



### NOVEMBER 2018 Serving the HVACR and Plumbing Industries Established in 1986 Vol. 32, No 11

### AC Supply Annual **Golf Tournament**



Bryan Boyd, Randy Boyd, Kristin Jordan and the AC Supply Family. Pictures on page B6.

### Shearer Supply wins **Pinnacle Award**



Story on page B9.

### Mitsubishi Electric Trane US in Dallas



Pictures and story on page B2.

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### The Code Council applauds the passage of the Disaster Recovery Reform Act

This legislation supports the adoption and implementation of modern building codes and provides nearly \$1.7 billion to aid communities suffering from disasters in 2018

Washington, D.C. – The U.S. Congress passed the Disaster Recovery Reform Act (DRRA) and the Supplemental Appropriations for Disaster Relief Act, 2018 as part a broader package of legislation reauthorizing the Federal Aviation Administration's activities (H.R. 302). The International Code Council worked closely with its members, partners, the Federal Emergency Management Agency and Congress on this critical legislation to support U.S. communities before and after a disaster.

The DRRA provides new resources for both pre- and postdisaster mitigation and supports the adoption and implementation

of modern building codes, such as the International Codes (I-Codes), the most widely used and adopted set of building codes in the world. The damage caused by Hurricane Florence and its aftermath in North and South Carolina underscore the importance of this legislation. Studies consistently show that the adoption and implementation of current building codes is one of the nation's strongest defenses against natural disasters and is a cost effective way of protecting what for many is their most important investment - their home or business.

Under the DRRA, predisaster mitigation grant funding is expected to quadruple, and communities adopting and enforcing modern codes would be more competitive applicants for that funding. The legislation would also aid communities that-for lack of resources-have not updated their codes to more recent editions or are not enforcing the codes they have in place by permitting, for the first time, predisaster mitigation grants to be used for modern code adoption and enforcement. The broader legislative package also provides \$1.68 billion to be distributed through the Department of Housing and Urban Development's (HUD's) Community Development Block Grants for areas impacted by disasters in 2018. Communities may use these funds to bolster code enforcement efforts, and HUD has historically required grantees to demonstrate a commitment to supporting the adoption and enforcement of modern codes.

"We're glad to see Congress boost federal resources for the communities recovering from recent disasters," said Code Council Chief Executive Officer Dominic Sims, CBO. "This legislation also helps code officials and communities prepare for the future. Pre-disaster mitigation starts with the codes. The funds provided through the DRRA for updated building codes, adoption and implementation are essential for protecting our families, our lives and our investments."

For resources on building codes and disaster mitigation visit https://www.iccsafe.org/abouticc/building-safety-month/2018week-three/

### Goodman Distribution hosted a Houston Mechanical Code Day



Pictures on page B8.

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### **EPA Finalizes ENERGY STAR** Most Efficient Criteria for 2019

On October 5, the Environmental Protection Agency (EPA) finalized the 2019 recognition criteria for Most Efficient categories in its ENERGY STAR program. The criteria are effective January 1, 2019, and final recognition criteria documents for the fourteen eligible product categories, HVAC narrative guide, a memorandum summarizing the requirements, and a stakeholder comment summary with EPA's response are available on the EPA website.

In response to comments from AHRI and other stakeholders, EPA withdrew its proposal to require variable capacity (i.e., at least three stages) for ducted and ductless air conditioners and heat pumps in 2019. This leaves the 2019 Most Efficient criteria for all HVAC product categories unchanged

from 2018.

Instructions on obtaining Most Efficient recognition are available at https://www.energystar. gov/index.cfm?c=partners. most\_efficient\_instructions. Members with questions should email mostefficient@energystar. gov. Contact: Aykut Yilmaz.

This story first reported by AHRI Update.

### Shafer Services Plus of San Antonio, Texas, Receives Inaugural American Standard<sup>®</sup> 2018 Building a Higher Standard Award

### <u>From helping burn victims to providing home comfort to those in need, local HVAC dealer</u> is recognized for outstanding commitment to employees, customers and the community

**San Antonio, TX.** – American Standard® Heating & Air Conditioning, a leading provider of indoor comfort solutions and services, and a brand of Ingersoll Rand, announced today the 2018 winners of the Building a Higher Standard awards for commitment to customers, employees and their communities.

American Standard launched the awards program this year to recognize independent HVAC dealers across the country for exemplifying the brand's core values, including integrity, community involvement, teamwork, and a focus on continuous improvement in the pursuit of excellence.

Among the 2018 American Standard "Building a Higher Standard" winners is **Shafer Services Plus** of San Antonio, Texas. This dealer sought to share its resources and better the community through its "Serving South Texas" initiative. This program honors deserving community members who are dealing with life-changing conditions or personal hardships by providing free services and systems to increase their home comfort level.

As part of "Serving South Texas," Shafer Services Plus installed new high-efficiency systems for two local veterans impacted by critical wounds and other injuries sustained during their time in service.

To learn more about the Shafer Services Plus story, visit amsd.us/Shafer.

"The *Building a Higher Standard* award is our new highest honor for our highly skilled, dedicated and valuable partners who represent our brand," said John Hofmann, vice president for American Standard. "Our dealer network supports American Standard's goals of delivering an unparalleled experience that provides high quality heating and air conditioning solutions and services."

2018 was the inaugural year for the annual awards program. Winners were selected from a competitive pool of nominations. The winners of are featured in a video series playing across national and regional media through January 2019. For more information about the American Standard's Building a Higher Standard awards program, please visit http://amsd.us/BAHS.

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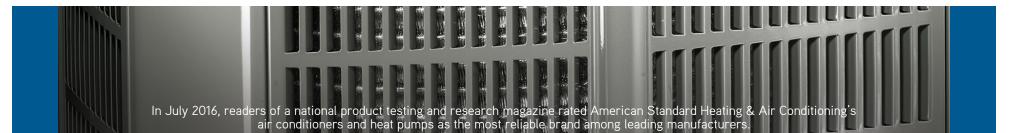
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### RectorSeal<sup>®</sup> Receives Top Sales Performance Platinum Award From Key Wholesalers Group

<u>RectorSeal's 600-percent sales growth over a 10-year span as a Key vendor is one of the most outstanding</u> <u>for the HVAC industry buying group.</u>

Las Vegas, Nev.--RectorSeal® LLC, Houston, a manufacturer and distributor of quality HVAC/R and plumbing products, received the top-ranked Vendor Platinum Decade Award from the HVAC industry buying group, Key Wholesaler Group Association, North Kansas City, Mo., last September at Key's annual Vendor Workshop Conference's Decades Awards held here. RectorSeal earned the sales performance award by recording the following statistics: 1) was a 10-year participating vendor; 2) achieved growth in eight of the last 10 years; 3) averaged a 60-percent growth over the last 10 years.

"RectorSeal's outstanding performance this year is one of the highest growth statistics we've ever had from a well-established, major vendor in our annual Decade Awards program," said Mark

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industry members. "Sometimes you see a growth of 600 percent in one or two years by a new vendor with a short track record, but rarely do we see a long-time pillar of the HVAC industry like RectorSeal deliver a growth rate like that over a 10-year span." Key Wholesaler Group, which carries over 100 skus of RectorSeal products, has recently seen products such as AC

Chavez, CEO/President, Key Wholesalers Group, who presented

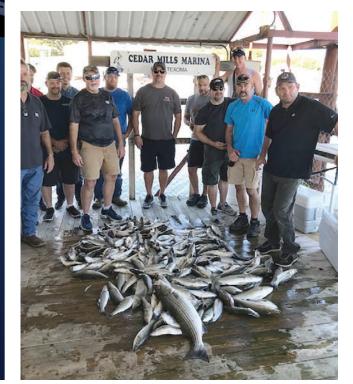
the award at the conference's banquet attended by over 200

Leak Freeze Pro refrigeration system sealant; SlimDuct and Fortress lineset protection duct; Aspen condensate pumps for ductless minisplit air conditioners; and Safe-T-Switch condensate overflow shutoff switches; Novent tamper-resistant locking caps for refrigeration ports; and other products that surged to the forefront of sales the last year.



PHOTO CAPTION: (left to right) RectorSeal's Jeff Underwood, vice president-sales and marketing; and Sean Holloway, national sales manager—HVAC; hold the Vendor Platinum Decade Award presented by buying group Key Wholesalers Group Association at Key's annual Vendor Workshop Conference in Las Vegas, Nev., last September. The Houstonbased RectorSeal recorded one of the top sales performances in Key's history.

### Insco's 2018 Annual Fishing Trip



### If You Love Me, Tell People

Here's an interesting statistic. More than 88% of online shoppers incorporate reviews into their purchase decision. Why? Because people only trust what a company says about themselves or their product so much. They want to know what other people think. The urge to ask for recommendations from friends, family, and even strangers (think reviews on Angie's List) didn't start with the internet. It is a natural part of the buying process.

In the HVAC business consumers are extremely likely to go looking for recommendations and reviews as part of the buying process. So if reviews are an important part of the buying process, shouldn't asking for recommendations be part of your selling process too? From gathering testimonials to place on your website and places like Angie's List and TripAdvisor, to asking for personal introductions from one client to another, you need a formal referral process.

Unfortunately, many contractors we work with essentially "dabble" in referrals. They are happy when someone endorses them, but don't know how to go about asking for recommendations. A systematic approach to making referrals happen on a consistent basis is not in place so they miss the opportunity to generate a steady flow of reviews, referrals, introductions, and recommendations.

Beyond building trust with live human beings who might actually purchase from you, these written comments appear all over the internet. Reviews on Yelp, Facebook, Google My Business, Angie's List, HomeAdvisor and of course your website are read and indexed by search engine. That information is available when someone else goes looking for a company just like you!

So if referrals are so important why don't business owners ask for them more often? Surprisingly it often comes down to fear. Do any of these excuses sound familiar?

"I'm not sure when or how to ask."
"I don't like to ask for help, and it's perceived as being unprofessional."
"I don't want to hear them say

'no' (in all the forms)."

