solutions. From consumer and individual units to industrial and specialized air conditioning systems, LG provides a wide range of products for heating, ventilating and air conditioning. The company has previously outfitted Tarrant County College HVAC labs with other residential and light commercial systems, including one-to-one system and a Multi F outdoor unit with several indoor units.

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Attic Tent.....	B14
Barsco.....	9
Bosch.....	4
Castillo Training.....	B15
Century A/C Supply.....	3,B3
ClenAir Nu Calgon.....	11
Comfortstar.....	8
Complete Curb.....	18
Construction Data.....	B6,B10
CPS.....	14
Elite Software.....	B15
EWC Controls.....	17
EZ Filter Base.....	B9
Fresh Aire UV Apco.....	2
Gemaire.....	19
HTS.....	18
Hunton.....	21
HVAC Innovations.....	22
ICM Controls.....	B8
Insco Distributing.....	24
Johnstone Supply.....	B1,B11
Locke Supply.....	15
Morrison Supply.....	16
NATE.....	13
Nortek Gibson.....	10,B6
Packard.....	20
Pro Lift.....	B10
RCD.....	23
Rectorseal.....	6
Sauermann.....	21
Searco.....	B15
Shearer Supply.....	B16
Smart Electric.....	B5
Spectroline.....	B4
Team Managment Systems.....	B15
Testo.....	7
Transtar AC Supply.....	5
Trustar.....	23
United AC Supply.....	B9

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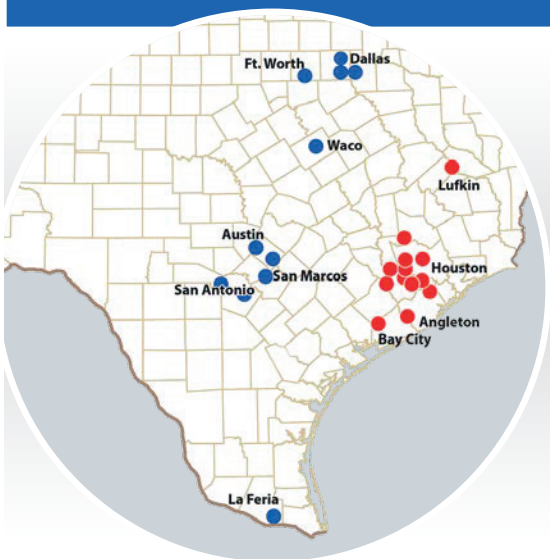
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India's premier event ACREX, which is endorsed by ASHRAE, organized by ISHRAE (Indian Society of Heating, Refrigeration and Air Conditioning Engineers) and produced by Nurnberg Mess, was held February 22 – 24 in Bangalore, India. With a 4 billion Dollar industry, Uniweld is well positioned to lead the market with their "Quality Tools That Go To Work With You®".

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Carpet Bomb Your Way to Sales

What is carpet bombing?

Ask a military professional or student of history this question and they will tell you Carpet Bombing is a tactic used when your objective is to reach every part of a selected area of land. This is usually achieved by dropping lots of unguided bombs, which may actually overlap slightly covering the entire area the way a carpet covers a floor.

Ask a Facebook advertising professional about carpet bombing, and you will notice the similarity. Carpet bombing is a cost-effective way of reaching as many people as possible in a certain demographic or specific geographic region. Like the unguided bombs, the first part of this program relies on a widespread message focused on just a zip code or radius.

What makes this different than simply mass marketing is the follow-up messages. Once you identify a specific audience, you can use retargeting to send more focused messages to a very niche community which has demonstrated an interest or a need for your product or service.

Carpet Bombing Basics

Your initial offer needs to be informative, not sales oriented with

a very specific offer or CTA at the end. Videos and slideshows work well because Facebook wants more of this interactive content, so the cost per view will be relatively low.

Your goal is to find people who are interested enough in the content to watch the entire video. These people will become your target for more focused campaigns.

THE VIDEO:

The initial video doesn't need to be too long. While Lindsey suggested 30 – 60 seconds I have seen other writers say 20 – 30 seconds will suffice. The first few seconds have to be strong visually to capture attention and get people to watch more and there should be a strong call to action at the end.

CAMPAIGN SETTINGS:

Create the advertisement using the ad manager. Do not boost an existing post for this campaign. Set a large geographic radius and only narrow it by age and gender based on your offer. Remember, you want to reach as many potential prospects as possible.

Select Video Views as the

campaign objective and leave the rest of the settings at default. With no other information, Facebook will show the video to a very wide audience.

Then set up a retargeting sequence to display a second message, or series of messages, to people only after they have seen and engaged with your first message. For example, you can set up the retargeting to only show the follow-up ads to people who watched 75% or more of the first video.

The follow-up messages need to have very strong and specific calls to action such as get a coupon, get a free audit, etc. You will pay more per click, but it will be worthwhile because this is a prequalified audience. Then using a landing page with a Facebook pixel, you can identify people who took the second step and came to your website but didn't complete the conversion form. If you run the campaign long enough you can retarget and retarget until they do.

This is a smart strategy with a high ROI, but good advertising does require an investment so get ready to invest a several hundred dollars in your carpet bombing strategy to drive the most qualified candidates to your business.



Lorraine Ball

After spending too many years in Corporate America in companies like Lennox, Carrier and Consco, Lorraine said goodbye to the bureaucracy, glass ceilings and bad coffee.

Today you can find her at Roundpeg, a digital agency in Carmel, Indiana, building smart marketing strategies for businesses who want to use internet marketing tools to grow.

Roundpeg is a Master Certified Reseller for Constant Contact. If you are looking to improve your email marketing, or just get started, give Lorraine a call.

For more about web design, content marketing and social media services go to www.roundpeg.biz.



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HARDI

HARDI Opens Biennial Compensation Survey with New Partner

Columbus, Ohio – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) has opened the biennial Compensation Survey to distributor members for access to the Compensation Survey Report.

HARDI is now partnering with Industry Insights to conduct the 2018 Compensation Survey, with additional information to be gathered from over 1,000 distributors from multiple industries represented by 26 organizations. This report, offered on even-numbered years, gives access to an unparalleled level of insight into wage and benefit rates of distributor employees, from the national to the local market level.

“With the ever-changing landscape in healthcare and employee benefits, this survey report provides insight into how others are tackling the challenge,” says Century A/C Supply VP of operations Ken Schreiber.

Wage and benefit information is available in the report for over 35 distribution-specific positions from CEOs and CFOs to inside sales representatives and counter specialists.

Distributor members must submit a completed survey by March 31 to get access to the completed report in May.

“The Compensation Survey Report is one of the most valuable benchmarking resources

available to HARDI members,” says market research & benchmarking analyst Brian Loftus. “The crucial value is the local market insight. Wage rates are increasing with the unemployment rate at historic lows, but the fair rate varies by region. Members who complete a survey earn access to the report with the current rates in their market. It’s a powerful report.”

For more information on the Compensation Survey Report, visit hardinet.org.

ABOUT HARDI

HARDI (Heating, Air-conditioning and Refrigeration Distributors International) is the single voice of wholesale distribution within the HVACR industry.

HARDI members market, distribute, and support heating, air-conditioning, and refrigeration equipment, parts and supplies. HARDI Distributor members serve installation and service/replacement contractors in residential and commercial markets, as well as commercial/industrial and institutional maintenance staffs. HARDI proudly represents more than 480 distributor members representing more than 5,000 branch locations, and close to 500 suppliers, manufacturer representatives and service vendors.

Product News

Trane Introduces XR16 Low Profile Heat Pump for Split Ducted Heating and Cooling Systems Designed for Tight Spaces

The new heat pump makes it easier to install systems in residential applications where access or space is limited

Davidson, N.C. - Trane®, a leading global provider of indoor comfort solutions and services, and a brand of Ingersoll Rand, is now offering the XR16 Low Profile Heat Pump, a side discharge single-stage heat pump designed for split ducted heating and cooling systems.

The XR16 Low Profile Heat Pump is designed for split ducted applications where space constraints make vertical discharge units difficult to install. This includes zero lot-line installations, in which the lot line comes up to or close to the property line, and other situations with limited space, such as multi-family housing, row homes and condominiums, rooftops, or under decks. The XR16 Low Profile Heat Pump is available in 1.5 to 5-tons, and is suitable for any residential building.

