



Emerson Releases the Top States to Work in HVACR

Top states boast accredited trade schools, salaries and open positions

Sidney, Ohio – Heating, ventilation, air conditioning and refrigeration (HVACR) contractors looking for plentiful job opportunities, high salaries, available training and large numbers of service calls should head to Ohio or California, according to a list of top states to work in HVACR compiled by Emerson.

Ohio tops Emerson's list with more than 1,400 certified technicians, a competitive median salary, almost 9,000 openings, and eight accredited trade schools. California comes in second overall but tops the list when it comes to number of open positions (22,000), certified technicians, and the highest hourly wages.

"I got interested in HVACR in high school and have been fortunate to build a career and a successful business here in Ohio. There are tremendous opportunities in a

state like Ohio with both heating and cooling seasons and I enjoy the opportunity to meet new customers and new people every day. This is a great trade for young people who are looking for a challenge; the opportunities are endless right now," said Kevin Turner, President, Comfort Air Solutions.

Emerson lists Illinois as the third-best place to work for the highest median average salaries along with having five accredited trade schools and over 8,000 current openings. Texas ranks fourth and Florida ranks fifth for their number of openings and certified technicians. The list also names Oklahoma, Colorado and New York to its top 20 highlights for their accredited trade schools, salaries and open positions.

SEE EMERSON PG.2

Mitsubishi Electric City Multi VRF Technology Training



Pictures on page B6

U.S. Department of Labor Announces New Policies to Ensure Equal Employment Opportunity and Protect Religious Freedom

Washington, DC – The U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) announced two new policy directives focused on ensuring equal employment opportunity and protecting Americans' religious freedom. The equal employment opportunity directive calls for more comprehensive reviews of contractor compliance with federal anti-discrimination laws, and the religious freedom directive protects the rights of religion-exercising organizations.

By law, federal contractors are required to take affirmative steps to ensure equal opportunity in their employment processes. OFCCP enforces federal laws that prohibit federal contractors and subcontractors from discriminating on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, and status as a qualified individual with a disability or protected veteran. In addition, contractors and subcontractors are prohibited from discriminating against applicants or employees because they inquire about, discuss, or disclose their compensation or that of others, subject to certain limitations. The Agency's directives provide guidance to OFCCP staff and federal contractors regarding enforcement and compliance policy and procedures.

Through the directive issued today, the Department announced that it is implementing a comprehensive compliance initiative, which seeks to ensure compliance with equal employment opportunity and anti-discrimination regulations in all of its protected groups. As part of this initiative, OFCCP will add focused reviews to its compliance activities, with comprehensive onsite reviews focused on each of the three enforcement authorities

OFCCP enforces: Executive Order 11246, as amended; Section 503 of the Rehabilitation Act of 1973, as amended; and the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended.

The second directive instructs OFCCP staff – in all their activities – to take into account recent U.S. Supreme Court decisions and White House Executive Orders that protect religious freedom. The Supreme Court issued rulings in 2014, 2017, and 2018 that safeguard the broad freedoms and anti-discrimination protections that must be afforded religion-exercising organizations and individuals under the U.S. Constitution and federal law. Additionally, President Donald J. Trump has issued Executive Orders making clear the Administration's commitment to robust protections for religious freedom, as well as ensuring a level playing field for faith-based organizations to compete for federal grants, contracts, programs, and other funding opportunities.

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John Richardson's Retirement from Uniweld



Uniweld Products, Inc. has announced the retirement of John Richardson, Uniweld's Central Regional Manager, after 30 years of employment. Over his career with Uniweld, John has developed strong personal relationships with colleagues and customers alike, and he will be missed by many in the HVAC and refrigeration industry. John served for 4 years in the US Navy submarine force. After leaving the military he started his career in the HVAC industry as the parts manager for Honeywell. A new opportunity arose and he left Honeywell to be the purchasing manager for an HVAC, electrical, and plumbing contractor. After 8 years in that position with the contractor, John then worked for a rep agency that sold the Uniweld Products line. David Foster, the managing director of the HVAC division for Uniweld, flew into Texas to work with John and see customers in the territory. Shortly after working with John that week, David Foster reached out to John and offered him a position with Uniweld. John joined the Uniweld team in 1987 as the Central Regional Manager and 30 years later he now says goodbye to his Uniweld family. John's plans for retirement are to travel and see as much of the world as possible. He will also spend lots of time with his 4 grandchildren and make frequent trips to his lake house in Bonham, TX.

EMERSON con't

"There is an increasing demand for highly skilled HVACR professionals, especially with a retiring workforce," said Becky Hoelscher, director of AC aftermarket sales for Emerson Commercial and Residential Solutions. "The importance of valuable training and the number of job openings is soaring. Our data reveal where contractors can find these great opportunities."

Emerson's ranking draws on HVACR salary and future employment data from the U.S. department of Labor; trade school locations recognized by the Partnership for Air Conditioning, Heating, Refrigeration Accreditation; heating and cooling degree days calculated at DegreeDays.net; residential home values from Trulia, certified contractors by state from North American Technician Excellence (NATE) and current openings from HVACR Workforce Development Foundation. Emerson also draws upon its own data to look at wholesaler locations and commercial service volumes from its ProAct™ Service Center.

For more information, visit AC-Heating Connect.com.

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Luxaire® Reaches 500 Wishes Granted for Make-A-Wish Foundation

Milwaukee – The Luxaire brand of Johnson Controls recently reached the milestone of granting its 500th wish to the Make-A-Wish Foundation. Since 2001, Luxaire has donated more than \$3.7 million to 23 chapters in the organization – enough to help grant 509 wishes made by children with critical illnesses.

“Reaching the 500-wish milestone is not about celebrating our achievement but reflecting on the countless lives that are touched annually by the Make-A-Wish foundation,” said Liz Haggerty, vice president and general manager, Ducted Systems, Johnson Controls. “We are not only grateful for their efforts, but also want to recognize our contractor and distributor network who have generously donated to Make-A-Wish over the past



17 years.”

Luxaire is the only sponsor in the heating, ventilation and air-conditioning (HVAC) category that supports the organization on a national level. And the only alliance that donates on behalf of its distributors and contractors.

“We are proud to support Make-A-Wish and the families that benefit from their great work,” said Mike Gallagher, president, Design Air, an independent

distributor of the Luxaire brand in Wisconsin. “This partnership provides meaning and perspective to the Design Air organization. It is our absolute pleasure to be affiliated with the Make-A-Wish team.”

Donations from Luxaire underwrite individual wishes, which currently average \$10,000 per wish. This sponsorship helps to make the wishes of children with critical illnesses come true including:

- Five-year-old Bianca who was able to meet all her favorite princesses at Disney World.
- Hanna, 12, who swam with the dolphins on Paradise Island in the Bahamas.
- Andrew, 18, who went ziplining, snorkeling and fishing in Hawaii.