• "Most clients feel uncomfortable when asked for referrals."

I am sure you have a few other excuses to add to the list. Go ahead, make them now, I will wait.....

Now that you have the excuses out on the table, let's talk about addressing them head-on. When should you be asking for recommendations or referrals?

Start a conversation by asking what a client thinks of the work you have been doing. If they have complaints address them and make a note to ask again in a follow-up conversation. But if (when) the client says they love working with you, they like what you did, or they are glad they hired you, that is the perfect time to ask if they would be willing to tell others.

Shy about asking face to face? Send an email and make it easy for them to respond. We have a standard email we send at the conclusion of every web design project. It includes login credentials, links to helpful sites, and a request for a testimonial. We include a link to our Google My Business Page to make it simple for our clients.

Concerned about what people will say? We have found a really cool product that you can use to capture reviews, address concerns, and integrate the positive responses on your website. It is called MyReviewDashboard.

When it comes time to ask for a personal introduction, just as with a review, make it easy for your clients to refer you. Have a specific offer that you ask them to share instead of vaguely asking if they have friends or colleagues who might need your service.

#### Is asking for help unprofessional?

I am not sure where the idea of the entrepreneur hacking his way through the wilderness alone comes from, but it isn't right. We are all part of a larger community, willingly helping others and in return feeling comfortable asking others for help.

I get it, no one wants to be that pushy salesperson who aggressively demands the names of six of your friends. I am not advocating that type of behavior. But making a simple request from time to time is not too pushy. Keep the request casual, and if they say no, let it go. On the flip side if they do make an introduction, make sure you send an appropriate thank you if the introduction turns into a sale.

#### **Embrace the No**

Many sales professionals will tell you that you have to wade through a lot of "nos" to get to the one yes. Every time someone says no, you are one step closer to getting the yes. It isn't personal, if they turn you down, thank them anyway, and move on.

Want to try my review dashboard? Go to http://www.myreviewdashboard. com/roundpeg/



#### Lorraine Ball

After spending too many years in Corporate America in companies like Lennox, Carrier and Conseco, 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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### Construction Employment Rises by 23,000 Jobs in September and 315,000 for the Year; Hourly Pay Exceeds \$30 in an Increasingly Tight Labor Market

<u>Despite Above-Average Job Gains and Pay Increases, Industry</u> <u>Survey Finds Contractors Are Struggling to Find Craft Workers;</u> <u>Association Officials Call for Reforms to Immigration, Career</u> <u>and Technical Education</u>

Construction employment increased by 23,000 jobs in September and by 315,000 jobs over the past year, reaching a 10-year high, while the industry's unemployment rate decreased more than half-a-percentage point to 4.1 percent from a year earlier, according to an analysis of new government data by the Associated General Contractors of America. Even as firms increase headcount and increase pay, a survey by the association suggests that this expansion is threatened by a lack of skilled craft labor.

"The construction industry added workers and increased pay in the past year at rates higher than the overall economy," said Ken Simonson, the association's chief economist. "However, the pool of unemployed workers with construction experience has nearly evaporated, pushing up contractors' costs and adding to project completion times."

Construction employment totaled 7,286,000 in September, the highest level since May 2008 and a gain of 4.5 percent

over the past 12 months. Employment in residential construction – comprising residential building and specialty trade contractors—grew by 4,400 jobs for the month and 139,600 jobs over the past 12 months, a 5.2 percent increase. Employment in nonresidential construction—including building, specialty trades, and heavy and civil engineering construction—grew by 18,600 jobs in September and 176,300 jobs during the past year, a 4.1 percent increase.

Hourly earnings in the industry averaged \$30.18 in September, exceeding \$30 per hour for the first time, and an increase of 3.1 percent from a year earlier. Average hourly earnings in construction now have a 10.7 percent premium over the average for all nonfarm private-sector jobs, which rose 2.8 percent in the past year, to \$27.24. Meanwhile, the unemployment rate for workers with construction experience in September was 4.1 percent, down from 4.7 percent in September 2017 and the lowest September rate since the series began in 2000.

### New EPA Ruling Revises Refrigerant Regulations

### Ruling will impact the entire HVACR industry

On October 1, 2018 the EPA issued a new ruling that will revise refrigerant regulations again, impacting the entire HVACR industry.

The current regulations (November 2016) were the result of two years of industry engagement to clarify regulations, remove ambiguity, and to modernize the program. In pursuit of these changes, the EPA actively conducted stakeholder meetings (beginning in November of 2014), presented at industry events, and published their intentions to seek industry comment. Only after a two-year process of seeking industry input did the EPA publish the 2016 Ruling.

The new ruling looks to rescind the refrigerant management requirements of subpart F, (sales restriction) from substitute refrigerants. The removal of this sales restriction would enable anyone (do-it-yourselfers "DIY"), to purchase substitute refrigerants. With no sales restriction, it will be easy for DIYers to purchase equipment and refrigerants from box retailers and online stores. Will the home owner DIYer use a recovery machine, purchase leak detection

tools, utilize reclaimers services, go to school to learn the trade, know how to safely work with or store refrigerants? The answer is no! It is likely that wholesalers and contractors will see less business opportunities, manufacturers will see their warranty costs rise, and the quality of available technicians will diminish.

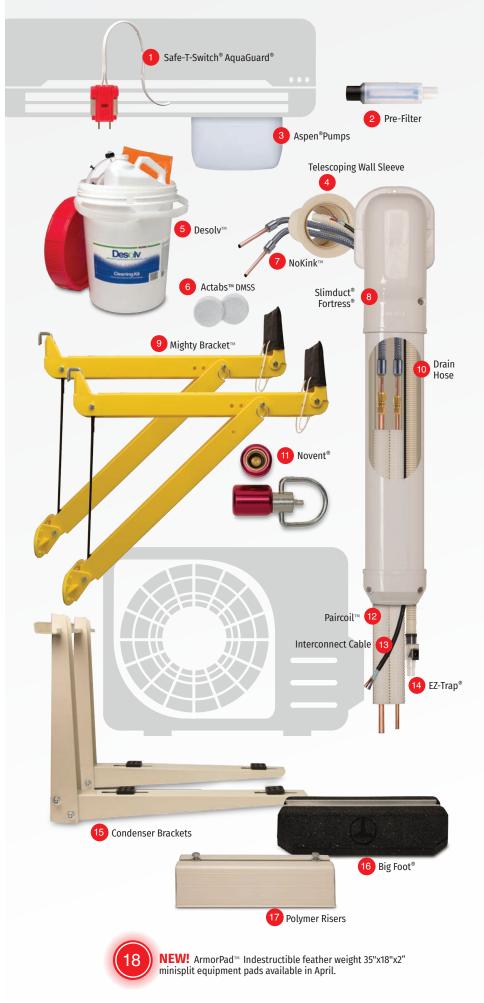
The HVACR industry collaborated with the EPA for two years, to modernize the Section 608 Refrigerant Management Program. While no regulation is perfect, this regulation has always been good for business and the environment, and we should voice our opinions to keep it that way. You can view the ruling and comment at https://www. regulations.gov/document?D=EPA-HQ-OAR-2017-0629-0001. We will also have the link at www.ac-today.com under EPA. However, to be heard, you must submit your comment no later than November 15, 2018.

As this issue impacts everyone in the industry, I hope that you will consider sharing the ruling and comment date with everyone.

Contributed by Howard Weiss, ESCOGroup.org, Phone 800 726-9696



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After initially resisting them, I have since found a few applications where the ducted units...what some mini split manufacturers are calling "slim duct" or "concealed duct" units...offer a solution where traditional wall-mounted indoor mini split units had issues.

One such application is the high-end bathroom... VERY high-end bathroom! Because of my proximity to northern New Jersey, I have done a lot of business there over the years. Franklin Lakes, NJ is in Bergen County... in the 2010 census, Bergen County ranked #36 in counties in the U.S. for the highest income per capita. The show on the Bravo network, "The Real Housewives of New Jersey" is filmed there. The homes in Franklin Lakes, NJ aren't "McMansions," they are what I call "Rockefeller mansions." I'm talking homes with bathrooms that are 600 – 700 sq/ft. I'm not kidding...a bathroom!

My philosophy with evaporators in bathrooms has always been pretty simple...I have never and will never install a wall-mounted mini split indoor unit in a bathroom for two reasons.

First, I have always preached that it is bad practice to be moving air where there are cold, wet, naked people... just not a good idea.

Second, although some mini splits will remove humidity in a big way, the wall-mounted evaporator was never intended to be in an

### The Duct-Free Zone

environment of high humidity 24/7. Take the pretty plastic cover off the wall-mounted indoor unit and you will find a lot of metal parts that will be ill affected by humidity in the long run.

That said, however, when I'm dealing with a bathroom that is 600 – 700 sq/ ft, my previously mentioned philosophy goes out the window...I need to get some air in there!

This is the PERFECT application for the ducted indoor unit! The unit can be placed above the ceiling, in a soffit or in a closet and the supply and return ducted into the bathroom keeping the unit out of harm's way.

Another application for the ducted indoor unit is the dog grooming salon...

I know a guy who installed a traditional wallmounted mini split evaporator in a dog grooming salon and lived to regret it. He had to go back every 30 days to clean the evaporator coil and blower wheel because they would become impacted with fur!

Just a "by the way" here...the SpeedClean Mini Split Bib Kit is the perfect product to clean the evaporator coil and blower wheel of a wall-mounted mini split indoor unit...we will discuss this in more detail in a future article.

OK, this is important when considering ducted mini split indoor units...

You must check to see what the static pressure rating of the unit is before you start adding ducts. Many of these products have a very low...I mean VERY low external static pressure rating so you're not going to connect 100 feet of duct with 8 elbows to these things.

Some ducted mini split indoor units have an SP rating as low as 0.04

Consider this...