The system features a seasonal energy efficiency rating (SEER) of up to 17 and heating seasonal performance factor (HSPF) of up to 10, which is currently the heating, ventilating and air-conditioning (HVAC) industry’s most efficient single-stage ducted side discharge heat pump. Each unit is built

with a Climatuff™ compressor, tube and fin coil with refrigeration grade copper tubes and enhanced aluminum fin surface to maximize heat transfer, and an integrated fan system with leading edge swept blade design to improve airflow, enhance performance and reduce sound levels. Sound levels for the unit range from 69 to 74 dBA.

The XR16 Low Profile unit also features a 10-year registered limited warranty with a five-year warranty on the compressor, heat exchanger, coil and parts.



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2 x clamp probes
Storage case



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testo 557 kit with 4 hoses

testo 550 digital manifold with Bluetooth
set of (4) 60 inch refrigeration hoses
2 x clamp probes
external vacuum probe
Storage case



Part no. 0563 2557

For more info visit: www.testo.com

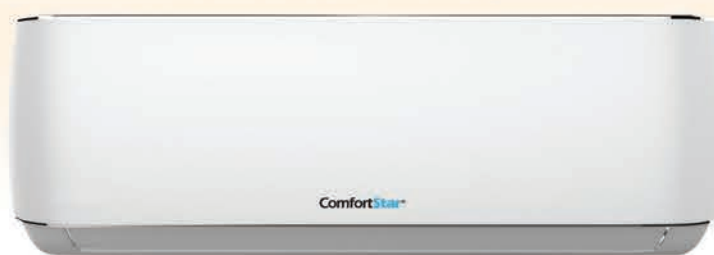
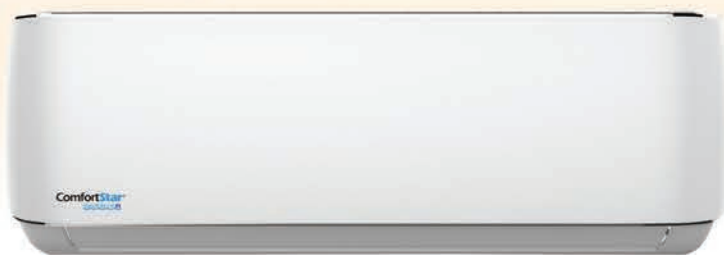
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Product News

RectorSeal® Introduces ArmorPad™, the HVAC Industry's Lightest, Most Durable Equipment Pad

ArmorPad's light weight requires only one installer to transport; durable polymer shell resists UV, cracking, crumbling and spalling of its cementitious competition.

RectorSeal®, Houston, a leading manufacturer of quality HVAC/R tools and accessories, introduces the ArmorPad™, which might be the HVAC industry's lightest, strongest and most durable equipment

mounting pad product line for residential and light commercial air conditioning condensers.

The ArmorPad is constructed of a dense foam core base enveloped in a shell of durable polymer on five

sides that aesthetically simulates the texture and color of gray concrete. The entire product line of 24, 30, 32, 36, and 40-inch-square (61, 76, 81, 91, 101-cm²) x 3-inch-high (7.6-cm) models saves jobsite costs, because

only one person is needed to transport and install it. For example, a 36-inch-square x 3-inch-high ArmorPad weighs only 8-pounds (3.6-kg) versus competing foam core pads with cementitious shells weighing

35-pounds (15.8-kg), or solid concrete pads weighing more than 300-pounds (136-kg).

ArmorPads also surpass the competition in durability tests, which prove the weight of a truck driving over it can't

crush it, drilling into it can't crumble or crack the polymer shell, landscaping implements can't spall the surface, and equipment weight of even the largest of residential condensers can't indent or depress it.

The ArmorPad polymer shell is not sprayed on, but rather molded into a one-piece, strong and durable extrusion that's compliant with ASTM D-2299 standard "Recommended Practice for Determining Relative Stain Resistance of Plastics." The polymer surface perpetuates a brand new appearance, because of its built-in resistance to UV degradation, coil cleaning chemicals, landscaping chemicals, weather and canine urine.

The ArmorPads also boast the industry's most dense foam core, which minimizes permanent compression damage and holds anchors securely. The foam core bottom also features a unique foil-backing that resists moisture and an embedded chemical repellent that deters burrowing animals and insects.

Other ArmorPad features include:

- Design and performance-tested in the field with contractor focus groups;
- Designed for 90-percent of the industry's condenser sizes of up to five-ton systems. Additional size introductions are planned in the future;
- Ideal for retrofits where larger, more efficient condenser replacements require a larger or new equipment mounting pad;
- Can be secured onto and cantilevered out over smaller unsightly, but structurally-sound existing pads during retrofits;
- Easily accepts and securely holds drilled-in hurricane clip anchors in high wind zones;
- Available through most traditional wholesale HVAC/R distributors.

For additional information on the ArmorPad product line or other HVAC/R products from RectorSeal, visit www.rectorseal.com



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For more information on this promotion or any of the other great products and services offered by Barsco, please contact one of your 13 local Barsco branches and ask how to become an Airease Dealer and proudly sell Airease or Ducane products.

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Product News

Bosch Thermotechnology Buderus SSB Industrial Boiler

At AHR 2018, Bosch Thermotechnology displayed for the first time its newest commercial boiler, the Buderus SSB Industrial Boiler. The unit was front and center with its compact footprint (31.5" X 36" X 70"). The boilers are available in 798 MBH and 1024 MBH standalone units, or a 1024 cascading unit, designed to effortlessly cascade to meet demands up to 4096 MBH, making it an ideal solution for applications such as schools, hotels, office buildings and warehouses.

- Buzz around the commercial boiler included:
- All connections (exhaust, intake, supply, return and gas) on both sides of the unit
 - Up to 10:1 turndown and build-in redundancy
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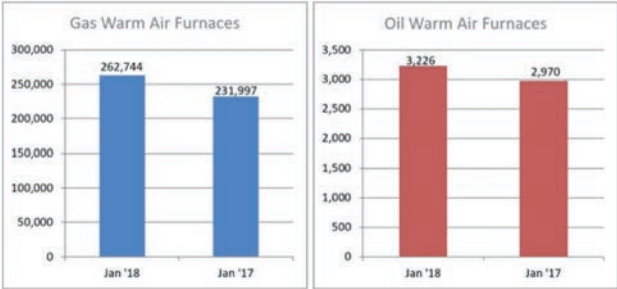
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AHRI Releases January 2018 U.S. Heating and Cooling Equipment Shipment Data

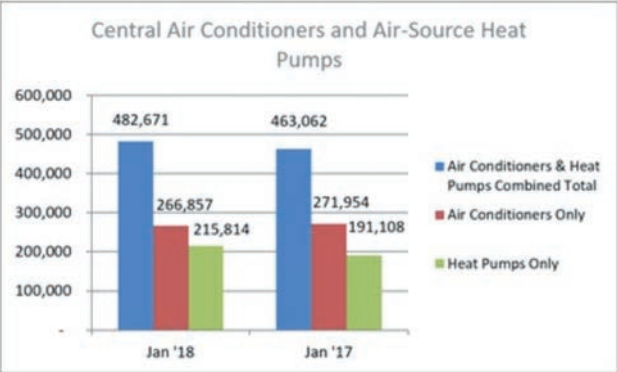
Warm Air Furnaces

U.S. shipments of gas warm air furnaces for January 2018 increased 13.3 percent to 262,744 units, up from 231,997 units shipped in January 2017. Oil warm air furnace shipments increased 8.6 percent to 3,226 units in January 2018, up from 2,970 units shipped in January 2017.



Central Air Conditioners and Air-Source Heat Pumps

U.S. shipments of central air conditioners and air-source heat pumps totaled 482,671 units in January 2018, up 4.2 percent from 463,062 units shipped in January 2017. U.S. shipments of air conditioners decreased 1.9 percent to 266,857 units, down from 271,954 units shipped in January 2017. U.S. shipments of air-source heat pumps increased 12.9 percent to 215,814 units, up from 191,108 units shipped in January 2017.