Other wishes granted with the help of Luxaire and its distributors include a trip to Paris, a snowy vacation in Colorado, swimming with sharks in Hawaii, digging for dinosaurs in Montana, a bedroom makeover and construction of a backyard castle. The sponsorship from Luxaire also helps to support fundraising activities by Make-A-Wish throughout the year. To learn more about how you can get involved, visit www.luxaire.com/Residential/make-a-wish.

Lennox MPA Ductless Mini-Split Heat Pump

Key features:

• **Energy Efficiency:** The MPA Mini-Split Heat Pump is ENERGY STAR approved, offering options available in Single Zones, and three of the four Multi-Zone products. ENERGY STAR certified units are designed to use less energy, help save money on utility bills and help protect the environment.

• **Compatibility:** The MPA Mini-Split Heat Pump will offer Single and Multi-Zone outdoor units with mounted, ceiling cassette, ducted and ceiling/floor unit options. The product can support up to 5 zones and the indoor units are compatible for both single- and multi-zone use.

• **Convenience:** During the installation process of the MPA Mini-Split Heat Pump consumers can rest easy as units shipped are completely factory assembled, internally piped and

wired. The installers must set the outdoor units, hang indoor units, connect refrigerant lines, and make electrical connections to complete the job.

• **Durability:** A key feature for the new MPA Mini-Split Heat Pump is the cold climate operation. The product executes at 100% performance at freezing temperatures. It will support operation down to -13F (-25C). This capability to heat in low ambient outdoor temperature provides extra value to homeowners in cold climates.

• **Reliability:** Lennox produces products that are known to be the best in the business and the MPA Mini-Split Heat Pump is no exception. Lennox MPA Ductless Mini-Split Systems come with a 7 year warranty on compressors and a 5 year warranty on all other covered components.



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Productive Conflict Resolution

Wouldn't it be nice if we all just got along? While that seems like a nice idea, you can't eliminate conflict completely, and you shouldn't. Well managed it can help cultivate discussion and create opportunities to uncover new and innovative solutions.

So, as a business owner how do you establish an environment which cultivates healthy conflict? Start with these basic principles to drive successful outcomes.

Productive Conflict Resolution

1. Accept conflict as a natural part of a relationship, something which isn't necessarily good or bad. It can be very healthy if the conflict occurs when people have different ideas on how to solve a problem and they feel comfortable sharing their thoughts and ideas. The conflict resolution process can lead to open and honest conversations about more than just the question on the table.

2. Willingness to take time

to resolve issues. Conflict can be messy and it may take several conversations to get to come to a solution. As a team leader, you need to have a process for managing issues and building in time to work through them completely. If you try to rush the process, the issue will pop up again in a slightly different form. In the long run, it will take more time, or never really be resolved if you don't take time up front.

3. Create a climate of mutual trust or a desire to establish trust. Conflict leads to productive conversations if the participants trust each other and feel their ideas and opinions will be respected. They need to know there is no "punishment" for an idea which goes against the accepted norms. In a safe environment where people are comfortable expressing feelings, they are more likely to share how decisions will impact them and the 'why' behind their suggestions.

4. A desire for resolution,

not a desire to win. Let's face it, everyone likes to be right and to see their ideas put into practice. But sometimes your ideas aren't best. If people are more focused on proving they are right and winning the argument, others on the team may acquiesce. You will have a solution, but it won't necessarily be the best solution. As a manager, this is a hard change to make because it means giving up control. However, if you have hired the right people, they should have good opinions about their job and the company. Be prepared to listen and let others win.

5. Two best options, don't choose yours. If multiple solutions are proposed and there are at least two viable options, choose one suggested by a passionate team member. Why? If it is their idea, they will be more likely to work to ensure that it is implemented properly. And it sends a strong message that you are serious about finding the best alternatives. If the team feels you are willing to use their ideas when appropriate, they

will be more comfortable when you have to make an "executive" decision.

6. Consensus not compromise. Too often teams try to please everyone and end up watering down the final solution. Set expectations up front that you will listen to all the input and weigh the options. In return, all participants agree to accept the final solution. If you do steps 1 – 5 consistently, demonstrating an unbiased, open conversation, the team will be able to accept the proposed solution.

Why write about conflict resolution on a marketing article? We approach every conversation with our clients ready to follow these steps. It is not that we expect a conflict, but by creating a space for the open dialogue we are able to deliver work we are proud of and our customers love.

Get all of your employees in the habit of practicing these same steps and every project will go more smoothly.



Lorraine Ball

After spending too many years in Corporate America in companies like Lennox, Carrier and Conesco, 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.

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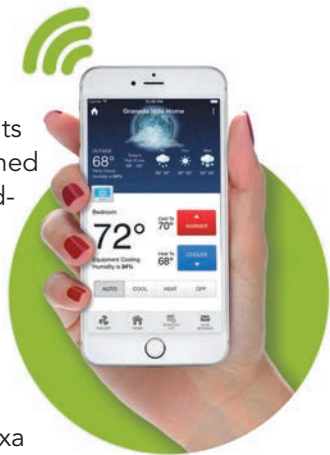
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BERKEYS Air Conditioning, Plumbing & Electrical -- Grand Opening Expansion Represents Company Growth and Provides Jobs to Southlake Community



Dallas - BERKEYS, Air Conditioning, Plumbing, & Electrical is excited to announce the grand opening and official ribbon cutting ceremony with the Southlake Chamber of Commerce of their new facilities in Southlake, Texas. The expansion allows BERKEYS to continue its incredible development from a one-person operation in 1975 to over 142 employees and growing by providing the best customer services and highest trained techs in the industry.

The expansion includes more space for BERKEYS training facilities dedicated to the continuing education of technicians and employees. The increased space also allows BERKEYS to dramatically expand in-stock inventory with products including complete HVAC systems, water heaters, electrical panels, etc. This

will continue to allow BERKEYS to provide its clients with the timely service they have grown accustomed to receiving for both needed repairs and replacement equipment.

"We excel in hiring and developing highly-skilled, licensed technicians who understand the importance of providing extraordinary customer service to our loyal clients," said BERKEYS President, Jamie Wooldridge.

Wooldridge is excited for the expansion because it represents continued excellence from his team and projects that it will create new jobs for the Dallas Fort Worth community in the coming months. BERKEYS is currently hiring for all 3 trades technicians and installation professionals, and customer service representatives, but warns that the company conducts strict background checks and drug screening, and technicians are required to complete continuing education throughout the year.

New Location for AHRI Headquarters



On August 3, the AHRI Headquarters Office packed up and moved two blocks up Wilson Blvd. (we're now at 2311 instead of 2111) to the fourth floor of a brand-new office building. With abundant natural light and significantly enhanced conference space, our new office is ideal for committee and product section meetings. AHRI was honored to host Danfoss Drives, which assembled its staff from around the world August 16 for a briefing by AHRI staff and a discussion of the current tariff and trade situation.

This was first reported by AHRI Update.



The Texas Department of Licensing and Regulation (Department) is reviewing the Air Conditioning and Refrigeration program (Title 16, Texas Administrative Code, Chapter 75) for re-adoption, revision, or repeal.