5 feet of 10" flex duct on the return and 10 feet of 10" flex duct on the supply along with appropriate supply & return transition fittings off the unit and a return filter grille and supply register equals approximately 0.160 total static pressure...well above a unit static pressure rating of 0.04

My friends at Panasonic have a 3 ton medium static ducted single zone system, (36PEF2U6) that has a static rating of 0.24

My friends at Perfect-Aire have a 2 ton mini split ducted single zone system, (2PAMSDH24/1PAMSHH24-SZO-20.5) that has a static pressure rating of 0.40

My friends at GREE will be introducing a high static ducted series with 18, 21 and 24K systems, (2 ton model GFH24DBD3DNA1A/I) with a static pressure rating as high as 0.80

These are all very generous SP ratings but break out your old ductulator. I know, you thought when you went ductless you left the ductulator behind but if you're going to use a ducted indoor unit you need to know how much duct you can attach and stay within the unit's SP rating.

So, if Mrs. Rockefeller wants to have her poodle, "FeeFee," groomed in her 700 sq/ft bathroom, now you have some good choices!



ABOUT THEAUTHOR:

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



### CUSTOMIZATION FOR EVERY LOCATION. LUXAIRE<sup>®</sup> CLIMATE SYNC<sup>™</sup>

Luxaire<sup>®</sup> Climate Sync<sup>™</sup> enables Acclimate<sup>™</sup> Series systems to be perfectly tuned to the outdoor environment in which they are located. Humid, dry or normal condition settings allow contractors to set up systems faster and more accurately. And by optimizing how an Acclimate<sup>™</sup> Series system operates, *Climate Sync*<sup>™</sup> can maximize overall efficiency and provide improved homeowner comfort.



### AS SIMPLE AS 1-2-3



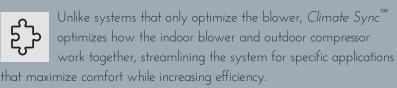
*Climate Sync*<sup>™</sup> features three different climate settings the contractor can choose from when installing the unit. The settings (humid, dry or normal) are selected based on the outdoor climate in which the conditioned space is located.

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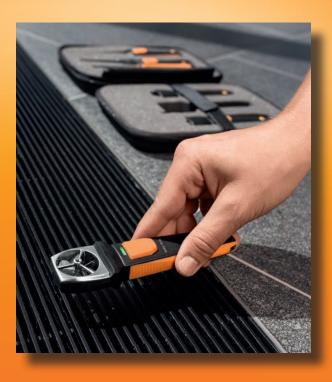




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### Lennox Community Initiative To Spread Warmth **Through Free Furnaces** For Families In Need





On October 6, 2018, more than 200 deserving families across the U.S. and Canada benefited from the warmth of a free, brand-new Lennox furnace, thanks to the Lennox "Feel The Love" program (www.feelthelove.com), which awards free home heating equipment to families in need who have been nominated in their local communities. Lennox dealers installed, high-efficiency Lennox gas furnaces for deserving families free of charge as part of the company's North American community outreach initiative. One of the lucky recipients was located at 1802 Hemlock in Garland, TX. Lennox donated all heating and cooling equipment and Lennox dealers and their employees donate the time, materials and labor needed to install the new, high-efficiency gas furnaces.

Recipients were chosen based on a variety of criteria, including physical, mental, or social disabilities; financial challenges; job loss; military service; and community service, through nominations that were accepted through the Feel The Love website.

### Fresh-Aire UV's New Headquarters Parallels HVAC Industry's Increasing Demand for IAQ

New building on three-acre site prepares the air purification manufacturer for the next decade.

Fresh-Aire UV®, manufacturer of Blue Tube UV®, APCO and other HVAC indoor air quality products, has purchased a 25,000-square-foot facility on a three-acre site in Jupiter, Fla., to support its double-digit annual growth and the growing need for its volatile organic compound (VOC) reduction and biological disinfection products.

The industrial park building doubles Fresh-Aire UV's former headquarters' space that was spread throughout two unconnected facilities. The move marks the second time in four years the 30-year-old company has expanded its operations due to growth and product demand. Besides the real estate purchase, Fresh-Aire UV also invested significantly in building re-design and renovation. Improvements included 42-tons of air conditioning with UV disinfection systems, a complete LED-lighting retrofit, 2,500-square-feet in physical structure additions and the general interior remodeling of the high bay style, 24-foot-tall, former headquarters of the Palm Beach Post newspaper. Part of the air conditioning retrofit adds cooling to the production floor where Fresh-Aire UV products remain 100-percent USA-tested, assembled and manufactured primarily of USA-made components.

The expansion features a 2,500-square-foot research and development (R&D) laboratory housing the HVAC industry's only privately-owned test chamber that complies with ASHRAE Standard 52.1 (particulate and biological contaminants); 145.2 (gaseous contaminants including VOCs); SPC-185.1 (inactivating airborne microbes); and SPC-185.2



Fresh-Aire UV New Headquarters, Jupiter, Fla

(inactivating microbes on irradiated HVAC unit surfaces). The test rig enables in-house analyzation, certification and clean air delivery rates (CADR) of Fresh-Aire UV's own UV, gas-phase air purification and photo catalytic oxidation (PCO) products. The self-contained R&D space also features its own five-ton dedicated air conditioning and air purification system for complete environmental control during tests.

Along with administrative, marketing and sales staff offices, the building was also remodeled to allow contractors, service technicians and wholesalers to attend the latest handson training workshops for IAQ equipment, maintenance and installation, including 24V, 120V and 277V electric connection.

The company was founded as Triatomic Environmental Inc., in 1988, and rebranded itself as Fresh-Aire UV in 2001. For more information on Fresh-Aire UV and its full line of commercial and residential UVGI, APCO and other IAQ products, please visit www.freshaireuv.com.



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### Testo North America Partners with Heyden Stanley Group in the South

New partnership covers Texas, Louisiana, Oklahoma and Arkansas

Sparta, NJ - Testo North America, the world's leading manufacturer of test and measurement instruments, has announced an exciting new partnership with the HVAC manufacturers' representative team of Heyden Stanley to support Testo in Texas, Louisiana, Oklahoma, and Arkansas. Heyden Stanley's growing team of manufacturer representatives in the south adds to the strong national representation of Testo and delivers countless years of expertise in the field.

"We're extremely excited to form this relationship with Heyden Stanley and look forward to growing the business in the territory. Heyden Stanley is one of the premier manufacturer representatives in the country and Testo is the premier



HVAC instrumentation brand so we have high hopes for the future." – John Loxterkamp, HVAC/R Business Unit Manager, Testo North America.

In 1992 Rick Heyden and Paul Stanley merged their two agencies to form The Heyden Stanley Group. Starting as a two man crew, HSG grew and now consists of seven outside salesmen with four inside sales/support personnel in the Houston office.

While being an established agency, The Heyden Stanley Group continues to aggressively market products to the HVAC/R distribution industry. Dedication to building successful client relationships through professionalism, highquality service and great attention to detail, gives the Heyden Stanley Group and its manufacturers a decisive edge over the competition. Heyden Stanley is a charter member of HARDI. For contact information, please go to www.heydenstanley. com or call 713-699-2525.

#### About Testo, Inc.

For 60 years, Testo has stood for innovative measuring solutions. With a North American headquarters in West Chester, PA, and global headquarters in Germany, Testo is a market leader in portable measurement technology. Testo helps over 650,000 customers worldwide save time and resources, protect the environment, ensure quality and increase the value of goods and services.

### Samsung Launches Commercial Ventilation Product Line – Fresh Access™

Dallas, Texas – Samsung has launched a ventilation product line, Fresh Access<sup>TM</sup>, designed to bring fresh air into commercial buildings. The addition of the ventilation product line will add to Samsung's advanced HVAC commercial product offering in the North American market. The Fresh Access<sup>TM</sup> product line includes three fresh air solutions that will align with ASHRAE requirements for fresh air: Packaged Dedicated Outside Air System (DOAS), Split DOAS, and Energy Recovery Ventilators (ERV).

Fresh Access<sup>TM</sup> Packaged DOAS boast capacities from 3 tons up to 70 tons at up to 20,000 CFM providing 100% outside air. Samsung offers Packaged DOAS units as custom, build to order packaged air handling units with numerous design configurations and countless option combinations. Fresh Access<sup>TM</sup> Packaged DOAS yields an advantage for Samsung with the option of full phase liquid refrigerant sub cooling and integration with Samsung central controls.

Samsung will also include Split DOAS units in the Fresh Access<sup>TM</sup> commercial ventilation product line connecting to Samsung DVM S Heat Recovery systems. Split DOAS units are available in 1,200; 2,000; and 3,000 CFM models with high static pressure capability. Fresh Access<sup>TM</sup> Split DOAS yields an advantage for Samsung with reheat capability up to 125°F outdoor temperature.

Fresh Access<sup>™</sup> ERVs use dPoint<sup>®</sup> enthalpic heat exchangers to recover thermal and latent energy. Samsung will offer the CSA certified equipment, meeting Canadian and US safety standards, in 300, 600, and 1,200 CFM models.

Samsung will continue to bring innovative technologies to the HVAC industry. Learn more about Samsung HVAC America at www.samsunghvac.com.



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### It's On My Heart: That Time of Year

I travel the nation, California to the East Coast. Talk to contractors all sizes and shapes. Just had a great conversation with a client who had a great summer, hit new highs for sales and profits, made it happen. Turns out the summer was long, and winter had not started yet. They asked me in to do a motivational talk. Had the techs sitting in front of me, so I asked the first tech, what were your sales last month. He was not sure. Asked the second, same answer, went around the room, no one knew exactly what they had sold last month.

It was as if I had thrown a wet blanket on the fire, just sort of died out. I decided on the fly, here is what I suggested. They needed a "Climate Change Event", my term made up on the spot. An event to signal that we are moving from summer to winter. We must refocus on the elements of our maintenances, tune ups, and yes, even our service calls. More critical, we need to share the numbers that we hit (or missed) from the last 6 months. What sort of numbers? Start with revenue, keep score on month-to-month sales from years past. How about customers added, would it be important to see how many new customers we added year-to-date? You could share maintenance agreements sold, even down to who sold them. This is a perfect time to share spiffs for those type of activities. I am a firm believer in paying the techs (and office staff) a small spiff for selling a maintenance agreement. Price out your M/A based on what you will do on a maintenance, then add in travel time and a spiff amount. I have some clients who give the techs a nominal amount, say \$15 on a \$200 M/A. Could be \$20 or \$25, but whatever that number is it is added to the M/A number that they sell at. Some pay less on a renewal, your call.