U.S. Manufacturers' Shipments of Central Air Conditioners and Air-Source Heat Pumps

Month			YTD		
Size Description (000) BTUH	Total	% Change from 2017	Size Description (000) BTUH	Total	% Change from 2017
Under 16.5	22,069	+14	Under 16.5	22,069	+14
16.5-21.9	45,446	-20	16.5-21.9	45,446	-20
22-26.9	92,035	+9	22-26.9	92,035	+9
27-32.9	71,738	+8	27-32.9	71,738	+8
33-38.9	99,300	+8	33-38.9	99,300	+8
39-43.9	37,321	+10	39-43.9	37,321	+10
44-53.9	53,483	+8	44-53.9	53,483	+8
54-64.9	41,501	+1	54-64.9	41,501	+1
65-96.9	7,329	-0	65-96.9	7,329	-0
97-134.9	5,242	-1	97-134.9	5,242	-1
135-184.9	3,786	+15	135-184.9	3,786	+15
185-249.9	1,449	+5	185-249.9	1,449	+5
250-319.9	958	-4	250-319.9	958	-4
320-379.9	223	-22	320-379.9	223	-22
380-539.9	243	-21	380-539.9	243	-21
540-639.9	278	+21	540-639.9	278	+21
640-799.9	80	-9	640 & Over	80	-9
800.0-899.9	41	-25	800.0-899.9	41	-25
900.0-999.9	57	+14	900.0-999.9	57	+14
1,000.0-1,199.9	31	+19	1,000.0-1,199.9	31	+19
1,200.0 & Over	61	+3	1,200.0 & Over	61	+3
TOTAL	482,671	+4	TOTAL	482,671	+4

BTUHs of 64.9 and below are for residential units; 65.0 and above for commercial.

NOTE: A shipment is defined as when a unit transfers ownership; a consignment is not a transfer of ownership. Industry data is aggregated from the information supplied by AHRI member companies that participate in the statistics program and could be subject to revision. Published year-to-date data is inclusive of all revisions. No other AHRI data (e.g., by state or region) is available to the general public other than that published. AHRI does not conduct any market forecasting and is not qualified to discuss market trends. For previous monthly shipment releases and historical data, please see <http://www.ahrinet.org/statistics>.

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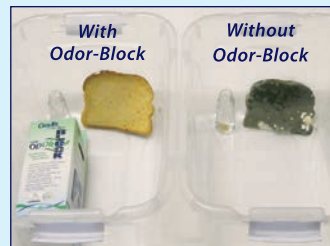
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In July 2016, readers of a national product testing and research magazine rated American Standard Heating & Air Conditioning's air conditioners and heat pumps as the most reliable brand among leading manufacturers.

University of Hawai'i Maui College Aims to be the First Campus in the Nation with 100-Percent Renewable Energy Generated On-Site with Battery-Enabled Self-Supply

UH partners with Johnson Controls and Pacific Current to produce more than \$79 million in energy savings over 20 years



Milwaukee- The University of Hawai'i (UH) announced that its Maui College campus will soon be among the first in the nation to generate 100 percent of its energy from on-site solar photovoltaic (PV) systems coupled with battery storage. The project is part of

a partnership with Johnson Controls and Pacific Current that will also allow four UH community college campuses on O'ahu to significantly reduce their fossil fuel consumption.

UH Maui College's new PV plus storage system will be capable of eliminating the

campus' fossil fuel-based energy use when it is operational in 2019. On O'ahu, through the combination of solar shade canopies, distributed energy storage and energy efficiency measures, Leeward Community College, Honolulu Community College, Kapi'olani Community

College and Windward Community College will reduce their use of fossil fuel for energy by 98 percent, 97 percent, 74 percent and 70 percent, respectively.

In 2015, Hawai'i became the first state in the country to make an unprecedented commitment to achieve 100 percent renewable energy by 2045. Concurrently, UH and the Hawai'i Legislature established a collective goal for the university system to be "net-zero" by January 1, 2035, meaning the system would produce as much renewable energy as it consumes across its campuses.

Of the ten campuses, UH Maui College is on target to be the first to supply 100 percent of its energy needs through renewable energy.

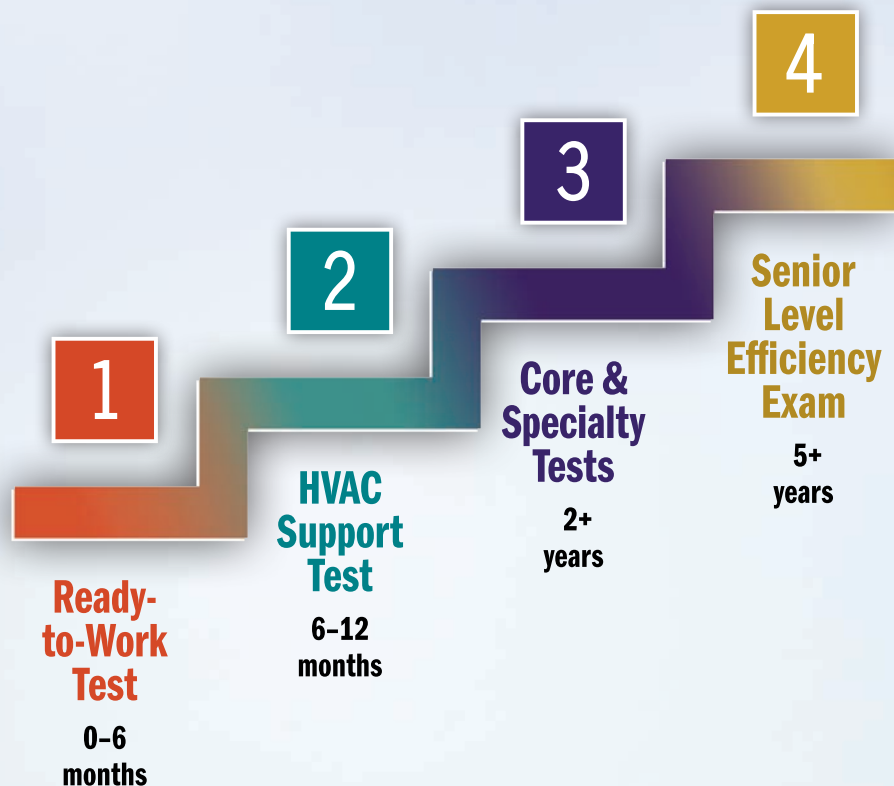
The partnership between UH, Johnson Controls and Pacific Current is the second phase of a multi-year energy efficiency and renewable energy project. In phase one, energy efficiency measures were successfully implemented at UH Maui College and the O'ahu community college campuses under energy performance contracts awarded to Johnson Controls in 2010. Phase two includes additional energy efficiency upgrades and the installation of on-site solar PV coupled with battery storage, allowing the five campuses to use the renewable generated energy as needed. The PV plus storage systems will be developed by Johnson Controls and owned by Hawai'i-based Pacific Current. The energy efficiency upgrades will also reduce the deferred maintenance backlog at these campuses by approximately \$20 million.

Following the successful implementation of energy conservation measures across the campuses during phase one, phase two will bring the total on-site capacity to 2.8 MW of solar PV and 13.2 MWh of battery distributed energy storage at UH Maui College, and 7.7 MW of solar PV and 28.6 MWh of battery distributed energy storage to the UH Community Colleges O'ahu campuses.

For additional information on the UH's progress toward its net-zero goal, please see the Annual Report on Net-Zero Energy for the University of Hawai'i 2018: https://www.hawaii.edu/govrel/docs/reports/2018/hrs304a-119_2018_net-zero_annual-report.pdf

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Aire-Technics installs donated heating and cooling system in mortgage-free home honoring U.S. military veteran

Houston-based contractor and Johnson Controls work together for Building Homes for Heroes home dedication



On February 17, Aire-Technics joined local contractors and Building Homes for Heroes at a Welcome Home ceremony in Houston, TX for Army Specialist Michael Villagran. Johnson Controls donated a YORK® heating and cooling system and Aire-Technics

provided installation services for the veteran's new home. "The support of companies like Johnson Controls and its high-quality YORK heating equipment and contractors like Aire-Technics enable our organization to reach more injured veterans in need and help them begin

to rebuild their lives," said Chad Gottlieb, director of construction development, Building Homes for Heroes. Building Homes for Heroes is a national organization that recognizes the tremendous sacrifices of men and women of the United States Armed Forces by supporting the needs of severely wounded or disabled soldiers and their families. The organization strives to build or renovate quality homes and gift the homes to severely injured veterans nationwide, mortgage free. "Teaming up with Building Homes for Heroes gives us an opportunity to give something back to real heroes who have made sacrifices for our country. We're honored to contribute our services to the home of Army Specialist Micheal Villagran and his family," said Frank Howard, project manager, Aire-Technics. Building Homes for Heroes invites anyone wishing to volunteer or make a donation to the organization to contact Building Homes for Heroes at info@buildinghomesforheroes.org.