The Department will determine whether the reasons for adopting or readopting these rules continue to exist by answering the following questions for each rule:

- Is it obsolete?
- Does it reflect current legal and policy considerations?
- Is it in alignment with the current procedures of the Department?

The Department encourages anyone interested in the Air Conditioning and Refrigeration program to review the Notice of Intent and current Chapter 75 rules online. Comments may be submitted by email to erule.comments@tdlr.texas.gov

Deadline for comments: September 24, 2018

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The Duct-Free Zone

By Gerry Wagner

The onboard diagnostic capability of some inverter mini splits still impresses and fascinates me years after my first exposure to them. That said...I have to admit I'm still impressed with the idiot light on the dashboard of my truck that tells me when I have a tire going down. How does it know?

Some inverter mini splits use flashing LED lights to communicate errors within the system...I'm not a fan of this communication technique. Flashing a tiny yellow light about the size of the point on a pen 18 times in 30 seconds to tell me the system is experiencing high pressure makes my brain hurt. I always seem to encounter this first thing on a Monday morning when I'm still a little bleary-eyed...trying to count out 18 flashes of a light in 30 seconds becomes an exercise in futility.

I much prefer the systems that use an alpha-numeric language to communicate errors.

An example of this is the GREE Multi21+ multi-zone inverter mini split product. There are a total of 58 errors that can be communicated in an alpha-numeric code at the indoor unit. The error code is projected through the cover of the evaporator with what I call, "back-light projection" and it is in LARGE, easy to read type that can be seen by an old guy like me whose eyesight ain't what it used to be.

Now, as impressed as I am with onboard diagnostics, I'm still an old man... "old-school" if you will...and I don't completely trust them.

...and I think that's a good thing.

In my troubleshooting curriculum, I use the example of the E1 error in the GREE product. E1 means the system is experiencing high pressure. I ask my audience, "what is the first thing you want to do?"

Inevitably attendees start barking out things like, "check the coil"... "check the filter"... "check to see if the outdoor fan motor is running"...and on and on.

All of those answers are fine but none is the answer that I was looking for...

The first thing I'm going to do when a system tells me I have high pressure is put a gauge on it...COME ON!

Consider this...

Let's say you put a gauge on it and the gauge indicates the system is NOT experiencing high pressure...well, what can you condemn based on that information alone?

...the pressure switch! Right?

Look...here is my point.

We are professionals...we took the time and effort to learn our trade...a trade that is not easy or simple...a trade that took us years to master. Please don't lose sight of your own skills and abilities...don't place all your trust in onboard diagnostic systems. Use them to

compliment your own skills and talents... not as the "be-all end-all."

What do most people do when the idiot light on their dashboard comes on telling them they have a tire going down? They pull over, get out of the car and look at the tire...they don't just immediately drive to the nearest gas station to get to an air pump. Even the least auto savvy driver wants the visual confirmation that the tire is indeed going down...why should we as professional tradespeople be any different?



ABOUT THE AUTHOR: Gerry Wagner is the Vice President of HVAC Technical Training for Tradewinds Climate Systems. He has 38 years in the HVACR industry working in manufacturing, contracting and now training. You can contact Gerry by email: gwagner@twclimate.com and also please visit our website: www.twclimate.com

New Clean Guard Mini-Split Maintenance Bag



St. Louis, MO – Nu-Calgon has introduced a new mini-split maintenance bag, called Clean Guard, that prevents fluids from getting on walls and floors of residences when contractors are cleaning coils and blowers. The reusable bag has an industrial-grade elastic collar that simply adjusts to fit around a wall-mounted indoor air conditioner.

Clean Guard installs in seconds and provides 360-degree coverage to

protect walls from overspray. It also features an eight-foot drain line and heavy-duty design for reuse on multiple jobs.

Clean Guard is available in two sizes: regular Clean Guard fits mini-split units up to 12,000 BTUs, while Clean Guard XL is designed for units 18,000 to 36,000 BTUs.

For over 70 years, Nu-Calgon has been providing quality specialty chemical products for the HVACR market. The company's complete line of products includes coil cleaners, descalers and refrigeration oils, as well as products for indoor air quality, water treatment, ice machine maintenance and other applications. For more information, visit www.nucalgon.com.



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For more information please reach out to your **local Territory** or **Branch Manager**

DiversiTech® Acquires hilmor® From Stanley Black & Decker

Atlanta – DiversiTech Corp., a leading aftermarket manufacturer and supplier of highly-engineered components for residential and light commercial heating, ventilating, air conditioning and refrigeration (HVAC/R), announced today that it has acquired hilmor® from Stanley Black & Decker. The

acquisition was completed Aug. 10.

Introduced to the HVAC/R market in 2013, the hilmor brand enjoys a leading reputation as a trusted supplier of innovative and quality HVAC/R tools. More than 300 hilmor products ranging from manifolds and gauges to vacuum pumps and electronic tools are available

to HVAC/R technicians across the U.S., Canada and Latin America. The brand has consistently introduced new and revolutionary products over the years, including its Compact Swage Tool, Compact Bender and Dual Readout Thermometer.

“Our mission, and the driving force behind all we

do, is to simplify the way our customers work,” said DiversiTech CEO Andy Bergdoll. “The addition of the hilmor brand to the DiversiTech family is a major step toward furthering that mission. We’re adding a tool brand and a portfolio of products that are synonymous with innovation and are highly complementary

to the products we currently offer. Our wholesale customers and contractors now have an additional way to build their business while simplifying their work through streamlined product ordering, reduced shipping charges and other benefits. Over the coming months we will be looking at ways to strategically grow

and optimize the hilmor brand within our business.”

DiversiTech Chief Sales and Marketing Officer Bud Sjogren added that the DiversiTech leadership team is working closely with its hilmor and Stanley Black & Decker counterparts to ensure a seamless transition. “Several key hilmor personnel, including all current hilmor sales reps, will be joining the new business under DiversiTech, further securing continuity, expertise and an extended platform for growth,” said Sjogren.

DiversiTech’s acquisition of hilmor is one of 10 acquisitions by the company in the past 24 months. The company currently offers more than 17,000 product items in over 200 product categories.

Contractors and wholesalers with questions can contact their DiversiTech or hilmor regional sales manager. More information about DiversiTech can be found at www.diversitech.com. More information about hilmor is available at www.hilmor.com.

Mitchell Lange Joins the Glasfloss Team as Process Engineer



DeSoto, TX – Scott Lange, President, today announced Mitchell Lange has joined the Glasfloss team as Process Engineer.

Mitchell Lange is the first fourth generation member of the Lange family to work for Glasfloss, a company his great grandfather founded in 1936. Mr. Lange is a graduate of the University of Wisconsin with a Bachelor of Science in Mechanical Engineering.