But then take that concept a step further. Layer on a 1st/2nd/3rd place award for the techs who sell the most M/A. Could be dinner for the tech and his significant other with the boss, or a \$100 gift certificate, something that they would not normally do on their own. That award is done at the Climate Change Event. Maybe an award for most leads turned in that sell. How about an award for revenue produced, least number of call backs, lots of things to celebrate. Have the owner/managers fix breakfast, or cater it in, make it a day they look forward to. What if you don't increase the numbers from last year? Then celebrate the fact that the season is over, time to get on with the new season. This should not be a one and done, make it a twice yearly event. Share goals at the meeting. My take on goal setting is simple, make them significant goals, not some measly 3% increase. Shoot for 15-25% increase, then measure the progress as we go month to month. When everyone knows what the number is, funny things happen. We actually find it easier to hit the number. Sorta like bowling with a sheet in front of the pins. You roll a ball, someone says 6! Not sure if that is 6 down or 6 left. When the numbers are out there, we all see progress.

Now, if we miss a month hitting the goal, how does that affect the team. Let them know, we cannot go back in time and increase the numbers for last month. We can see the effect that has on our season and hit it harder for the rest of the winter/summer. I am a fan of team goals, you can recognize individual effort, but we really do have a team. Pair up the office staff with a tech, so everyone has a part in the victory.

Back to my Event. Get some "toys for techs" from your local supply house partner. I use the term partner, because that is the sort of relationship I want to have with the people I buy from. I don't want vendors, I want partners who are concerned about my long term business, not just what I bought today. Maybe they could be part of the meeting as well, when a tech is recognized by his company and the distributor who helps them with equipment, it really layers on the positive impact.

**SEE HINSHAW PG.21** 

finance.



### 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 startup 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 highresults 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!"

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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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Suwanee, Georgia -Mitsubishi Electric Trane HVAC US LLC (METUS), a leading supplier of Zoned Comfort Solutions® and Variable Refrigerant Flow (VRF) cooling and heating systems, announces a price

increase effective Monday, October 1, 2018.

Due to continued inflationary pressures, as well as increased manufacturing costs, there will be a list price increase of up to 3.5 percent on

M-Series and P-Series products. The price increase will vary by product type.

For more information about Mitsubishi Electric Trane HVAC US, visit metahvac.com.



### Mary Lou Jones

Mary Lou Jones, 89, of Dallas, TX, passed away on October 3, 2018. She will always be remembered as a loving wife, mother, sister, grandmother, aunt and friend to all that knew and loved her. She was born on September 9, 1929 in Omaha, Nebraska to Mary Cecilia Parks and Norbert John Hanapel. She



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Kenneth Eugene Jones, husband Wilfred A. Sumner, son Kenneth Michael Jones and son Gary Paul Jones. Survivors include son Kenneth David Jones, his wife Maura and their son James: son Kevin Philip Jones, his wife Margie, and their children Dakota, Jessica and Mary Kate, all of Dallas; sister Susan Hanapel Gardenhire, her husband Pat; sister Jane Hanapel Peek, her husband Ben and many loved nieces and nephews. HINSHAW con't

was proceeded in death by

her parents and husband,

So if you had a great summer, congrats! If it could have been better. I understand. In life, we either win or learn. If the numbers were not where you wanted, what did you learn from that experience? Can you apply some additional concepts in place to help improve the team performance next summer? In fact, to improve the winter. Most of what we do is similar summer and winter. What I see as I travel the nation is a lot of companies and employees that need a "reset", go back to the fundamentals, re-enforce what we do on a service call. Each and every time. Barry Bonds (OK, so I know nothing about sports, but that name is tied to a guy who hit a lot of home runs!) still goes to batting practice, NBA players practice free throws. In fact, and I have said this before, a former coach of the Phoenix Suns told me how he started each season. He had the entire team in the locker room and shared how to tie their shoes so they would stay tied for the entire game. Basics, but essential.

So here is my wish for you, that you would get together a meeting for your team, even if winter has already started in your market. Colorado has snow forecast for Oct, they are in the heating season. Not too late, make it happen. Share how you did YTD, compare to last year, set some goals for growth in each area that you are concerned about. Then reward the employees that stretched to help make the numbers happen, as well as the team.

Thanks for listening, we'll talk later.

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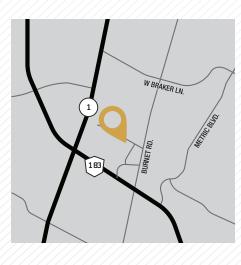
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### Thermostat Recycling Corp. Celebrates 20th Anniversary

### America's Top Mercury Recycler Highlights Collection of 2.4 Million Thermostats

**Fort Washington, Pennsylvania** — Thermostat Recycling Corp., (TRC) celebrates its 20th anniversary Oct. 24, when it incorporated as a stewardship nonprofit.

The original founders — Honeywell, White-Rogers and General Electric — created TRC (through National Electrical Manufacturers Association) with the mission of collecting and recycling thermostats containing mercury, a universally recognized health hazard.

TRC has contributed to the effort by collecting 2.4 million thermostats and prevented 11 tons of mercury from entering the environmental stream.

"This is a landmark anniversary not only because we collected millions of mercury containing thermostats, but we

NEW PRODUCT

made a consistent and successful contribution to keep our environment safer," said Ryan L. Kiscaden, executive director, Thermostat Recycling Corp. "Our charter members and those who joined subsequently were determined that TRC would ensure that our effort would be widespread and diligent. Reaching this milestone anniversary allows a moment of reflection. Given the success we've had, it proves the foresight of our founders is paying off."

From the trio of original manufacturers, TRC has expanded to 30 members that provide financial support. Its recycling program now covers the 48 contiguous states, with more than 3,600 businesses and communities serving as collection centers for the free service.

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The vast number of TRC's collection sites consist of HVAC wholesale businesses, who provide space for a special green container that allows their contractor customers to deposit the thermostats in. The wholesalers send the container, via FedEx, to TRC's recycling center in Port Washington, Wisconsin, where the recycler safely extracts, recycles and stores the mercury. In 2006, TRC added household waste collection sites and thermostat retailers to their collection efforts.

"While we're gratified to celebrate this 20-year effort and an enviable measure of success, our job is still unfinished," says Kiscaden. "We're still engaged in finding that last, elusive mercury containing thermostat, and we don't plan on taking a rest until we find and safely recycle it."

### Mitsubishi Electric Trane US in Dallas



METUS Quality and Technical Operations, which includes the entire Technical Services Team, had their annual Services team Meeting in Dallas. TX the week of September 24-28. The teams discussed many items which can and will improve their customer support to their Distributors throughout the US and International countries for which they are responsible.

They received advanced trainings on many of the products and discussed some of what has been seen out in the field by their customers. Many important ideas were put forth, which in turn will help all involved. There were many other items including new products which are being introduced into the market and how to properly service and maintain them. Some items of administrative training took place also. Overall, it was a very successful and fulfilling week.





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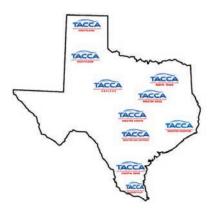


**Texas Air Conditioning Contractors Association** 13706 Research #214 Austin, Texas 78750 800.998.HVAC (4822)

www.tacca.org

#### **TACCA Local Chapters**

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- Round Rock

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- Houston

The recent rains across Texas dealt a serious blow to the drought that has gripped Texas over the past several months, says George Bomar, the state meteorologist with the Texas Department of Licensing and Regulation.

"It has been severely dented," says Bomar. "It is not yet totally vanguished. Many El Ninos have the capacity to spring us out of a drought and into a wet weather scenario. I would say, based on how September delivered, over half of Texas is already out of a drought, or on the verge of getting out of the drought." Bomar monitors the weather as a program specialist in the TDLR Weather Modification program. At the end of August, he says, one third of the state of Texas was in a severe drought or worse.

But the hefty rains that fell in Texas during September shrank the area battling drought to only 7 percent. The Dallas Fort Worth area (12.69 inches) and San Antonio (16.86) both had the wettest Septembers in recorded history (or at least the past 125 years). Galveston (24.32) had half a year's worth of rainfall to make the month the second wettest September in history. For the drought to end, Texas will need to continue receiving healthy rains in October and November and the prospects for that look good.

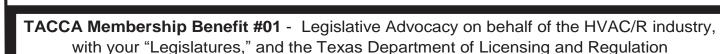
Texas appears to be moving into an El Nino weather pattern over the next several months, he says. An El Nino is a band of warm water that develops in the equatorial Pacific Ocean. Those currents can influence the weather hundreds of miles away from them. El Ninos can last anywhere from a few months to 18 months. (Interestingly, they are not defined until after they've occurred.) Bomar says Texas will probably experience a wetter winter and milder temperatures, so schoolkids and the young at heart shouldn't count on missing any school thanks to snow days. "We do get some cold weather during the winter in an El Nino, but the Arctic air is much more sporadic. You have to have the timing just right for that precipitation, which should be abundant, to be ice and snow as opposed to liquid water," Bomar says.

Because no two El Ninos are ever the same, there's no way of knowing exactly how much rain we'll receive this winter. "Some El Ninos are stronger than others," Bomar says. "You can't always count on having a wetter than usual winter and a milder than usual winter. I would say that 70 to 80 percent of the time you'll get that."



HAPPY THANKSGIVING

A heartfelt thank you full of gratitude and blessings for all we have during this time of Thanksgiving



### FAQ's — From the Texas Department of Licensing

Does Texas accept out-of-state licenses in lieu of a Texas license?