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Statement of the Air-Conditioning, Heating, and Refrigeration Institute on Steel and Aluminum Tariffs

The Air-Conditioning, Heating, and Refrigeration Institute (AHRI), which represents manufacturers of heating, air conditioning, commercial refrigeration, and water heating products and equipment, is disappointed in the decision announced today by President Trump to impose additional tariffs on steel and aluminum. As we made clear in letters to the President, and to Commerce Secretary Ross and U.S. Trade Representative Lighthizer, AHRI does not support additional tariffs on steel and aluminum due to their impact on manufacturers and consumers.

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Construction Employment Rises in 35 States and D.C. from February 2017 to February 2018; Industry Adds Jobs in 38 States Since January

California, West Virginia Have Biggest Gains for the Year; North Dakota, Iowa Have Largest Declines; New York and Connecticut Have Largest Monthly Pickup, While Washington State and Alaska Lag

Thirty-five states and the District of Columbia added construction jobs between February 2017 and February 2018, while 38 states added construction jobs between January and February, according to an analysis by the Associated General

Contractors of America of Labor Department data released today. Association officials praised the latest Congressional spending bill for funding career and technical education to help young workers get into the industry.

"The construction industry continues to add employees in most of the nation, despite a shortage of workers with construction experience," said chief economist Ken Simonson. "But job openings are growing, as contractors

encounter a shrinking pool of experienced jobseekers."

California added the most construction jobs (74,000 jobs, 9.8 percent) during the past year. Other states adding a high number of new construction jobs for the past 12 months

include Texas (33,900 jobs, 4.8 percent) and Florida (31,700 jobs, 6.3 percent). West Virginia added the highest percentage of new construction jobs during the past year (14.3 percent, 4,300 jobs), followed by Nevada (10.9 percent, 8,900 jobs), California, Idaho (9.3 percent, 4,100 jobs), Arizona (9.2 percent, 13,000 jobs) and New Mexico (9.0 percent, 4,000 jobs).

Fourteen states shed construction jobs between February 2017 and February 2018, while construction employment was unchanged in Vermont. North Dakota lost the highest percentage of construction jobs, by far (-16.3 percent, -4,800 jobs), followed by Iowa (-8.5 percent, -6,700 jobs), Kansas (-5.3 percent, -3,300 jobs) and Nebraska (-4.2 percent, -2,200 jobs). Iowa lost the largest number of jobs, followed by North Dakota, Missouri (-4,000 jobs, -3.2 percent) and Kansas.

"The states with the largest job gains were all recovering from natural disasters, while losses were concentrated in the Plains states," Simonson commented. "The Plains states have been hurt by a downturn in farm-related income."

Thirty-eight states added construction jobs between January and February. New York added the most (7,700 jobs, 2.0 percent), followed by Florida (7,100 jobs, 1.4 percent) and California (6,800 jobs, 0.8 percent). Connecticut

added the highest percentage of construction jobs for the month (2.6 percent, 1,500 jobs), followed by Mississippi (2.0 percent, 900 jobs), Indiana (2.0 percent, 2,800 jobs) and New York.

Eleven states lost construction jobs between January and February, while construction employment was unchanged in Alabama and D.C. Washington state lost the most construction jobs for the month (-1,500 jobs, -0.7 percent), followed by Alaska (-800 jobs, -5.0 percent) and Kansas (-700 jobs, -1.2 percent). Alaska lost the highest percentage of construction jobs, followed by Montana (-2.1 percent, -600 jobs) and Kansas.

Association officials said the widespread job gains show that construction offers good career opportunities and that public agencies at all levels of government should do more to improve the career and technical education pipeline. They praised the funding increases passed by Congress on Thursday for programs to assist students and underemployed adults gain the skills needed for jobs in construction.

"Rebuilding career and technical education programs is essential for helping the economy expand and assure a supply of qualified construction workers," said Stephen E. Sandherr, the association's chief executive officer. "The funding bill that Congress approved on Thursday is a good step in that direction."

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NEWS

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ASHRAE Heads to Houston for Annual Conference, June 23-27

Atlanta – ASHRAE is heading to one of the world's most air-conditioned cities – Houston, for the 2018 ASHRAE Annual Conference, June 23-27.

The five-day event includes eight conference tracks, one mini track, tours, social events and a keynote message from research scientist and author, Dr. Ainissa Ramirez.

Registration is now open for the conference which takes place at the Hilton Americas-Houston Hotel and the George R.

Brown Convention Center. Early bird registration ends April 30.

"ASHRAE's Annual Conference provides a forum for a meaningful exchange of knowledge and ideas among thousands of industry professionals seeking new sustainable technology solutions for the built environment," says 2017-18 ASHRAE President Bjarne W. Olesen, Ph.D. "This conference is an example of how ASHRAE is at the forefront of innovation in an ever-evolving industry."

This year's Technical Program features several new tracks, including one on *Residential – Modern Building in Hot and Humid Climates* – a pertinent topic in the building industry recently with the movement toward net zero housing and indoor air quality.

The Technical Program will also address one of the most dynamic areas in HVAC&R through the track *HVAC&R Control Freaks*. Topics range from design innovations spreading through the industry to the latest in building integration and observation, as well as troubleshooting the most common issues occurring in building management systems.

Conference Tracks include:

- HVAC&R Systems and Equipment
- Fundamentals and Applications
- District Energy and Cogeneration Plants
- HVAC & Resiliency: Safeguarding our World
- Residential – Modern Building in Hot and Humid Climates
- Professional Skills
- Research Summit
- HVAC&R Control Freaks
- HVAC&R Analytics

At this year's sixth annual Research Summit, an announcement will be made about an exciting collaboration with ASHRAE's archival research publication, *Science and Technology for the Built Environment (STBE)*.

Additionally, 2018-19 ASHRAE President *Sheila J. Hayter*, P.E., Fellow *ASHRAE*, will present the Society theme for the coming year during the President's Luncheon on Monday, June 25.

Learn more and register for the 2018 ASHRAE Annual Conference at www.ashrae.org/houston.

Product News

Ruskin® Introduces ABD-FD Automatic Balancing Damper and Curtain Fire Damper Assembly

Only ABD with UL555 1 1/2-hour static-rated fire damper

Grandview, MO – Ruskin® introduces a new series of pressure-independent automatic balancing dampers (ABDs). The ABD-FD automatic balancing damper and curtain fire damper assembly is the only unit in the industry that combines an ABD with a UL555 1 1/2-hour static-rated fire damper to meet building code requirements.

The Ruskin ABD-FD automatically regulates damper positioning for precise and automatic airflow in supply applications. It also protects rated barriers, while providing constant balanced airflow. The result is energy-saving performance that mitigates stack effect in high-rise buildings and improves comfort for building occupants, making it ideal for commercial and hospitality settings, such as offices and hotels.

The damper works across the full pressure range in supply applications. With a sleeve assembly that fastens to the wall and requires no retaining angles, the ABD-FD is easy to install. Contractors and facility managers will also appreciate access through the damper grille and the unit's tool-free CFM adjustment, with up to 20 set point positions. A Ruskiprene™ "T" seal ensures long-lasting durability.

The ABD-FD also features a unique-to-the-industry antimicrobial agent that mitigates the growth of mold and bacteria and contributes to improved indoor air quality. In addition, the damper is UL2043-listed with a UL94V-0 flame and smoke spread rating.

The ABD-FD is the fourth product in the Ruskin ABD series, which includes the ABD, ABD-SEA and ABD-SEA-E. Like all products in the Ruskin offering, the ABD-FD is covered under the Ruskin five-year limited warranty program.

To learn more about the Ruskin ABD-FD damper, visit www.ruskin.com/model/abd-fd.

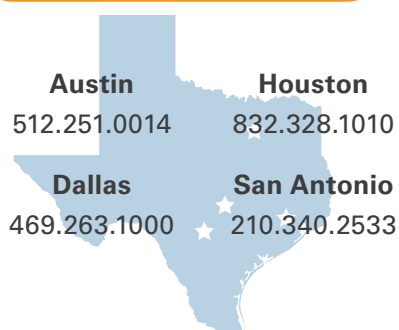


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46034	3/4	115/230	1075	8.2/4.9	60/50	1/2 x 5	7 5/8	ECM	45"
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It's On My Heart: Make a Difference!

On a recent flight from Denver, had a great experience on Delta. As I came into the cabin, the flight attendant made a positive impression. Stephen Chung was alert, greeting each of us individually, had an engaging smile, and you could see in his eyes he really enjoyed his job. I complimented him on his positive attitude, it was easy to notice, since most people today act like they would rather be somewhere else.