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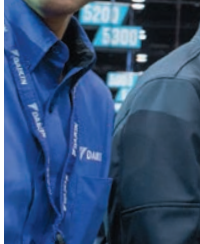
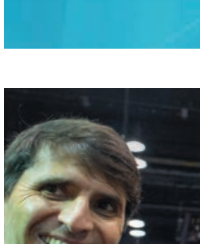
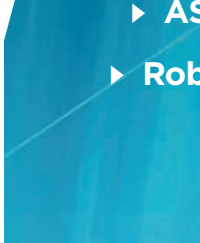
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Product News

Major Donation From Friedrich Helps Transform Ventura Children's Museum Dream Into Reality

San Antonio, Texas—Keeping cool while dreaming big for kids.

That's the motivation behind Friedrich's latest major donation to help turn the dream of KidSTREAM Children's Museum in Ventura County into a reality. Friedrich has become the first major manufacturer to donate to the nonprofit museum, whose vision is to create a facility for all children in the community to have opportunities to explore science, technology, reading, engineering, arts and math (STREAM) in a fun, interactive learning environment.

With designs to transform a large, former 30,000-square-foot library into the new Ventura County children's museum, KidSTREAM is first creating a 1,200-square-foot "preview room" to host and elicit support from donors, officials and community members. With no HVAC system, cooling and heating the preview space was an essential part of the first phase of the renovation.

Friedrich donated two of its high-performance ductless units to KidSTREAM to help provide all-season cooling and heating comfort for the newly-created space. Locally-operated AirWorks Solutions provided the

installation, ongoing maintenance and service of the units and Friedrich's distribution partner, Johnstone Supply, helped facilitate the project and provided equipment for the donated system.

"Friedrich prides itself on innovation, engineering and technology, so being able to support educational efforts like KidSTREAM is an excellent fit for us," said Chuck Campbell, CEO of Friedrich. "And our ductless systems are perfect for a challenging project of this type. Because they don't require any ductwork, they work for nearly any space. They also are extremely efficient, quiet and offer year-round comfort."

As a nonprofit, saving money on long-term operation costs and ensuring sustainability are top priorities for KidSTREAM. The Friedrich ductless system will provide the additional benefits of being exceptionally energy efficient, helping save money on utility bills and reducing environmental impacts long-term.

"We are so incredibly grateful for this donation," said Kristie Akl, president of KidSTREAM. "It will go a long way towards us realizing our goal and providing a wonderful, comfortable space for kids in our community to explore and learn."

RectorSeal® Introduces the 3-in-1 Lineset Cover Cutter, a labor-saving device for cutting HVAC lineset covers

An easy-to-use tool designed to cut air conditioning and refrigeration lineset covers

Houston - RectorSeal LLC, a leading manufacturer of quality HVAC/R tools and accessories, introduces the 3-in-1 Lineset Cover Cutter, an easy-to-use tool designed to cut air conditioning and refrigeration lineset covers. The 3-in-1 Lineset Cover Cutter cuts cleanly, and is recommended for lineset cover models: Slimduct® SD-77 2.75", SD-100 3.75", and Fortress® LD-92 3.5".



to the traditional methods of sawing or snipping.

Other features of the 3-in-1 lineset cover cutter include:

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• and available from most HVAC wholesale distributors.

Equipped with the quick opening mechanism, the 3-in-1 lineset cover cutter is the labor-saving choice for cutting HVAC lineset covers at your desired length to fit the job. The safety stopper holds the blade at its needed positions without excessive force or touching the blade. The cutting process is safe, efficient, and cuts more precisely compared

For more information on RectorSeal and its HVAC/R, plumbing, firestop and electrical products, please visit www.rectorseal.com or contact its customer and technical support departments at 800-231-3345.

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It's On My Heart: The House Painting

So we have a 10 year old home in Colorado, and we are getting ready to sell it, move permanently back to Az. May and I built the home back in 2008, it has served us well, several generations lived under one roof for years. We moved back to AZ a couple of years ago, rented it out, but decided this year to sell it, time liquidate that large asset.

So we moved back to get involved and supervise. First thing we noticed was the home needed a full painting. So we went and bought some paint, started painting. Not a full-on painting, just more of a touch-up. Turns out that was not such a good move. Our daughter-in-law Shalaine told us that touch-up looks just like it sounds, touch-up. In fact, we soon discovered that you could actually see where we had touched up. We spent over \$800 in paint, indoor and outdoor and garage type paint, and you could tell where we have been. Realtor that we listed with said: probably need to hire a real painter. Not sure exactly what that meant, but we went and checked around for a painter.

Had a few that we had

heard of, two actually came to the home, measured everything, both said they would get back to us either the same day or in the same week. Neither one has called yet, 2 months later. Amazing to me, if you take the time to go and visit the job site, get all the measurements, why not put some numbers together? The hard part, in my humble opinion is the job site visit. Running the numbers should only take an hour or maybe less, these were both long time painting companies. One of my sons said: maybe they thought you were just mooches, could not afford a real painting. That came to mind, but I am continually surprised about how incorrect we are when we look at a customer and pre-judge their ability to buy. Note-amazingly enough, one of those painters who did NOT give us a price but had actually been to the home left a flyer on our front door, soliciting painting work! Just wow, cannot make this stuff up.

May went to Thumb Tack, a website that came up when she searched for painters in our office. Found a woman-

based painting company who did come to the home and tried to impress us with the fact that they could do everything. Remodeling, repainting, plumbing, the whole ball of wax. Not sure who started that phrase, and I have no idea what a ball of wax looks like (3" or 3'), or represents, but the phrase seems to fit. Gave us a price, even said if extras were needed, it would be an extra \$50/hour. Not sure if that was for 2 or 1 painters, little confusing. They also said they would beat anyone else's estimate by 10%. Which gives my feeble brain the following thoughts: if there was that sort of room to move why not start with your best price? Not a fan of that concept.

Called the realtor, who said, I got a guy! She referred us to a family owned second generation painter, who has moved from new construction to remodel work, sound familiar? Our realtor said she had actually used this company to "fix" a paint job on a new construction spec home she built a year ago. They did marvelous.

So we called, they came out, put together an estimate,

and said they could start in a couple of weeks. We accepted their estimate, said, let's do this. Couple of weeks went by, the owner (the son of the founder) came by and said, we are finishing up another project, and if we could start in a couple of days, that would help them. He said I wanted to come by and ask you that in person, rather than email. Impressive, and we agreed.

Three of them showed up a few days later and started on the lower level. All they did the first couple of days was tape and put down plastic to protect the floors and carpets. When they did start painting, it went really fast. Now, painting is a tough business. I have a good friend who says the problem with painting is that everything is connected. When you do a wall, then you realize the ceiling and baseboards now need painting, then the window sills, it goes on forever. These guys did more than we expected, they caulked around all the windows and baseboards, giving a really great finished look to the project.

SEE HINSHAW PG.21



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.

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HINSHAW con't

They then moved upstairs, started taping and masking again. Then they painted. We have 12-foot ceilings, so it is not an easy process, lots of ladders and tall brushes. It all went well, looked good to us. May asked if they could touch up some of the outside trim, they did without hesitation. On one of the last days, the owner came in with several gallons of new wall paint. We wondered

why. He said the home soaked up the first coat, so he applied a second coat, at no additional cost. It looks stunning.