Yes. To be licensed in Texas if you have an out-of-state license, you will need to send in a completed TDLR application, a copy of your out-of-state license, and a list of the requirements for the out-of-state license. Also, we need to know when this license was issued and how long you held it. TDLR will review and determine if you meet the Texas license requirements.

### Need an HVAC CE Course or License Prep Course? More than 2800 HVAC Professionals Use TACCA Program's each year!

CE Classes:			
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Nov 17 - Houston

### License Prep: Nov 17/18

NOV	1//18 -	Austin
Dec	15/16 -	Houston

#### Visit www.tacca.org to register!

#### **Texas Air Conditioning Contractors Association**

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## (R) **ASHRAE** NFW

ASHRAE, founded in 1894, is a global society advancing human well-being through sustainable technology for the built environment. The Society and its more than 56,000 members worldwide focus on building systems, energy efficiency, indoor air quality, refrigeration and sustainability. Through research, standards writing, publishing, certification and continuing education, ASHRAE shapes tomorrow's built environment today. More information can be found at www.ashrae.org/news.

### ASHRAE Announces **Technical Program for** 2019 Winter Conference

Atlanta - The technical program has been announced for the 2019 ASHRAE Winter Conference, to be held in Atlanta, Ga., Jan. 12-16, at the Omni Hotel Atlanta at CNN Center and the Georgia World Congress Center. The conference technical program, which offers over 100 sessions, is now available in the ASHRAE 365 app and corresponding event website.

Registration for the conference provides free entry to the co-sponsored AHR Expo, to be held Jan. 14-16 at the Georgia World Congress Center.

The five-day event includes eight conference tracks, selected to represent areas of focus common among ASHRAE membership.

A new and anticipated track at this year's conference, Renewables and Natural Systems, will explore topics such as energy technologies, renewable energy sources and the future of the smart grid.

Another new conference track, The Engineer's Role in Architecture, will examine the integral role engineers have toward the safe design of buildings and structures. Topics include designing resilient building using historical insight, equipment selection and strategies to facilitate integrated project delivery.

- Conference tracks include:
- Systems and Equipment
- HVAC&R Fundamentals and Applications
- Refrigeration
- · Construction, Operation and Maintenance of High
- Performance Systems
  - Common System Issues and Misapplications

• The Convergence of Comfort, Indoor Air Quality and Energy Efficiency

· Building Integrated Renewables and Natural Systems

• The Engineer's Role in Architecture

PDH's are available to attendees who attend any of the Technical Sessions or ALI Courses.

Additionally, ASHRAE will offer onsite administration of ASHRAE certification exams on Jan. 12 and Jan. 16.

The exams being administered include: Building Commissioning Professional (BCxP and CPMP Recertification); Building Energy Assessment Professional (BEAP); Building Energy Modeling Professional (BEMP); High-Performance Building Design Professional (HBDP); Healthcare Facility Design Professional (HFDP); and Operations & Performance Management Professional (OPMP). Applications must be submitted by Dec. 21.

ASHRAE President Sheila J. Hayter will provide an update on the 2018-2019 society theme, "Building Our New Energy Future" at the President's Luncheon on Monday, Jan. 14. Major contributors to the ASHRAE RP Campaign will also be recognized at this lunch.

For complete conference and expo information, visit the 2019 ASHRAE Winter Conference and the AHR Expo websites.

### **ASHRAE Announces New** HVAC&R Student Competition

Atlanta – ASHRAE has announced a call for entries for its 2019 HVAC&R Student Paper Competition.

The competition is aimed at students working on their Bachelor or Master's degree who are members of ASHRAE. The winning entry will represent the Society at the 2019 HVAC World Student Competition to be held in conjunction with the 2019 CLIMA Conference, May 26-29, in Bucharest, Romania.

A key component of the requirements is the preparation of a paper that is based on an accepted BS or MS thesis. The paper's topic must be in the area of HVAC technology, building services, indoor environmental control or energy performance of buildings.

Entrants for the 2019 ASHRAE HVAC&R Student Competition are asked to do the following:

1. Submit a six-page maximum length paper that is based on an accepted BS or MS thesis by Nov. 30.

2. Give a 10 minute oral presentation on Monday, Jan. 14, during a session scheduled during the ASHRAE 2019 Winter Conference in Atlanta, Ga.

3. Prepare a poster for discussion between the entrants and jurors.

Entrants will be notified shortly after the presentations of the competition results.

For more information about the 2019 ASHRAE HVAC&R Student Competition or to submit an entry, visit ashrae.org/ StudentCompetition.

### ASHRAE Realigns Relationship with IAQA

Atlanta – ASHRAE has announced that an agreement has been reached with the Indoor Air Quality Association (IAQA) for IAQA to transition to an association management firm.

IAQA became an affiliate of ASHRAE in 2015. In that relationship, IAQA's operational base became integrated within ASHRAE's headquarters operations in Atlanta, Ga. With this change, IAQA will take on a more independent management position. Both organizations are committed to continue collaborative programming that benefits all members involved.

During its affiliation, IAQA operated independently within ASHRAE's organizational structure, maintaining its own brand and Board of Directors. Both associations viewed the initial partnership as an asset for the growth and development of each organization's distinct membership base.

IAQA will continue to offer corporate and individual memberships, education, conference and resources to indoor air quality professionals. ASHRAE will continue its longstanding leadership of IAQ sciences and technologies.

A task force has been established to examine the best path forward for both organizations.

### AC Supply Annual Golf Tournament

The golf tournament was held at the Shady Valley Country Club in Arlington TX on October 8



2nd Place Team

1st Place Team



Closest the the Pin Winner



Longest Drive Winner



Team that had the Most Fun



Bryan Boyd, Randy Boyd, Kristin Jordan and the AC Supply Family

### 2019 AHR Expo Education Program offers first-look at what's ahead for HVACR in the coming year

Show is the industry's best opportunity to take advantage of free seminars, professional certifications and continuing education courses under one roof

Westport, Conn. - The 2019 AHR Expo today announced its full line-up for the 2019 Education Program, including more than 120 sessions of free seminars, professional certifications and continuing education courses. The Education Program continues to grow each year and is the most comprehensive, all-inclusive opportunity to hear directly from industry leaders about trends and best practices in HVACR.

The 2019 AHR Expo will be held Jan. 14-16 at the Georgia World Congress Center in Atlanta. To register, please visit the AHR Expo registration website.

"The AHR Expo aims to deliver the most extensive access into the HVACR industry," said Clay Stevens, manager of AHR Expo. "Each year we host exhibitors from all facets of the industry, and we add value to the attendee experience through our ever-growing Education Program. Our seminars, courses, and certification opportunities provide visitors with the tools needed to move forward as professionals."

#### EDUCATIONAL SESSIONS

This year's Show features nearly 75 free sessions presented by industry experts from leading organizations. The sessions, ranging from

one to two hours, provide attendees with potential solutions to the most pressing challenges facing the industry. Attendees can listen in on general HVACR industry subjects, as well as sessions specific to their own line of practice.

"The AHR Expo packs all the industry knowledge under one roof," said Bob "Hot Rod" Rohr of Caleffi North America and a featured speaker at the 2019 Show. "This is the one big event that all in the HVAC industry need to attend. It's the one place where you can see, meet and touch all the latest cutting-edge technology, equipment and training available today."

Highlights for this year's free seminar agenda include:

· General Industry-wide Topics o Low-Cost Leads are Hurting Your Business, presented by Women in HVACR

o Trends in the Global HVAC Market, presented by BSRIA Ltd.

o What it Takes to Get an Installed HVACR System to Operate at Equipment Rated Capacity, presented by National Comfort Institute (NCI)

o Next Generation HVAC Controls: Open Hardware - Open Software, presented by AutomatedBuildings.com

o IoT and Air Quality: Embedding



Smartness into IAQ, Presented by Indoor Air Quality Association

o Providing Safety, Efficiency, and Value with Hydronic Snow Melting, presented by Radiant Professionals Alliance (RPA)

o NAFA Best Practice Guideline for Hospital & Healthcare Facilities - Updated to Include the Impact of SSPC 170 Updates, National Air Filtration Association (NAFA)

o La Mejor Guia de NAFA para Hospitales y Centros de Salud - Actualización que incluye el impacto de cambios del standard ASHRAE SSPC 170, National Air Filtration Association (NAFA)

o Virtual Reality Training for HVAC is Here, presented by NEBB

o Variable Frequency Drives: Method of a Test and a Case Study, presented by Air-Conditioning, Heating, and Refrigeration Institute (AHRI)

o Psychometrics Without Tears, presented by Green Mechanical Council

o Controls Strategies for Maximizing Condensing Boiler System Efficiency, presented by American Boiler Manufacturers Association (ABMA)

o Fan Sizing and Selection: Basics and Fine Points, presented by Air Movement and Control Association International, Inc. (AMCA International)

o Safety, Innovation, and Other Benefits of CSST in Residential and Commercial Applications, presented by AHRI

• Engineering

· Bilingual Sessions:

Contractor-focused

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#### CONTINUING EDUCATION

AHR Expo provides the opportunity for attendees to participate in professional development while at the Show. This year, attendees can choose from 20 ASHRAE Learning Institute (ALI) sessions, all of which are offered prior to and during the Show. All short courses and professional development seminars have been approved for Continuing Education Units (CEUs) that can be applied toward maintaining P.E. licensure. Attendees must register and pay tuition fees in advance of the Show by visiting the ASHRAE registration website.