He told me he really enjoys what he does, and even after 25 years it has not gotten old. He rolled out the usual juice and pretzels, noticed my tv screen in the seat back was not working. Asked if I wanted to watch movies or live channels, I said yes, but the screen remained dark. He told me he would reset the system, would take 5 minutes. He did, but still no tv. So then he asked me for my Delta miles account number. Wow. Gave him my info, he set up a credit for some extra miles to be added to my account.

What is interesting is that I fly almost every week. Have had dozens on those tv screens that remained dark, most attendants don't notice, or if they do, take a note to pass on to maintenance. Stephen did

more, and I realize those miles were not actually coming from him, and it was not enough for a round trip to anywhere, but it was an act that made me feel important, like a valued customer.

He raised the bar for flight attendants all across the nation, I now have a new level of job commitment to measure future airline employees with.

What is really amazing is that this was the same trip that had a horrible beginning, same airline had three flight delays trying to get me out of Phoenix, finally had to change airlines to get to Denver. Frustrating. What is amazing is that one flight attendant changed my impression of the airline, brought me back to a raving fan. Which is exactly what you want as a business person, not a satisfied customer, you want raving fans!

So what are you doing to make the customer experience amazing, instead of just another day at the office? A smile, pleasant greeting, actually helping the customer when things don't go as planned, taking action instead of taking notes, doing something in your power to improve the experience, these are the kind of things

that make a customer go "wow". What happens when a customer is unhappy with your service, products or installation? Equip your team to do what is necessary to help them move from unhappy to where they will actually come back to do business again.

Studies have shown that when a complaining customer gets fast response and some sort of solution to their problem, they return to buy more goods and services from your company. Back in the day we said a happy customer will tell 5 people, unhappy will tell 20. That is so dated, today the unhappy customer will tell 20,000. They can go to Yelp, Google, Facebook, your website, all kinds of places to vent. On the other hand, I will quote a famous restaurant owner in New York. The phrase we have all heard is "the customer is always right". He says: "they are not always right, but they are always the customer". In some cases you need them to buy from someone else. So have a plan for abusive customers. Know when to disconnect. Let your team know they can always count on you to have their back. Goes a long way to keeping good employees.

These days I have a phone problem. Specifically, Siri quit working on my iPhone. I know, first world problem. Have done all the usual things, gone to the forums, called the tech support, rebooted (three times), backed up from the iCloud, nothing has restored her. In one of my calls to Apple support, got through to a supervisor (how do I know he is a supervisor, cause they said, I will turn you over to my supervisor!) named Alex. He has done exactly what he said he could do, called me back three times at the appointed time, gone to engineering, and has not been able to fix Siri on my phone. But what he has been able to do is confirm that it is not hardware, not my phone, it is a software issue. The tech team is working on it, there are thousands with my same problem out there. So I feel better knowing that someone is working on it, even if I have not seen a resolution on my phone. Every Friday he calls, around 3 my time. Even asked me what part of the country I will be in, if it is East coast, he calls for that time zone. So he is helping in every way he can.

SEE HINSHAW PG.22



Jim Hinshaw

Upon graduating from the University of Missouri at Rolla, Hinshaw started his career in the air conditioning industry. Hinshaw's background includes positions as a manufacturer's rep, President of one of the oldest and largest air conditioning companies in Arizona, residential start-up specialist for the Carrier Corporation, and an officer in a Carrier owned service agency.

Hinshaw enjoys training sales, technical, and management team members with companies that want to increase profits and grow to the next level. He has worked in all areas of the industry: manufacturer, distributor, contractor and now consultant. He has worked with companies that have sales in the billions per year and family owned businesses with only two employees. He can help with sales, organizational issues, marketing, how to set up

the company for improved profitability, all phases of the business.

He has provided high-results training for clients from Calgary, Canada to Adelaide, Australia. Hinshaw retired from the contracting business in 1999 when he formed his own training company, Sales Improvement Professionals, dedicated to bringing his real-world experience to help enhance your sales and marketing efforts.

Hinshaw can be reached at 602-369-8097, or via email at jimhinshaw@siptraining.com.

And now as an AUTHOR: "For those who might be interested, he has a collection of writings from the last 10 years. Stories of how one person can ruin a relationship with a customer, and how one can repair it! Stories of the loss of service in America, and how you can improve customer service today. Go to the following link for full details on how to make this collection yours!"

www.blurb.com/bookstore/detail/2223484 to check out the book – first 15 pages are free, sample before you buy!

For more information please contact him at Sales Improvement Professionals, Inc., 1281 E. Magnolia, #D-145, Fort Collins, CO 80524; Office Pho: 970-635-5675; Cell Pho: 602-369-8097, or visit www.siptraining.com; or on Facebook: Sales Improvement Professionals, Inc



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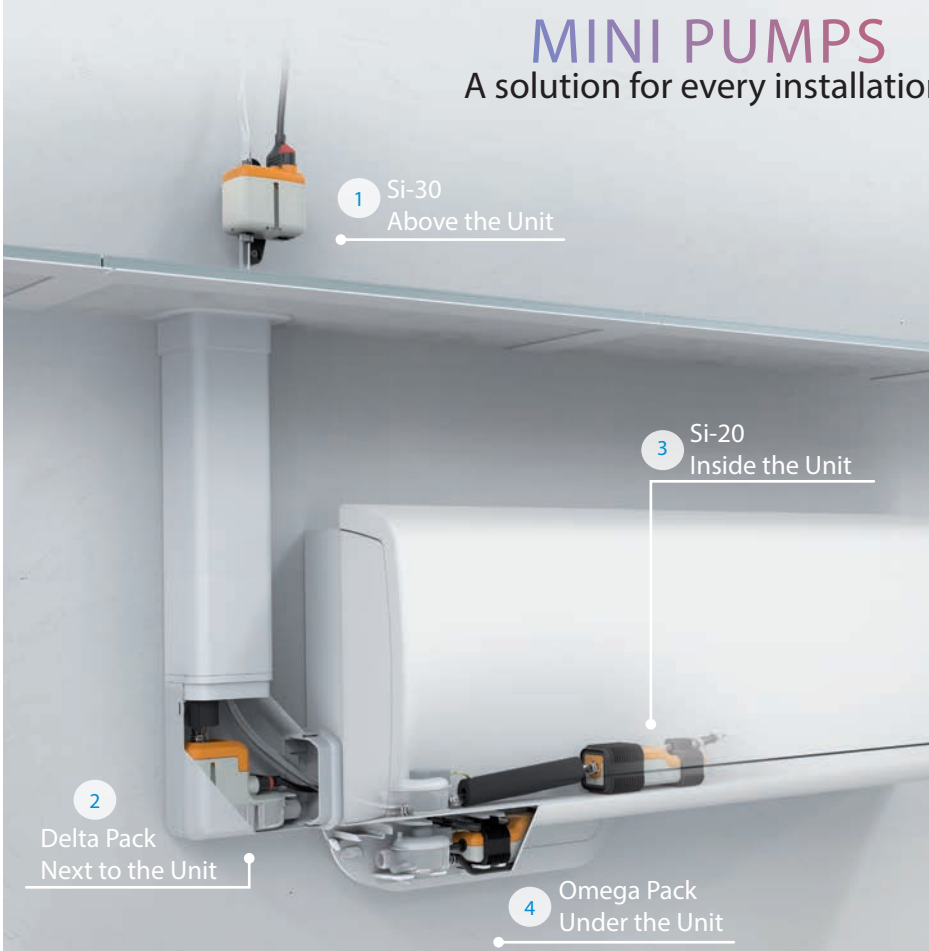

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Product News

Mitsubishi Electric Introduces the SVZ 1:1 Ducted Air Handler and SUZ Universal Outdoor Unit

Suwanee, GA – Mitsubishi Electric US, Inc.'s Cooling & Heating Division (Mitsubishi Electric), a leading manufacturer of Zoned Comfort Solutions™ and Variable Refrigerant Flow (VRF) cooling and heating systems, introduces the new

1:1 Ducted Air Handler (SVZ) designed to be paired with an SUZ Universal Outdoor Unit.

The air handler joins the M-Series product lineup from Mitsubishi Electric, which includes an array of indoor unit, outdoor unit and control options. Like the series'

ductless systems, the SVZ is energy efficient, easy to install and flexible in its application. What sets the SVZ apart from other models is its smaller footprint and one-to-one configuration with the SUZ Universal Outdoor Unit.