So we waited, he called to see if we had any questions. We said no, and if he had a bill, we would be glad to pay. Just to be clear, he had not asked for a deposit or down payment of any kind. He said he would be glad to put together an invoice, it was exactly what he had originally quoted. We had not discussed caulking the windows

and baseboards, and he certainly did more than we expected, yet he kept the same pricing, which was significantly less than the other estimate. It was an excellent experience. May actually cooked them lunch each day, we had sodas and cookies all day long, we thought it would be good to keep them here rather than them driving out for food and losing an hour each day, maybe more. We have their names and numbers, will let the neighborhood know what a great

job they did. I posted positive reviews on social media, it was a good experience.

Lessons learned: first, if you are serious about a project and spend some time looking at it, finish up and put together an estimate. I was here when the other painter came, met him, he seemed serious, but failed to give us any numbers. Second, if you have a scheduling opportunity, let the customer know as soon as possible and by phone or face-to-face. In most cases they

will work with you and will certainly appreciate that more than an email. Third, do more than what is expected. A second coat of paint went on really fast, already taped and primed, only took an extra day, and some paint. The caulking went fast as well, another thing we did not think of. Lastly, the project you are doing is one of many you may have done over the years, but it may be only time this customer has done anything like this. They don't know what

they don't know. I believe it is not possible to overcommunicate. Let them know what will happen next, how it will all proceed. Each day at lunch the owner with share with us the next steps, what they are working on, how long it would take.

Bottom line, we deal with homeowners who may have an engineering background and want to know exactly what sort of motors are in their system being installed. Others could care less, they just want some cool air in the summer, warm in the winter. Help each customer get what they want and delivered how they want it delivered. It will pay dividends. Thanks for listening, we'll talk later.

RGF Wins a Prestigious Dealer Design Award for the 6th Year in a Row

Riviera Beach, FL – RGF Environmental Group, Inc. was recognized once again for excellence in product design in the 15th annual Dealer Designer Awards Program sponsored by The Air Conditioning Heating & Refrigeration News ("The ACHR News") magazine. An independent panel of contractors adjudicated the competition that considered 98 entries, all competing for the highly coveted recognition. The company's patent pending RGF Clear Sky MS was awarded the Silver Dealer Design Award for Innovative IAQ Technology. This is the company's ninth Dealer Design award attained over the past six years.

The patent pending RGF Clear Sky MS continuous, self-cleaning ion generator for mini-split HVAC units, was developed to produce bi-polar ions in the conditioned space of homes and commercial buildings. This system features separated quad ion emitters for superior bi-polar ionization and attaches directly to the top of the mini-split unit using hook and loop fasteners. RGF Clear Sky reduces particulate matter, allergens, smoke, bacteria, viruses and mold spores in the air-conditioned space. What makes the RGF Clear Sky MS stand out above other products in this category is the continuous "self-cleaning" technology proprietary to RGF. This is achieved by ultrasonic energy coupled with induced oscillations targeted directly to the carbon ion emitters.

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International Code Council praises signing of legislation reauthorizing the Carl D. Perkins Career and Technical Education Act

This legislation increases funding for career training for in-demand occupations

Washington, D.C. – The International Code Council applauds the passage of H.R. 2353, the Strengthening Career and Technical Education for the 21st Century Act, signed into law by the President today. This legislation reauthorizes through 2024 the Carl D. Perkins Career and Technical Education Act, which is the principal source of U.S. federal funding for the improvement of secondary and postsecondary career and technical education (CTE) programs.

The reauthorization gradually increases annual funding from \$1.2 to \$1.3 billion over six years, a nearly 11% increase over fiscal year 2018 funding levels, expanding the reach of CTE programs to ensure more students can participate. The legislation enjoyed broad bipartisan support in the U.S.

Congress where it cleared both the House and Senate without objection. The Code Council repeatedly engaged Congress to urge support for the reauthorization working closely with other organizations committed to technical and vocational training programs.

The Code Council is a vocal advocate for technical education through its Safety 2.0 programs, a signature initiative to welcome a new generation of leaders to the building safety profession. The building industry is expected to lose 80 percent of the existing skilled workforce over the next 15 years, providing a tremendous opportunity for job seekers looking for rewarding, well-paying careers. ICC is partnering with high schools and colleges across the country to promote the integration of building

code instruction into existing curriculums. In addition, the Code Council is working with partner organizations across the U.S. to help veterans who are transitioning to civilian life and their family members learn more about building safety career options.

With the oldest, largest and most prestigious credentialing program for construction code administration and enforcement professionals in the U.S., ICC provides opportunities for students, veterans and other job seekers to enter into a building safety career. ICC certification candidates can take their exams online at their convenience at work or home through the Proctored Remote Online Testing Option (PRONTO) or in many locations across the U.S. The Perkins reauthorization will further

ICC's efforts to welcome the next generation by increasing funding for CTE at schools and colleges; emphasizing state and local investment in training and education for high-skill, high-wage and in-demand occupations; and supporting training that leads to industry-recognized credentials.

"We're excited to see the reauthorization of this important legislation," said ICC Senior Vice President of Government Relations Sara Yerkes. "Career and technical education programs are an essential piece of our training and education system today, and this legislation will help support opportunities for future building safety professionals."

For more information about ICC's Safety 2.0 programs, visit www.iccsafe.org/about-icc/safety2/.

RCM Heating & Cooling Awards YORK® HVAC system to U.S. Military Veteran

New contractor and Johnson Controls partner to honor Vietnam War veteran


Milwaukee – The YORK® brand of Johnson Controls has partnered with contractor, RCM Heating & Cooling, to award a new HVAC system to celebrated Vietnam veteran, U.S. Army Specialist, Abraham Gomez.

SPC Gomez was honored during a military and first responder tribute at the 34th annual "Proud American Days," a community festival held in New Lenox, IL.


RCM Heating & Cooling will install a YORK® Affinity™ Series heating and air conditioning system. The premium system will be matched with an Alexa® compatible, Wi-Fi®-enabled Affinity™ Hx3™ Touch-screen smart Thermostat. The

combination offers top-of-the-line features including voice and remote system control and advanced energy savings.

Johnson Controls has been recognized by U.S. Veterans Magazine as a top veteran-friendly company. The company has pledged to hire 1,000 to 3,000 veterans and military spouses by 2020. The YORK brand of Johnson Controls is a leading sponsor of Building Homes for Heroes, a non-profit organization dedicated to gifting mortgage-free homes to severely wounded military veterans and their families. By the end of 2018, YORK plans to donate its products to over 100 military families through this partnership.



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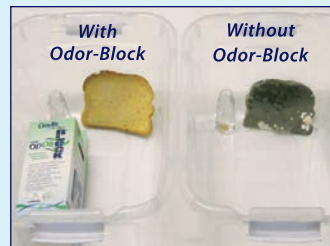
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Service World Expo 2018 Offers Focused Educational Tracks for Contractors to Improve Business Where They Need it Most

Concentrated breakout seminars allow members to pursue topics pertaining to their business to listen, learn, and adopt the latest strategies and techniques.