Full-day courses account for six earned Professional Development Hours (PDHs)/Learning Units (LUs) or 0.6 CEUs. All half-day courses are awarded three accredited PDHs. Topics cover a wide range of industry subjects, including maintenance of high-performance buildings, effective energy management, indoor and outdoor air systems, energy code selection, latest applications, future trends and more. Course highlights include:

• Humidity Control 1: Design Tips and Traps

• Advanced Designs for Net Zero Buildings • Effective Energy Management in New &

**Existing Buildings** 

#### CERTIFICATION

Review sessions and exams are also available during the 2019 AHR Expo. Attendees must register and pay any associated fees prior to the Show. 7 sessions will be offered, including;

NATE Testing & Review

Commissioning Authority (CxA) Workshop and Exam

· New Construction Commissioning and **ACP Exam** 

• NAFA CAFS Testing and 2-Hour Tutorial; NCT Testing

ASHRAE Certification Exams

#### NEW PRODUCT AND TECHNOLOGY THEATER PRESENTATIONS

In addition to free seminars and paid certification classes, attendees are encouraged to sit in on brief exhibitor presentations in the New Product & Technology Theater. There are over 100 presentations scheduled, each lasting approximately 20 minutes, that aim to give attendees an overview of new product announcements and technologies that they'll see in exhibitor booths on the Show floor. These sessions take place in special theaters right on the exhibit floor and there is no fee or registration required.

This year, four 2019 Innovation Award winners and six finalists will present, including:

• Winners: o Automated Logic Corporation

(Building Automation) o Johnson Controls, Inc. (Cooling)

o enVerid Systems (Green Building)

o Dwyer Instruments, Inc. (Tools & Instruments)

• Finalists: o Carrier (Green Building)

o Smardt Chiller Groups Inc. (Green Building)

o Fresh-Aire UV (Indoor Air Quality)

oBaltimoreAircoilCompany(Refrigeration) o BreezoMeter Ltd. (Software)

o LG Electronics USA, Inc. (Ventilation)

"As a design professional, the AHR Expo is the one event I can attend to stay up-to-date on all the latest products and innovations from across the HVACR industry," said Brad White, SES Consulting, Inc. and a 2019 Education Program speaker. "I never fail to come away having learned something new that I can immediately apply in my work."

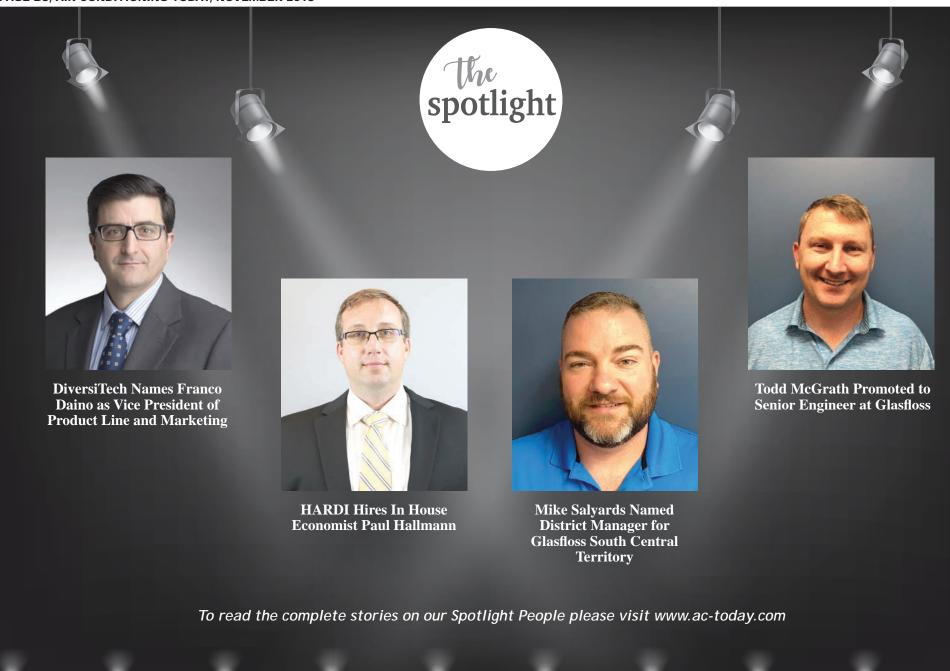
To view the complete 2019 AHR Expo Education Program, visit the education section on the AHR Expo website. Attendees are encouraged to use the MapYour Show tool to assist in building out their personalized Show agenda.

#### FOR MORE INFORMATION

For more information on the AHR Expo Education Series, please visit ahrexpo.com. Specific questions regarding 2020 Education Series submissions can be emailed to kpires@ iecshows.com.

### $\bigcirc \bigcirc \bigcirc \bigcirc$ www.hts.com/parts-texas

#### PAGE B8, AIR CONDITIONING TODAY, NOVEMBER 2018



### Goodman Distribution hosted a Houston Mechanical Code Enforcement Day

<u>The event was held at the Quietflex Manufacturing plant in Houston TX on October 17th.</u> <u>Chief Code Enforcement Official Roel Garcia spoke to the contractors and Goodman provided breakfast and lunch.</u>



### Record Turnout at the 3rd Annual Service World Expo 2018

Service World Expo had a 33% increase in registrants at this year's event with show-stopping keynote speakers, informative breakout sessions, and engaging exhibitors

Coppell, TX – Service World Expo was a success and had another outstanding show in Las Vegas this year. This event is dedicated to the advancement and support of residential contractors and the attendees were blown away by the excellence of the expo.

"I must say, having attended just about every service industry expo that's been put on in the last 42 years, this was THE BEST conference that I've ever had the opportunity to attend. I look forward to attending next year's show as well, and will be bringing a handful of my best people to absorb as much information in as short of time as possible. If you are in the service industry, you MUST attend these functions." Mark Eatherton, former Executive Director of the Radiant Professionals Alliance.

"There were many highpoints of this year's show and we were very happy with the feedback we received from the attendees," said Matt Michel, President of Service Nation. "In addition, the exhibitors were also ecstatic with the amount of engagement and interaction they had with all of the contractors at the show."

Some of the highlights of the expo included keynote speeches by Ron White, Eric O'Neil, Mike Michalowicz, and Susan Frew. The expo also featured 33 breakout sessions covering a myriad of topics including standout presentations from Chris Hunter's "The Power of Social

Media," and Ed McFarlane's "How to Hold a Kick Ass Training Session."

"It was exciting to be back at Service World Expo for my third year," said Chris Hunter, President and Owner of Hunter Heat and Air. "I am able to learn so much, not only from the speakers and breakout sessions, but also from the exhibitors. It is amazing to see all of the new technology and products that will have a positive impact on the industry as well as my business."

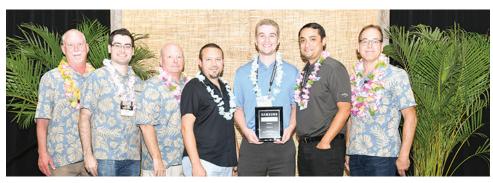
"Every year, we set the bar higher for Service World Expo," said Liz Patrick, Vice President of Strategic Alliances for Service Nation. "We are always pushing ourselves to provide better content and information for our attendees, as well as deliver ever increasing value to our exhibitors to ensure they have the best show possible. Next year's show at the Paris Casino and Hotel in Las Vegas will be even greater."

### 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. To learn more about Service World Expo and how to attend, please go to www. serviceworldexpo.com/attend/paris or if you would like your company to exhibit at the show, contact Peter Galanek at peter.galanek@ serviceroundtable.com

### Samsung Ignites Change

Samsung recognized Shearer Supply in Dallas, Texas, as the recipient of the Pinnacle Award of Excellence for the second consecutive year



Shearer Supply won the Pinnacle Award of Excellence for the second year

invigorated the energy from their previous at their 2018 Annual Partner Summit. year's Annual Partner Summit focused on Changing the Comfort Zone to reveal the manufacturer's strategy to Ignite Change. Samsung hosted a diverse crowd of 300 business partners in Dallas, Texas, to recognize exceptional business performance, develop key relationships and communicate the future of Samsung HVAC America.

recognized exemplary Samsung wholesale distributor partners, commercial spec and plan representative partners, and

Dallas, Texas - Samsung HVAC an exceptional Samsung residential dealer Twelve companies accepted awards in front of the diverse crowd for their 2017-2018 accomplishments.

The Pinnacle Award of Excellence for a wholesale distributor recognized a combination of overall sales increase, year over year sales growth percentage, and greatest split system sales. Samsung recognized Shearer Supply in Dallas, Texas, as the recipient of the Pinnacle Award of Excellence for the second consecutive year.



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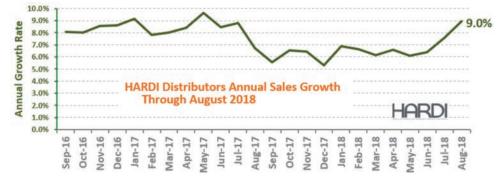
CALL US TOLL FREE AT 800/998-HVAC(4822) VISIT US ONLINE AT www.TACCA.ORG

# HARD

### HARDI Distributors Report 15.0 Percent Revenue Increase in August

**Columbus, Ohio** – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing average sales for HARDI distributor members increased by 15.0 percent in August 2018.

The average annualized growth for the 12 months through August 2018 is 9.0 percent.



"Mid-teens growth is always encouraging, especially during the seasonally significant summer months," said HARDI Market Research & Benchmarking Analyst Brian Loftus. "The gain was exaggerated by the weak prior year. The Northeast experienced more than twice as many cooling degree days than last August. Cooling degree days were up by 70% in the Great Lakes and Central regions, and almost that much in the Mid-Atlantic region."

"HARDI distributor sales were more encouraging than the recent retail sales report," said Loftus. Monthly auto sales have declined for three consecutive months and national existing home sales have declined for 4 consecutive months. Existing home sales in the Northeast and Midwest have been down for 9 consecutive months.

Days Sales Outstanding (DSO), a measure of how quickly customers pay their bills, spiked up with the strong sales this past spring. The action was temporary, and the DSO returned to normal in June and July. We have another spike higher this month after back-to-back monthly sales gains.

HARDI members do not receive financial compensation in exchange for their monthly sales data and can discontinue their participation without prior notice or penalty. Participation is voluntary, and the depth of market coverage varies from region to region. An independent entity collects and compiles the data that can include products not directly associated with the HVACR industry.

### HARDI Supply Chain Excellence Conference Wraps-up in Chicago

**Columbus, Ohio** – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) hosted its Supply Chain Excellence conference in Chicago, Ill. earlier this week. This event covered subject matter for individuals with job roles related to operations, supply chain management and purchasing.