"We are excited to

round out our already comprehensive M-Series lineup with this addition," said Brinnon Williams, director of residential product development. "The reduced physical sizes provide more installation flexibility. The smaller capacities are ideal

for performance construction applications where you still might like to have access to designing around ductwork. Although smaller and now more affordable, the SVZ and SUZ still retain the effectiveness of Mitsubishi Electric products."



Other features of the SVZ 1:1 Ducted Air Handler include:

- 16-18 Seasonal Energy Efficiency Ratio (SEER) (Target)
- 12,000 and 18,000 Btu/h models
- Electric heat kits available as accessories
- Reduced height
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For more information on Mitsubishi Electric, visit mitsubishicomfort.com

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HINSHAW, con't.

Another key point, he has been honest with me all along. Told me he will help as much as he can, when he realized it is something he cannot fix, told me that as well. So part of me wants to throw that phone out the window, go to another brand, start all over. But then I realize that Alex is truly doing all he can, I do have a positive relationship with him, let him do what he can to solve the problem. Two things important to me. He has been honest, and has kept his word. Last Friday the call came and he said, I don't have an answer. He called anyway. I would rather he call with no solution, than not call at all. At least he is still working on my silly little problem.

Back to the original concept. Put yourself in the customer's shoes, they may have had a long day, kids were sort of fussy, car needs brakes (or car needs to be replaced), and you show up and let the customer know they need a new something they had not planned on. A something that may be thousands of dollars. Make sure your front-line team is doing all they can to be engaged with a customer going through a tough time. Do all you can to respond fast, no one has spare time today. I want to wait 4 days for the tech to come to my house just to see why my furnace is not working, said no one ever. Then when they trust you to do that something, it goes wrong. Know your limits, but do all you can to stay engaged, help them through the incident that no one planned for. In many cases, they will not only tell their friends, they will say: even though they had a problem, they never forgot about me!

Thanks for listening, we'll talk later.

The Dos & Don'ts of an HVAC Apprentice

By Steve Wiggins

The night before his first day on the job as an air conditioning apprentice Kelly lies awake both excited and nervous about how tomorrow will go. Is this the start of a new career for him? What skills will he bring? What mistakes will he make? The following are a few things Kelly can do wrong, and some things he can do right on his exciting new career as he evolves from the greenest helper to experienced service technician.

THE DON'TS

DON'T put away tools – There aren't many things more annoying for a technician to reach for a tool and it not be where he normally keeps it. When putting away tools and supplies just lay them in the vehicle and let the technician put them where they go.

DON'T talk technical – When customers talk technical always defer their questions to the most experienced person on site. Also if

the technician is talking technical don't ever add any supplemental information. When you do this you are sending a message to the customer that the technician didn't cover the topic very well, it just hurts his and the company's credibility.

DON'T sigh – Try to avoid making negative sounds or using negative phrases. The slightest sigh/exhale can draw the customer's attention so now the technician has them over their shoulder asking "is something wrong"?

DON'T show up late and sleepy – Come to work a few minutes early, fed and watered. Walking in hung over or sleepy is not a good start to the day. The technician you are helping has a list of scheduled calls to make and he really hasn't planned on swinging by a drive thru so you can get coffee and a breakfast burrito.

DON'T always be up in your phone doing non work related stuff. You are there to assist, not check your Facebook feed and send love notes to your girlfriend every 5 minutes.



Kelly Money – HVAC Helper

THE DOS

DO be engaged in the job at hand. On the way to the jobsite ask questions related to what is to be expected of you on arrival, such as what ladders will we need, what tools/materials should I grab etc.... Going on and on about what happened at the bar last night isn't what the technician's mind is focused on. If the technician is driving helping him navigate traffic is also a way to be engaged in the job.

DO park legally. If you park on the wrong side of the street (against

traffic flow) and the neighbor backs out of their driveway smashing into your vehicle, guess what? You were illegally parked and can be ticketed. Also, try not to block in other vehicles but if you do, ask the customer if they will be needing out soon, it's just a common courtesy.

DO lay down tools and declare – When the technician has his attention focused on the equipment lay the tools and/or materials the technician asked you to bring within his reach and let him know by verbal declaration that you did so. If you just lay them down without saying anything he may go looking for those items in his work vehicle only to realize it was laying right beside him the whole time. If you bring back something and just stand there with it waiting to put it in his hands he may not be ready for it yet. This is just inefficiency on your part because after you lay it down you could be doing something else.

And lastly the most important trait any service person can have is ...

DO practice discretionary effort.

You are in the customer's home or place of business so being respectful goes a long way. If your shoes are dirty, take them off, wear shoe covers, lay down floor protection etc.. This sends the message you care. The goal is to make a habit of doing something extra the customer didn't expect. This practice is called "discretionary effort". What you are looking for is to create a thought in the customer's mind of "aww that was very nice of him he didn't have to do that". Other examples of going above and beyond are asking/being interested in the customer's hobbies/interests. Bringing in their newspaper that was laying in the yard, rolling up their water hose nice and neat after you used it, being nice to their barking dog even though it's annoying etc.. Sometimes finding these things aren't totally obvious so you need to get in the habit of talking to the customer and listening to the verbal clues they give you with the intention of finding that extra something you can do for them. Once it becomes habit you will be in the groove and well on your way to becoming a full blown service technician.

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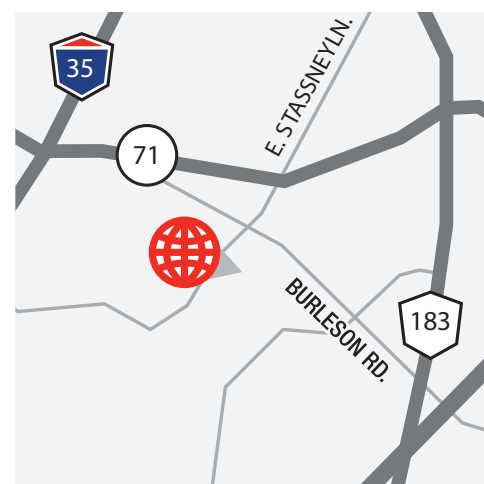


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Century AC Supply's 18th Annual Golf Tournament benefiting Camp Hope

The tournament took place at Longwood Golf Course in Cypress TX on Thursday March 22. The four person scramble had a putting contest, on course contests, lots of prizes and lunch. The proceeds from the tournament go to help fund Camp Hope.



First Place Team
Global the Source: Gene Henneke, Dickie Sirotiak, Shaun Sirotiak and Lauren Callaway



Second Place Team
Greg Bohac, David Hargrove Sr, David Hargrove Jr, Larry Hayden



Third Place Team
Travis Edwards, Pete Jennings, Josh McCullom and Lynn Edwards



Longest Drive Carl Pollex receives a new putter from Century Marketing Director Renata Morgan



Closest to the Pin Steve Lyon



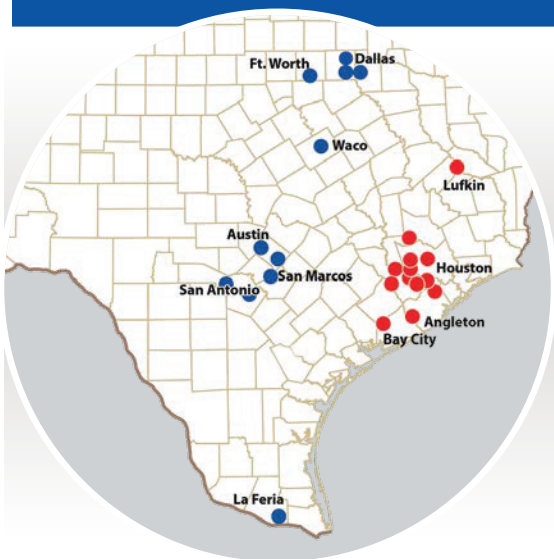
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Johnstone Supply in San Antonio hosted a Parker Zoomlock Showcase with Heyden Stanley Group

The event on February 26 showcased the Zoomlock product to contractors and included a lunch.