Coppell, TX – Service World Expo will host their third conference on October 10-12, 2018 at Caesars Palace in Las Vegas, Nevada. Daily activities include networking, tradeshow, seminars, after parties, and breakout seminars focused on helping contractors in areas of greatest need.

The seminars will include highly sought after topics such as marketing, training, staffing, technology, leadership, operations, and finance. “We felt it was really important to deliver a pathway for success for residential contractors to really focus on areas they feel their companies could benefit,” said Matt Michel, President of Service Roundtable. “There are a lot of contractors doing an amazing job growing their

companies, but may need some additional training in certain areas and that’s what Service World Expo provides.”

One of the most crucial yet neglected educational tracks is the marketing track. Marketing is a critical component for companies looking to maintain a steady stream of customers and revenue. The marketing track at Service World Expo will provide training on how to leverage marketing methodologies to grow and prosper. The marketing breakout speakers include some of the best marketing contractors in the business. These individuals have grown their own contracting companies from the ground up by embracing marketing as a means of building business. Speakers include: Chris Hunter, “The Power of Social

Media: The Amazing Way to Get and Keep Customers and Technicians”; Laura Nelson, “Proven Digital Marketing Tactics to Grow Your Contracting Business”; Mike Montano, “It Pays to be Good”; and a Marketing Innovations Panel, where panelists discuss strategies, including adopting new technology, for more efficient business marketing. Panelists include Crystal Williams, Shawn Henson, Ben Stark, and Abe Romero. Larry Taylor will moderate.

“I am truly excited to be speaking at this year’s Service World Expo in Las Vegas,” said Chris Hunter, Owner of Hunter SuperTechs. “We have seen tremendous growth over the past several years and it is in large part due to our marketing efforts. I am happy to share how we have been so successful by leveraging our services through social media.”

These tracks were dedicated to improve each company’s most problematic business practices. Register today for Service World Expo, where you can network, listen to inspiring messages from keynote speakers, take home valuable information from breakout sessions, and experience Las Vegas.

About Service World Expo:

Service World Expo is a conference and trade show for residential and light commercial contractors and provides business insights, marketing strategies, moneymaking practices, and more. Service World Expo is a joint effort of Service Nation Inc., The ACHR News, Plumbing & Mechanical magazine, and Reeves Journal. Service World Expo This is the 3rd Annual event brought to you by Service Nation Inc., a company who is passionate about helping HVAC, Plumbing, and Electrical contractors grow and achieve business excellence.

Service World Expo 2018 Lets Contractors Experience Las Vegas

Attendees of Service World Expo 2018 are invited to enjoy after parties compliments of Preferred Partners

Coppell, TX – Service World Expo will host their third conference on October 10-12, 2018 at Caesars Palace in Las Vegas, Nevada. Daily activities include networking, tradeshow, seminars, and breakout sessions focused on helping contractors in areas of greatest need. Once daily events conclude, all attendees are welcome to enjoy after parties.

These parties are intended to help attendees enjoy the nightlife of Las Vegas and relax after a day of networking and studying new business practices and techniques. The first party is scheduled for Wednesday, October 10th at the Omnia Night Club and Terrace inside Caesars Palace. From 6:30 – 9:30 PM, attendees can enjoy food, drink, and great music - all sponsored by Goodman.

The Thursday night party will be hosted in the famous Hofbräuhaus near Hard Rock Hotel & Casino. This authentic German beer hall will have traditional music, games for you to enjoy, delicious food, and of course, quality beer. This party will be sponsored by a number of Preferred Partners, including participation from Lennox and Emerson.

Register today for Service World Expo, where you can network, listen to inspiring messages from keynote speakers, take home valuable information from breakout sessions, and experience Las Vegas, all at one event.

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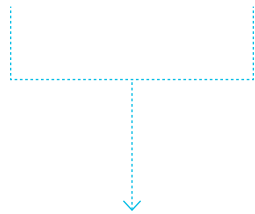
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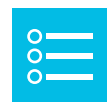
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- Houston

NEW TECHNICIAN CERTIFICATION PROGRAM BEGINS SEPTEMBER 1ST!

The Texas Department of Licensing has released the new ACR Technician Certification program that will be effective September 1st, 2018. There are several changes to the program, most notably the exam portion that will test a technician's ability through a exam similar to the Texas ACR Contractors exam. This program has been set up to meet the upcoming potential addition of "trades" back into the Texas secondary school system through the Lt Governor's PTECH initiative and the reauthorization of the Perkins Career and Technical Education Act through the federal government. Below are FAQ's on the new certification program. More information can be found at www.tdlr.texas.gov/acr.

*****This is a voluntary program, Technician Registration does not change*****

Certification Training Programs

Individuals seeking to become an Air Conditioning and Refrigeration (ACR) Certified Technician must register and pass an examination.

Examination Frequently Asked Questions

1. When will the ACR Certified Technician examination be administered?

Beginning September 1, 2018 TDLR will administer the ACR Certified Technician examination through our third-party vendor. See the Candidate Information Bulletin (CIB) for scheduling instructions.

2. How much does the ACR Certified Technician examination cost?

The ACR Certified Technician examination fee is \$60.

3. Where are the ACR Certified Technician examinations administered?



Cal Brundrett Celebrates 73rd Year in HVAC Industry

Cal Brundrett, BonAir Service Company Grand Prairie, has been a long time staple in the HVAC industry across Texas. This year, Cal is celebrating his 73rd year in the industry. Congrats Cal!

Pictured are Martin Caballero, Vice President - Operations, Cal Brundrett, and Jeanine Walker, President - BonAir Service Company

TACCA Membership Benefit #14 - TACCA has money saving offers on your credit card processing needs through Service First Processing. Save \$

FAQ's — From the Texas Department of Licensing

What is the difference between Environmental Air Conditioning and Commercial Refrigeration/Process Heating and Cooling?

- "Environmental Air Conditioning" means treating air to control temperature, humidity, cleanliness, ventilation, and circulation to meet human comfort requirements.
- "Environmental" includes central air conditioning and heating.
- "Commercial Refrigeration" means the use of mechanical or absorption equipment to control temperature or humidity to satisfy the intended use of a specific space.
- "Process Cooling or Heating" includes controlling temperature, humidity, or cleanliness solely for production requirements or the proper operation of equipment.
- "Commercial Refrigeration/Process Heating and Cooling" is limited to coolers, freezers, ice machines, and equipment that provides temperature and humidity controls.

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Sept 13 - Lubbock
Sept 15 - Hurst
San Antonio
Sept 22 - Corpus Christi
Houston

License Prep:

Sept 15/16 - Houston
Oct 12/13 - Red Oak (DFW area)
Oct 27/28 - San Antonio

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.