The unique aspect of this year's edition of Supply Chain Excellence was the inclusion of three facility tours of non-HVACR industry wholesale distributors located in the Chicago area. These distributors were grocery wholesaler Testa Produce, construction materials wholesaler Parksite and electrical solutions wholesaler ConneXion.

"The tours were an incredibly insightful opportunity to see distribution best practices at distributors from other industries," said HARDI Director of Operations Mike Coughlin. "I got to tag along with the Testa Produce tour group, and it was amazing to see some close similarities – but also vast differences – in the way HARDI members operate as wholesale distributors compared to other industries."

The event speakers gave presentations on a range of warehousing and logistics subjects, such as the American Trucking Association's Bill Sullivan's session on the state of the trucking industry and economist Andrea Duguay's presentation on effective business forecasting.

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

### Congressman Scott Peters to be Featured in Upcoming HARDI Documentary for Workforce Recruitment



**Columbus, Ohio** – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) has announced Congressman Scott Peters, D-Calif., as having a feature in HARDI's upcoming workforce recruitment documentary.

Peters co-sponsored H.R. 2353, the bipartisan Strengthening Careers and Technical Education for the 21st Century Act, which was signed into law by President Trump on July 31, 2018.

"What I've seen is that there are a lot of high-paying jobs that do take training, but they don't require a college degree and they pay enough for people to live off of, raise a family, and have a retirement," Peters states in his filmed interview. "We want to make sure people are trained for that."

The documentary is part of HARDI's Workforce Recruitment Initiative, which aims to bring awareness of careers in the HVACR industry and wholesale distribution to younger generations.

"If we want our kids to have the same chance that we did and compete in an economy that's different, we have to be more open minded about what skills we give them. And that's why this is really a flexible and responsive way to train young people. Let's give them the skills that matches our economy today," Peters continues.

### Forty-Four Students Win \$105,000 in Scholarships Through the PHCC Educational Foundation

Falls Church, Va. –The Plumbing-Heating-Cooling Contractors—National Association (PHCC) Educational Foundation is proud to announce the winners of 2018 scholarships awarded through the Foundation. Twenty-six students were awarded a total of \$60,000 in scholarships funded by the Foundation, the South Jersey Mechanical Contractors Association, Gerry Kennedy, Anne Williams, the McGlame-Wordell Scholarship Committee, the PHCC Auxiliary of Texas, the PHCC Auxiliary of Massachusetts and PHCC's Past National Officers. The students, their schools and studies are listed below that are in our region. To see all of the winners, please visit www.ac-today.com

Eighteen additional students have received 2018 scholarships thanks to \$45,000 in funding provided by **A. O. Smith, Bradford White, Delta Faucet Company, RIDGID** and **State Water Heaters.** The winners of these awards will be announced under separate releases.

The following student has been awarded \$2,500 scholarships funded by the PHCC Educational Foundation:

• Tyler Ray from Santa Fe, Texas is studying Mechanical Engineering at Texas A&M.

The following student has been awarded \$1,000 scholarships funded by the PHCC Educational Foundation:

• **Dev Tavares** from Spring, Texas is studying Mechanical Engineering at Texas Tech University.

Other scholarships awarded by the Foundation and funded by PHCC members and organizations were:

• **Chase Curtis Coburn** from Van Alstyne, Texas was awarded a \$2,500 scholarship funded by the PHCC of Texas Auxiliary and PHCC Educational Foundation. He is studying Mechanical Engineering at the University of Arkansas.

#### **About PHCC Educational Foundation**

The PHCC Educational Foundation, a partnership of contractors, manufacturers, and wholesalers, was founded in 1987 to serve the plumbing-heating-cooling industry by preparing contractors and their employees to meet the challenges of a constantly changing marketplace. Students interested in pursuing a career in the plumbing or HVACR professions are invited to visit phccfoundation.org for information on 2019 scholarships.

### CALENDAR OF EVENTS

### Insco's November 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, November 7th - Top Tech Ruud 14-16 SEER Heat Pumps from 8am - 12pm located at 1209 N Interstate 35 Frontage Rd, Round Rock, TX | Only \$75

### **El Paso**

Tuesday, November 27th - Top Tech H1P-T-V Air Handlers from 5pm - 9pm located at El Paso 11500 Rojas Dr., El Paso TX

#### 79936 | Only \$75

Wednesday, November 28th – Top Tech Ruud AC Condensing Units from 8am - 12pm located at El Paso 11500 Rojas Dr., El Paso TX 79936 | Only \$75

### Grapevine

Tuesday, November 6th - Top Tech Ruud 80% Gas Furnace from 8am - 12pm located at Insco's Grapevine Training Facility | Only \$75

Wednesday, November 28th - Top Tech Ruud 14-16 SEER Heat Pumps from 8am - 12pm located at Insco's Grapevine Training Facility | Only \$75

### Houston

Wednesday, November 7th & Thursday, November 8th -Mitsubishi Electric M & P Series 2 Day Service Course from 8:30am - 5pm located at Insco's South Houston Training Facility | Only \$195

Thursday, November 15th - Airflow Fundamentals from

8:30am - 12:30pm located at Insco's North Houston Training Facility | Only \$75

Wednesday, November 28th - Airflow: CFM & Performance Diagnostics from 8:30am - 12:30pm located at Insco's South Houston Training Facility | Only \$75

#### San Antonio

Tuesday, November 6th - Top Tech Ruud 14-16 SEER Heat Pumps from 8am - 12pm located at Insco's San Antonio Training Facility | Only \$75

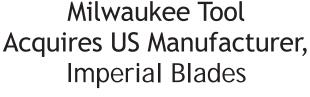
Tuesday, November 13th - Mitsubishi Electric M & P Series Field Service Seminar from 8am - 12pm located at Insco's San Antonio Training Facility | Only \$75

#### Victoria

Thursday, November 8th - Top Tech Ruud 14-16 SEER Heat Pumps from 8:30am - 12:30pm located at Insco's Victoria Branchl Only \$75

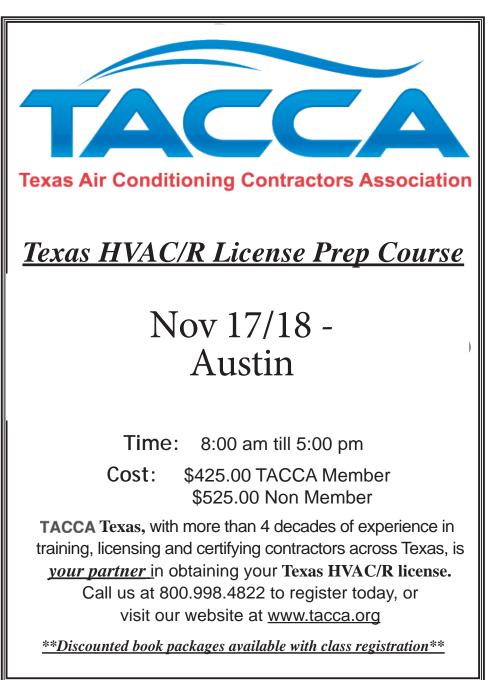
### Johnstone Supply November Training Calendar

DAY	TIME	LOCATION	TOPIC	TRAINING REGISTRATION CODE	COST
			Recovery Machine Overview & Recovery		
Th	8 - 11 a.m.	Broadway	Techniques	TRAIN18-41-17	\$35
Tu	8 - 11 a.m.	Broadway	Vacuum Pumps & System Dehydration	TRAIN18-41-18	\$35
w	8 - 11 a.m.	Broadway	Electric Air Handler Operation & Troubleshooting	TRAIN18-41-19	\$35
Th	8 - 11 a.m.	Broadway	Heat Pump Operation & Troubleshooting	TRAIN18-41-20	\$35
М	8 a.m 3:30 p.m.	Broadway	ESCO EPA Review & Exam	TRAIN18-41-21	\$120
Tu	8 -11:30 a.m.	Broadway	Flex Duct Systems & Installation	TRAIN18-41-22	\$45
М	8 -11:30 a.m.	Broadway	System Airflow Measurements	TRAIN18-41-23	\$35
Tu	8 - 11:30 a.m.	Broadway	Attic Installation Requirements - Intn'l. Residential Code	TRAIN18-41-24	\$35
W	8 - 11 a.m.	Broadway	Carbon Monoxide- Training & Testing	TRAIN18-41-25	\$35
	Th Tu W Th M Tu M Tu	Th         8 - 11 a.m.           Tu         8 - 11 a.m.           W         8 - 11 a.m.           Th         8 - 11 a.m.           M         8 a.m 3:30 p.m.           Tu         8 - 11:30 a.m.           M         8 - 11:30 a.m.           Tu         8 - 11:30 a.m.	Th8 - 11 a.m.BroadwayTu8 - 11 a.m.BroadwayW8 - 11 a.m.BroadwayTh8 - 11 a.m.BroadwayTh8 - 11 a.m.BroadwayM8 a.m 3:30 p.m.BroadwayTu8 - 11:30 a.m.BroadwayM8 - 11:30 a.m.BroadwayM8 - 11:30 a.m.Broadway	Th8 - 11 a.m.BroadwayRecovery Machine Overview & Recovery TechniquesTu8 - 11 a.m.BroadwayTechniquesW8 - 11 a.m.BroadwayVacuum Pumps & System Dehydration Electric Air Handler Operation & TroubleshootingW8 - 11 a.m.BroadwayTroubleshootingTh8 - 11 a.m.BroadwayHeat Pump Operation & TroubleshootingM8 a.m 3:30 p.m.BroadwayESCO EPA Review & ExamTu8 - 11:30 a.m.BroadwayFlex Duct Systems & InstallationM8 - 11:30 a.m.BroadwaySystem Airflow Measurements Attic Installation Requirements - Intn'l. Residential Code	DAYTIMELOCATIONTOPICCODETh8 - 11 a.m.BroadwayRecovery Machine Overview & Recovery TechniquesTRAIN18-41-17Tu8 - 11 a.m.BroadwayVacuum Pumps & System Dehydration Electric Air Handler Operation & TroubleshootingTRAIN18-41-18W8 - 11 a.m.BroadwayTroubleshootingTRAIN18-41-19Th8 - 11 a.m.BroadwayHeat Pump Operation & TroubleshootingTRAIN18-41-20M8 a.m 3:30 p.m.BroadwayESCO EPA Review & ExamTRAIN18-41-21Tu8 -11:30 a.m.BroadwayFlex Duct Systems & InstallationTRAIN18-41-22M8 -11:30 a.m.BroadwaySystem Airflow MeasurementsTRAIN18-41-23Tu8 - 11:30 a.m.BroadwayAttic Installation Requirements - Intn'l. Residential CodeTRAIN18-41-24



Milwaukee, Wi - Milwaukee Tool, Wisconsin-based subsidiary of Techtronic Industries (TTI), announced the acquisition of the Imperial Blades business based in Sun Prairie, Wisconsin.