Contractors got a hands on demonstration



JT Heyden with the Parker Zoomlock



Lunch was provided to all the contractors that attended



The event was part of the Parker Zoomlock Roadshow that is travelling the country

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Emerson Finalizes Agreement with Weiss Instruments to Directly Sell and Distribute Dixell Products to Customers in the US

St. Louis – In a move to continue advancing its cold chain strategy, Emerson (NYSE: EMR) today announced it has finalized an agreement with Weiss Instruments, LLC, to directly serve customers of Emerson’s Dixell brand products. Weiss Instruments has been the exclusive authorized third-party distributor for Dixell controls in the United States since 1996. Under this agreement, Emerson’s assimilation of the Dixell distribution business will improve its solutions capability for a more holistic approach to cold chain management.

“Directly handling the Dixell products will further strengthen Emerson’s ability to serve customers with a seamless portfolio of products and solutions,” said Mark Dunson, group president, electronics and solutions for Emerson’s Commercial & Residential Solutions business. “Through this go-to-market change, we anticipate streamlining customer access to Dixell-branded controls

in the North American market, while improving overall design, technical and other support for users of our commercial controls.”

Emerson’s Dixell brand is a world leader in microprocessor based electronic regulation, temperature, pressure and humidity controls for commercial refrigeration and air conditioning. By directly offering and supporting the Dixell branded products, Emerson anticipates that its cold chain teams will now be able to drive more complete customer solutions using the comprehensive portfolio of packaged, custom, programmable, and building level controls in the air conditioning, refrigeration, healthcare, industrial, foodservice, food retail and pharmaceutical industries.

The core Weiss Instruments business is not included in the agreement, and will continue as an independent company. Terms of the agreement were not disclosed.

For more information, visit Climate.Emerson.com

T&B Liquidtight Systems® Expands Product Line for Global Use

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Memphis, Tenn. – Thomas & Betts (T&B), a member of the ABB Group, recently expanded its line of T&B Liquidtight

Systems® flexible metal conduit systems to offer a complete range of solutions that are compliant with international standards.

Solar Supply in San Marcos TX held a Comfortstar Training Event on March 15



Carlos Obella with Comfortstar demonstrates on a unit



Solar Supply managers Keith Williamson and Kelly Shannon

Carrier Announces 2018 Hall of Fame Inductees

Texas dealer recognized for customer service, community support and brand loyalty

Indianapolis — Carrier recently announced the latest dealers to be inducted into its prestigious Dealer Hall of Fame at the 2018 Carrier Factory Authorized Dealer National Meeting in Orlando, Florida. Established to recognize dealers who adhere to the highest standards in customer service and loyalty to the Carrier brand, this award celebrates years of outstanding work in the heating, ventilating and air-conditioning (HVAC) industry, as well as in their communities.

“Carrier dealers like this year’s Hall of Fame honorees exemplify the devotion of a lifetime of service and contributions to the industry, their employees, their customers and the community,” said Chris Nelson, president, North America HVAC Systems & Service. “We are proud to demonstrate our appreciation for their loyalty to Carrier by inducting them into our Hall of Fame.”

Carrier annually inducts select industry-leading contractors to its Dealer Hall of Fame. Nominees must be Carrier Factory Authorized Dealers and have a minimum of 20 years associated with Carrier as their primary brand. This year’s Texas inductee is being posthumously inducted into the Hall of Fame: Jerry Webb of Webb Air Conditioning Company, Inc. of Fort Worth, Texas.

Jerry Webb – Webb Air Conditioning Company, Inc.

In 1975, Webb purchased the company from his father’s estate and as president and majority owner, he watched over Webb Air Conditioning until his death in February 2018. Since Webb took over as manager in 1960, Webb Air has grown from a handful of family members to a company of 25 that produces over 12 times the annual sales volume it did that year.

In 2005, Webb and his employees set a goal to become a Carrier Factory Authorized Dealer and the business continues to hold that distinction today. Furthermore, Webb Air has been a loyal Carrier Dealer for 68 years; 57 of those years with Jerry Webb at the helm.

In addition to the Hall of Fame inductions, Carrier also recognized 261 active dealers with its President’s Award, an honor presented annually to Carrier dealers who demonstrate the company’s model for operational excellence, business effectiveness and delivery of the best in cutting-edge technology to its customers.

“The President’s Award recognizes each winner’s commitment to excellence and Carrier is proud that they are ambassadors of our brand,” added Nelson. “Our President’s Award recipients are world-class Factory Authorized Dealers and set the standard for outstanding companies that serve not just the industry and their customers, but their communities as well.”

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68th SWRA RSES Annual Educational Conference and Business Meeting
The conference was hosted by the Refrigeration Association of San Antonio Chapter of the Refrigeration Service Engineers Society RSES at the El Tropicano Riverwalk Hotel in San Antonio March 1-4



Earl Burleson and Jim Malone show Fieldpiece to the contractors



Elena Castillo pulls a raffle ticket at the dinner



Alison LeBleu and Jessica Taipalus at the Global booth



Andy Schoen and Jennifer Boyajian with Sanhua




Patrick Shaughnessy at the Hydro Balance booth




Roger Hensley, Steve Wood and Nick Reggi at the Fantech booth



To see all of the pictures from the event, visit us at www.ac-today.com

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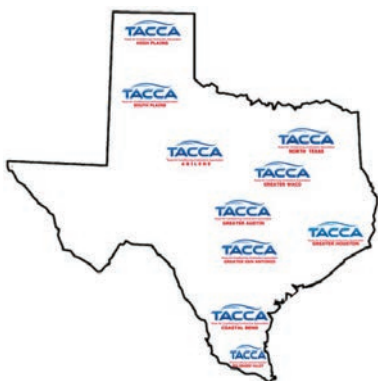
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The Summer Season - And No Pay Customers

TACCA Partner IC Systems has tips on how to handle this sticky situation

As a small business owner, it's all about the personal relationships. You pride yourself on building a good rapport with your clients, while providing a superior service or product they can't get anywhere else. So when it's been more than a month and the client still hasn't responded to the invoice you sent, it can be a touchy situation. On the one hand, you need cash flow to keep your doors open. On the other, the thought of having to escalate this to a collection agency makes you shudder, because it runs counter to the helpful, nice-guy persona you've worked hard to build. So how should you contact unresponsive consumers? When a good customer goes silent, follow these steps to let them know that payment is due without undermining that great relationship.

1. Do some digging: Anyone can overlook a bill. But once the second bill is mailed and you still don't hear anything, it's time to flag that silent account and try to make contact. Take a deeper look at the account details. Your job at this stage is to see if you can uncover underlying problems that need addressing.

2. Establish contact: Pick up the phone and call the client. Smile, be warm and simply state the facts: The invoice was sent last month and payment for the service is now due. Then, pause and listen. If they didn't forget to pay, you may be entering a larger discussion. In that case, listen to the client's concerns, repeat what you heard back to the client and offer a solution.

3. Try alternative contacts: If your mailed notices have gone unanswered and you haven't been able to reach them by phone, check the records to see if you have any alternative means of reaching the client, such as a mobile phone or email address. When leaving an email or a voicemail, don't launch into specific details. Someone else who uses the account could be reading or listening and that could be an invasion of privacy.

4. Step up the number of contacts: If mailed notices, the phone call and other means of contact haven't worked, increase the frequency of your attempts to reach the client. It's best to try a combination of methods — alternate between mailed notices, phone calls, and emails. Of course, check your contract with your customers before calling or emailing, just to make sure you're allowed to reach out that way.

5. The final stretch: If the unpaid invoice is 60-90 days or older, it's time to turn to a collection partner. However, it's important to do all you can to avoid "surprising" the client. At least 15 days before it goes to collections, be sure and state in the mailed notices that the account will be handled by your collection partner if payment does not arrive by a specific date. Be sure and include the amount due and all the info they need to re-establish contact.

Collection agencies are not just for larger firms. IC System's foundation is in small- to medium-sized businesses, and we can help whether collections is needed on an ongoing basis or just for that occasional bad debt.

Call 1-800-279-3511 or visit www.icsystems.com/blog for more information.

TACCA is pleased to announce a new partnership with Attic Systems. Look for more information on their products, and great articles on business development and growth.



FAQ's — From the Texas Department of Licensing

Should I wait to submit my license renewal application until after I have completed my eight hours of continuing education?

No. You may file your renewal application at any time during your renewal period. We encourage you to file the application early so your license won't expire and you won't have to pay late renewal fees.

My license has been expired for more than 18 months. How do I get it back?

If your license has been expired for more than 18 months but less than three years, you may renew online or submit a [Request to Executive Director for Expired License Renewal form](#) with the required renewal fee.

If your license has been expired for more than three years you may not renew your license. You must apply for a new license.