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Oct 27/28 - San Antonio

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



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Mitsubishi Electric City Multi VRF Technology Training

The training was held at the Mitsubishi Electric DFW

Training Facility on August 21-23rd



*Front L-R: Michael Rains, David Burnette (Mechanical and Process Systems), TJ Mooney (Victoria Air Conditioning), Dons Wright (Victoria Air Conditioning), Dwain Barcklay (Mitsubishi Trane HVAC)
Back L-R: Mike Fisher (Johnson Supply), Jay Broadrick (Texas Trane), Mark Cobb (Mechanical Process Systems) and Brandon Sappington (Victoria Air Conditioning)*



Dwain Backlay teaching the training course



Julie Schiller, Sales Administrator at the DFW Training Facility



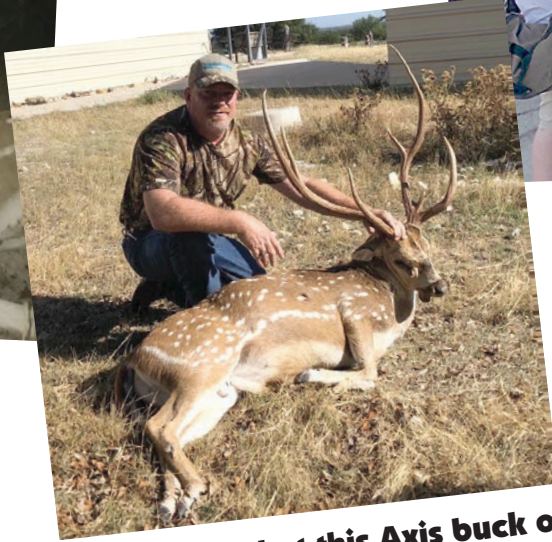
Mitsubishi Electric Training Facility at 631 S Royal Lane in Coppell Texas

BRAGGIN' RIGHTS

Johnstone Supply Houston hosted a 12 hour Deep Sea Fishing Trip 80 miles off the coast of Galveston TX on July 28



Charlie Enriquez took this Axis buck on a MORSCO HVAC hunt in Rocksprings TX



Michael Lewis shot this Axis buck on a MORSCO HVAC hunt in Rocksprings TX



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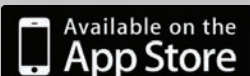
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Texas Air Conditioning Contractors Association

Texas HVAC/R License Prep Course

Sept 15/16 - Houston
Oct 12/13 - Red Oak (DFW area)
Oct 27/28 - San Antonio

Time: 8:00 am till 5:00 pm

**Cost: \$425.00 TACCA Member
\$525.00 Non Member**

TACCA Texas, with more than 4 decades of experience in training, licensing and certifying contractors across Texas, is **your partner** in obtaining your **Texas HVAC/R license**.

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Product News

Bosch Thermotechnology Corp. Announces First-Ever Non-Condensing Gas Furnace

Bosch Now Offers Complete Residential System with the Addition of New Furnace

Watertown, Mass. – Bosch Thermotechnology introduces its first-ever non-condensing gas furnace, rounding out the company's product portfolio with a complete residential system for heating and cooling. The Bosch 80% AFUE Gas Furnace, BGS80 Series offers a compact size and four-way multipoise design, making it an ideal replacement for aging non-condensing furnaces.

With a cabinet height of 33.75 inches and a multipoise design, the Bosch furnace can fit into tight places, including basements, attics and crawl spaces, allowing for easy integration into homes. The unit's control board is equipped with LED Fault Codes, which display common errors as combinations of LED "flashes," making it easy for contractors to quickly diagnose, troubleshoot and service units.

"Bosch continuously seeks

ways to enhance our product portfolio," said Goncalo Costa, director of air conditioning regional business unit, North America at Bosch Thermotechnology. "Our customers have been asking for Bosch to design a non-condensing gas furnace for their homes, and contractors wanted to be able to offer them one. This new offering fills those gaps, and represents another step in Bosch's product portfolio journey."

The furnace offers numerous installation conveniences for contractors. All units come standard with a natural gas-to-LP conversion kit, making the unit field configurable. The design features a left- or right-hand connection for gas and electric service, and the furnace comes equipped with a removable bottom closure panel for bottom return applications and knockout

holes to aid in left/right return applications.

Consumer benefits include lower energy bills, as the furnace converts up to 80 percent of the fuel purchased to heat a home, and peace of mind, with a 20-year limited warranty on the heat exchanger and a 5-year* limited warranty on parts. Pairing the furnace with Bosch IDS Outdoor Units** and Cased Coils** allows the heating and cooling system to switch between fuel sources, keeping homeowners comfortable in any temperature and saving money.

**10-year limited parts warranty, if product is registered within 60 days of installation, see boschheatingandcooling.com for full limited warranty details.*

***IDS Outdoor Units (BOVA Models) and Cased Coils (BMAC Models)*

Taco's Oe Package Advances Commercial Pump Performance



Taco Comfort Solutions'® new Optimized Efficiency (Oe) high performance package for commercial pumps sets new standards for performance, efficiency and lifecycle cost.

By adding a permanent-magnet ECM motor and VFD to pumps in Taco's commercial line, efficiency and service life are increased while exceeding upcoming DOE regulations. Pumps between three and 30hp are available with the Oe Package. Combined with the company's extensive line of residential ECM circulators, Taco now offers the broadest range of high-efficiency,

ECM-powered pumps and circulators.

Taco's Oe Package reduces total cost of ownership through advanced motor technology and decreased energy consumption. Longer service life, more uptime and higher reliability are all benefits of pairing permanent magnet motors with VFDs. Performance is increased, motors operate more quietly, smoother and cooler than equivalent induction motors, and maintenance is decreased.

The Oe Package is available with Taco's factory-programmed SelfSensing technology and ProBalance drives. This reduces or eliminates the need for controls and balancing contractors in the commissioning and start-up process.

As the commercial construction market is continuously driven toward higher efficiency, the Oe Package keeps Taco on the leading edge.

For more information, visit www.TacoComfort.com

The spotlight



John H. White, Jr.
Reassumes CEO
Role
at Taco



Fujitsu Names Karim Yasin
Director of
Product Management
North America



Mitchell Lange joins
the Glasfloss team as
Process Engineer

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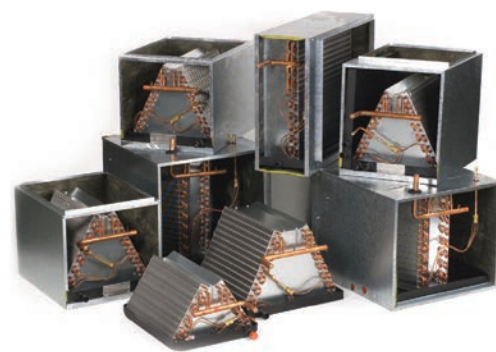
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HARDI

HARDI Focuses Economic Analysis with HARDInomics

Columbus, Ohio – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) has launched a more member-focused version of its economic analysis Benchmarking service.

The new program, named HARDInomics, entails a quarterly forecasting and market outlook report, as well as a brief monthly economic report. The data from the new reports will be focused on HVACR-specific indicators and the implications of latest macroeconomic data and events for the HVACR industry.