You may be subject to enforcement actions, including administrative penalties and sanctions, for operating with an expired license (expired less than 18 months) or operating without a registration (expired 18 months or more).

Need an HVAC CE Course or License Prep Course?

More than 2500 HVAC Professionals Use TACCA Program's each year!

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April 7 - Denton
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April 14 - Houston
Hurst

April 21 - Austin
Rio Grande Valley

April 28 - Burleson

License Prep:

April 21/22 - San Antonio

May 5/6 - Austin

May 18/19 - Red Oak (DFW Area)

Visit www.tacca.org to register!

Texas Air Conditioning Contractors Association

Mission: Our mission is to promote quality and professionalism, help our members become more profitable, and enhance the HVAC/R industry's image with the consumer.

TACCA focuses on providing information, benefits, education and legislative representation to our members.

Visit us at www.tacca.org, or call 800.998.HVAC (4822) to become one of the more than 5000 contractors across Texas who receive our information.

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AC SUPPLY CO hosted an LG Training
Conference February 27-March 1
*The 3 day event was held at the Tarrant County Center of
Excellence for Energy Technology in Fort Worth TX. The conference
included hands on labs, town hall discussions, and introductory and
advanced courses by trainers from LG and AC Supply.*





The spotlight



KAI Hires Veronica Castro de Barrera as Transit Studio Leader in its Dallas office



Bryant K Elder Joins Ice Air as New Director of Business Development



Zeshan Haider Joins Ice Air as Sales Engineer



Steven Malm Named NIBCO Chief Executive Officer



Jo Vanhoren named President and CEO of Alfa Laval Inc

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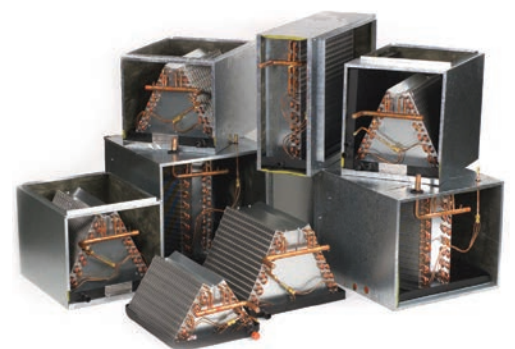
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CALENDAR OF EVENTS

Insco's April Events Schedule

Insco Distributing, Inc. offers some of the best training available in the HVAC/R industry. With over 100 years of experience, we provide hands-on instruction at our four state-of-the-art training facilities located in Houston, Grapevine, McAllen & San Antonio. We also offer local training at our branches or off-site facilities throughout Texas and Oklahoma City. Most courses offer CE credits and our goal is to provide the needed skills and expertise to help our customers thrive in this evolving and competitive industry. Visit: insco.com/training to see the complete schedule of classes.

Austin

Wednesday, April 18th – Expansion Valves 101 from 8am – 12pm located at 1209 I35 Frontage Rd Round Rock, TX | Only \$80

Grapevine

Wednesday, April 25th – Troubleshooting the Refrigerant System from 8am – 12pm located at Insco's Grapevine Training Facility | Only \$80

Thursday, April 26th – Expansion Valves 101 from 8am – 12pm located at Insco's

Grapevine Training Facility | Only \$80

Houston

Thursday, April 5th – Troubleshooting the Refrigerant System from 8:30am – 12:30am located at Insco's North Houston Training Facility | Only \$80

Wednesday, April 18th – York Residential Equipment Installation & Troubleshooting from 8:30am – 5pm located at Insco's South Houston Training Facility | Only \$100

San Antonio

Tuesday, April 3rd – Expansion Valves 101 from 8am – 12pm located at Insco's San Antonio Training Facility | Only \$80

Tyler

Tuesday, April 24th – Expansion Valves 101 from 8am – 12pm located at Insco's Tyler Branch | Only \$80

Victoria

Wednesday, April 4th – Expansion Valves 101 from 8am – 12pm located at Insco's Victoria Branch | Only \$80



Texas Air Conditioning Contractors Association

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Visit
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Waco**

**April 14 - Houston
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**April 21 - Austin
Rio Grande Valley**

April 28 - Burleson

License Prep Course : Only 3 out of 10 people pass the Texas ACR Exam. We will show you how to pass the FIRST time, with proven methods and materials!

April 21/22 - San Antonio

May 5/6 - Austin

May 18/19 - Red Oak (DFW area)

Contact TACCA at education@tacca.org or call 800/998-HVAC (4822). Limited seating, so register early!



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Hunton Distribution Highlights Year of Growth at Annual Dealer Preview

Lake Charles, LA - Hunton Distribution, an exclusive Trane equipment and parts distributor with three locations throughout Texas and Oklahoma was awarded the 2017 Trane Pacesetter award at its annual Dealer Preview Meeting at the Golden Nugget in Lake Charles, LA. on March 1, 2018. In order to usher in a year of growth, Trane's new Vice President of Trane Residential & HVAC Supply, Kevin Baxter, presented the achievement in person, highlighting the company's expansion in market share, strategic product implementation, and overall performance. He also spoke of the health of the industry, the power of the Trane Brand, and

Trane's commitment to continue to build the digital experience for Trane customers.

Set in the Grand Ballroom of the Golden Nugget, the meeting covered a variety of industry topics – the overall strength of Houston's a/c industry, new Trane products and tools, and also provided attendees with interactive breakouts that focused on growing their individual businesses.

Charlie Hunton, President and GM of Hunton Distribution, thanked his dealers and commended them on market share growth, announcing plans to erect a 3rd Houston parts distribution center in Q4.



Overview of the general session of the HD Dealer Preview



Guests attending the Dealer Preview



Hunton territory managers
Marvin Coleman, Jessica Vail and
Michael Finke



Hunton territory managers welcome
dealers to the event



TDLR invites you to join us for our 2018 Strategic Planning Sessions

Monday, April 9: Arlington and El Paso
Monday, April 16: Houston and McAllen
Monday, April 23: Austin

These sessions are your opportunity to share your ideas and opinions with us directly about how we're doing and how we can improve. Your feedback during these open and interactive sessions will help us chart the course for TDLR's future.

If you can't attend one of the sessions, don't worry, on April 6 we will post an online survey for your feedback. Stay tuned!

No RSVP or registration is required--sessions are free and open to everyone.

Your Voice Matters

We value your input and look forward to hearing from you. During each session participants will be asked to respond to the following questions about TDLR:

- What are we doing well?
- If you were king or queen for a day, what changes would you make to TDLR's laws, rules, or processes?
- During the next five years, what major changes do you expect in your profession or industry, and in the state of Texas?
- What changes should we make to prepare for the next catastrophic event, such as Hurricane Harvey?

Ideas and suggestions from strategic planning sessions make a difference. We make process improvement and rule changes based on your feedback, and we share your feedback with state lawmakers. Your ideas can create real change for Texas.

Keep up with the latest information about our 2018 Strategic Planning process on this page and be sure to visit us on Facebook: TDLR and TDLR Medical and Health Professions.

Questions? Email customer.service@tdlr.texas.gov.



Texas HVAC/R License Prep Course

April 21/22 - San Antonio

May 5/6 - Austin

May 18/19 - Red Oak (DFW area)

Time: 8:00 am till 5:00 pm

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Carrier South Texas hosted a Dealer Meeting in Houston TX

The annual event took place on February 19 at the Hilton Americas and featured training and a Vendor Product Showcase





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OUR 2018 HVAC EXPO WAS MADE POSSIBLE THANKS TO THE PARTICIPATION OF OUR SPONSORS AND EXHIBITORS. WE APPRECIATE YOUR SUPPORT AND WANT TO THANK YOU!

TACCA Greater Houston Membership Meeting March 20th

The meeting was held at Quietflex Manufacturing in Houston and included lunch and a tour of the facility



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Shearer Supply held their Dealer Meeting at the Renaissance Dallas at Plano Legacy West Hotel

The well attended event featured training sessions, great food, a trade show and an evening banquet featuring guest speaker Roger Staubach former quarterback of the Dallas Cowboys. The meetings and banquet also highlighted it was Shearer Supply's 35 year anniversary.





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Saturday Apr 21, 2018 May 19, 2018

Location: Apr 17, 2018 **Victoria, TX**

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• Compressor Diagnostics & Service• June 2, 2018

• EPA Online Exams • call for dates

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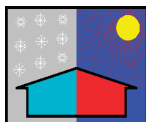
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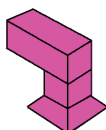
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