“Our Benchmarking services continue to be some of the most important resources we offer to members,” said HARDI Market Research & Benchmarking Analyst Brian Loftus. “This update to our existing services allows us to have a more synergistic Benchmarking suite that we continually aim to tailor closer to our distributors’ needs. This Benchmarking expansion is another step in HARDI’s continual effort to deliver Benchmarking services that are member-focused.”

The upgrade allows HARDI to offer more robust information to eligible members by utilizing data generated by the other tools in the HARDI Benchmarking suite – TRENDS sales report, Unitary Market Report and Distributor Performance Dashboards (DPD). HARDInomics compares historic economic data trends, looking for leading indicators, with TRENDS and shipment reports. The regional sections of the quarterly report will provide more state level insights to support the members in specific states within a region.

A crucial benefit for HARDI members is economist Anirban Basu, CEO of Sage Policy Group, Inc. Basu serves as Chief Economist to the Associated Builders and Contractors and is the Chief Economic Advisor to the Construction Financial Management Association. Along with Dodge and Moody’s, he is one of the select group of economists selected by the American Institute of Architects to support their nonresidential construction outlook survey.

“For the past decade, we at Sage have been at the forefront

of construction economics,” said Basu. “We enjoy a level of fluency with construction data that will help us help leaders of the North American HVACR distribution industry make shrewd business decisions and prepare for our common future. We look forward to working with Brian, HARDI, and all industry participants during the years ahead to monitor leading indicators, characterize industry performance, and spot inflection points in business cycles.

Currently, only TRENDS monthly sales report participants and Premier members receive both the quarterly and monthly HARDInomics reports. Sustaining members receive only the quarterly forecasting and market outlook report.

HARDI Official Statement on President Trump Signing CTE Bill

Columbus, Ohio – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) Vice President of Government Affairs Palmer Schoening has released the following statement in regard to President Trump today signing the Strengthening Career and Technical Education for the 21st Century Act:

“The issue of recruiting the next generation into the skilled trades is one of the biggest challenges facing our industry today. Not only does this legislation take an important step towards alleviating the labor shortage in the trades, but it also promotes more training and certification for technicians. HARDI applauds the President and Congress for their bipartisan efforts in keeping grants for CTE education in place by reauthorizing the Perkins Act through the passage and signing of the Strengthening Career and Technical Education for the 21st Century Act.”

HARDI members have supported this specific bill for the past two years and at the last two HARDI Congressional Fly-ins with the understanding that it would generate an influx of professional HVACR contractors, who would enter the workforce with the tools and knowledge they need to compete for high-skilled, in-demand jobs in the HVACR industry.

For more information, please contact Anthony Lagunzad at alagunzad@hardinet.org.

Product News

Lennox Multi-Zone Mini-Split Ductless System



With efficiencies of up to 24.5 SEER (Seasonal Energy Efficiency Rating) and 11.5 HSPF (Heating Season Performance Factor), the Lennox Mini-Split Ductless System operates using inverter technology, allowing for increased and decreased cooling and heating in small increments, which lowers energy costs. Because these systems can precisely match demand with output, they can operate with extreme energy efficiency and are ideal for multi-housing applications. A Lennox Mini-Split Ductless System can provide powerful heating and cooling for up to five individual areas of a home, without the need for ducts, providing users with a customized whole-home heating or cooling solution, with units controlled separately in each zone.

Benefits of the product include:

- o More efficient cooling of targeted zones
- o Ductless – minimizes energy losses
- o Easy installation and maintenance
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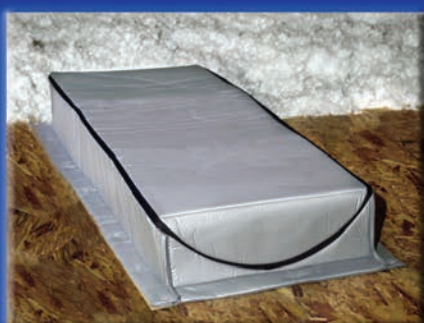
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CALENDAR OF EVENTS

Insco's September 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.

Houston

Wednesday, September 12th – York Commercial Controls SSE from 8:30am – 5pm located at 10460 S. Sam Houston Pkwy W. Houston, TX | Only \$95

Wednesday, September 26th – ECM Motor Technology from 8:30am – 12:30pm located at 10460 S. Sam Houston Pkwy W. Houston, TX | Only \$75 .



MEETING PLACE

The Refrigeration Association of San Antonio meets on the third Thursday of every month in the Beethoven Maennerchor Hall at 422 Pereida.

Anyone in the HVACR industry may attend the meeting at no charge and take advantage of the information and presentations.

Any and all HVACR technicians may also participate at the 30-minute education sessions presented at 6:30 PM prior to the business meeting. There is no charge to attend. Any

special 30-minute requests should be directed to the Education Chairman, Dallas Lesley CMS. Contact him via email. subsailor.ret78@yahoo.com.

BUSINESS AND EDUCATION MINUTES

The August meeting speaker Christina Pitzer from Global The Source spoke on Turbo capacitors and Turbo meters to check the microfarads.



August Meeting Group Picture



Instructors and students both determine the wiring of the capacitors



Robert Nino of TDLR spoke on the requirements of the new Certified Technician



Around 50 students from several technical schools attended the meeting



The Texas Commission of Licensing and Regulation is scheduled to meet **Friday, September 14, 2018** at 8:30 a.m. in the 1st Floor Public Meeting Room of TDLR's North Campus, located at 1106 Clayton Lane, Suite 125E, in Austin.

When the agenda and staff reports are available, they will be posted online. The meeting will be broadcast on TDLR's YouTube channel.



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Location: **Southern Careers** – 6963 NW Loop 410

Saturday September 15, 2018

Location: **Johnstone Supply Pharr, TX**

Tuesday, September 11, 2018

Location: **Del Rio Civic Center**, Del Rio, TX

Tuesday, September 18, 2018

Location: **Johnson Supply Corpus Christi, TX**

Tuesday September 25, 2018

Location: **Laredo, TX**

October date to be announced

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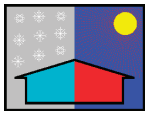
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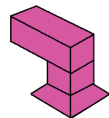
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The screenshot displays the Acorate Flat Rate Manager software interface. It includes a sidebar with navigation options like 'Company Setup', 'Rates', 'Inventory', 'Vendor List', 'Print Vendor List', 'Flatrate File', 'Flatrate Search', 'Print Flatrate Book', and 'Print Managers'. The main area shows a 'Repair Details' screen for a 'CONDENSER' repair, with fields for 'Repair Number', 'Group', 'Sub-group', and 'Description'. It also displays a 'Quote' screen with a table of items, including 'Standard Rate', 'After Hours', 'Value', 'Customer', and 'Value Savings'. The total quote amount is \$62.79. The Acorate logo and 'TMS Mobile' branding are visible in the top right corner.

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