The original inventor of the universal shank for use on oscillating multi-tools, Imperial Blades is known for high quality products and a broad range of accessory solutions. Founded in 2008, the company has grown at an impressive rate with new product technology such as Storm Titanium coating and the Carbide Extreme Blade.





From September 17th to December 31st, 2018, you can take advantage of a free 10-year Parts and Labor Comfort Plan on a broad range of Coleman® HVAC residential products. Select furnaces, heat pumps, residential packaged units, air handlers, air conditioners and coils are eligible when purchased from a Coleman<sup>®</sup> Premier or Certified Comfort Expert<sup>™</sup> Coleman<sup>®</sup> HVAC dealer - making this one of the greatest promotions on Coleman HVAC home comfort systems we've ever offered.

Sign up now to receive the FREE warranty promotion and a 15-month dealership for the price of 12!

> Ask a Houston Area Johnstone Sales Associate for

> > More Information. www.johnstonesupply.com/39

### TACCA Greater Austin 2018 Annual Golf Scramble

The tournament was held on October 9 at The Golf Club at Star Ranch in Hutto TX



1st Place Team of Strazza, Wakefield, Britt and Mowry



2nd Place Team of Bagby, Susen, Tincher and Jonsson

EITE



3rd Place Team of Ingram, Saenz and Hood



TACCA Greater Austin President James Poole and Executive Director Cindy Torres Cunningham hand out the prizes



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Texas Air Conditioning Contractors Association GREATER SAN ANTONIO

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Product News

### **RGF** Launches the Microcon<sup>®</sup> Line of Whole Home HEPA Filtration **Systems**

RGF's new HEPA filtration product line compliments existing air purification products to offer the ultimate indoor air quality solution.



Riviera Beach, Florida - RGF Environmental Group, Inc. adds yet another layer of indoor air quality technology with their Microcon® 350 and Microcon® 675 in-duct, whole home HEPA filters.

Microcon® 350 and 675 utilize an ultra-efficient 3-stage filtration process. In stage one, a washable foam pre-filter captures large particulate matter. Within the second stage HEPA filter efficiently traps smaller, harmful and irritating particulate matter such as pet dander, pollen and smoke. Finally, in the third stage, the activated carbon filter adsorbs toxic chemicals and VOCs.

A key feature of RGF's new whole house HEPA system is the ability to use the existing buildings HVAC ductwork for its clean air distribution, while also having no performance impact on the existing HVAC heating or cooling unit. The side stream designed system utilizes its own internal pressure blower specifically sized to each model HEPA unit. In operation, a portion of return air is drawn through the Microcon® filters, then delivered back into the air supply using an efficient, whisper-quiet fan and motor. The result is measurable and truly clean, HEPA filtered air for the entire conditioned environment. The system filters are designed to be easy to access and also easy to change.

### Johnson Controls introduces new, feature-rich 25-50 ton rooftop units

NexusPremier rooftop units deliver class-leading efficiency with greater flexibility and simplified service

Milwaukee - Johnson Controls has reimagined the design features and flexibility of an applied HVAC system into the value and simplicity of a rooftop unit. NexusPremier<sup>™</sup> 25-50 ton commercial rooftop units from Johnson Controls deliver superior standard efficiency while reducing operational costs over the life of the unit.

NexusPremier includes class-leading standard efficiency models that already comply with stringent Department of Energy (DOE) 2023 energy efficiency standards. Additional options are available for each tonnage to meet the Consortium for Energy Efficiency (CEE) 2019 highest tier ratings. This translates into significant cost-savings over the life of the rooftop unit.

NexusPremier rooftop units streamline the design process with integrated system selection tools, easily accessible building information modeling (BIM) files, improved submittals and simplified specifications. Additional flexibility is provided on high-performance base models through a complete range of factory options, including various airflow path configurations, indoor environmental quality options and modulating options for improved comfort.

NexusPremier rooftop units are Smart Equipment enabled and offer start-up wizards and an array of useradaptable parameters to help expedite start-up and commissioning. Smart Equipment provides complete control across multiple available rooftop units and seamlessly integrates with interfaces, including zone controllers and other building controls systems such as Verasys®.

Other features include:

• Navigator® product service app enabling on-demand access to unit-specific details, technical literature and a direct connection to technical support via a unique QR code on each rooftop unit (available in spring 2019)

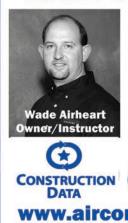
• Optional Mobile Access Portal (MAP) provides remote monitoring capability for fewer trips to the job site or rooftop to diagnose issues

• Design, engineering and assembly in the state-ofthe-art Johnson Controls Rooftop Center for Excellence in Norman, Oklahoma

NexusPremier rooftop units will be supported with industry-leading lead times, and coming soon, even faster rapid-ship availability. They are backed by industryleading warranties: standard 1-year parts warranty and either a 6-month or 1-year promotional labor warranty, which is standard for authorized contractors. For more information on NexusPremier rooftop units, visit http:// www.johnsoncontrols.com/NexusPremier.



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### Friedrich Makes Massive Donation to Help Homeless in Central Texas Community

**San Antonio, Texas** – When you're homeless, getting off the streets is hard enough and dreams of living in comfort and dignity can seem far out of reach.

But working together with Austin-based nonprofit Mobile Loaves & Fishes, Friedrich Air Conditioning Co. is turning that dream into a reality for more people lifted off the streets in the Central Texas region. Friedrich has made a massive donation of 30 ductless heating and cooling systems to support the second development phase of the Community First! Village, a program of Mobile Loaves & Fishes which helps provide sustainable shelter and community support for nearly 300 residents.

Community First! homes include tiny 175-square-foot homes and RVs, which are equipped with electricity, but not HVAC capacity–until now. With Austin's blistering summer temperatures and winter cold snaps that can sometimes dip into the teens, finding an efficient heating and cooling solution was top priority for the nonprofit organization in order to provide safe, effective comfort for its occupants no matter what the season.

Friedrich responded with a donation of 30 Floating Air[Symbol] Series Ductless Split Systems that provide heating and cooling comfort and convenience year-round, and can be installed without ductwork, simplifying the installation process. Friedrich's Floating Air Series offers the latest in inverter technology innovation, which quietly varies the compressor and indoor fan speeds to smoothly and quickly adjust to the desired temperature automatically, helping maximize energy efficiency which will help control operating costs over the long run. Installation of the Floating Air Series systems in the Community First! homes is taking place this month, with the support of Johnstone Supply, a major wholesaler of Friedrich, and Mobile Loaves & Fishes volunteers. The work is being done in coordination with Restaurant Facilities Management Association (RFMA), a trade association that is spearheading a major volunteer project benefiting Mobile Loaves & Fishes.

"The donation of A/C's from Friedrich is tremendous. The neighbors at Mobile Loaves & Fishes are so thankful to have conditioned air to help them cope and restore their dignity and pride. This makes all the difference in the world and they are very grateful," said Jeff Dover, RFMA's facilities resource manager.

While Friedrich has contributed essential A/C solutions ranging from ductless systems to state-of-the-art room A/Cs to a number of worthy causes in recent years, this is one of the largest single donations made to date by the company. The Loaves and Fishes effort is in partnership with the Restaurant Facility Management Association who first approached Friedrich, in addition to Johnstone Supply.

"Helping support our community and those in need has always been core to our corporate values," said Chuck Campbell, CEO of Friedrich. "Our A/C solutions help bring comfort and relief to thousands of people each and every day, and we're proud to partner together with organizations like Loaves & Fishes who are working to make a real difference for people in need in our own home state."

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### SMACNA Appoints Industry Leader Nathan Dills as New Board President

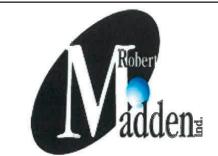
San Diego, Calif. – The Sheet Metal and Air Conditioning Contractors' National Association (SMACNA) www.smacna. org, the leader in promoting quality and excellence in the sheet metal and air conditioning industry, announced that Nathan Dills of ACP Sheet Metal Co., Inc. has been elected by the Board of Directors to serve as president. Dills' year-long term in office began at the close of SMACNA's 75th Annual Convention on October 17.

Dills has more than 18 years of industry experience, having learned at an early age from working with his father at the family business. He currently serves as president of the company his father founded, Oklahoma-based ACP Sheet Metal Co., Inc., and as managing partner of Midwest Fabricators LLC. Since taking over leadership of the business in 2013, Dills has remained dedicated to protecting the company's rich history while embracing technology as a key differentiator in propelling the businesses forward.

Dills has been actively involved with SMACNA on the national and local level for many years. He served on SMACNA's Board of Directors from 2011 to 2015. He previously served as co-chair of the SMACNA/SMART Best Practices Market Expansion Task Force; the Fire, Smoke and Radiation Damper Task Force; and as a member of the Director Nominating Committee. He has also served as chair of the Webinar Task Force and on the Business and Financial Management Committee, as well as the Round Industrial Duct Construction Standard Task Force. A member of the Sheet Metal Contractors Association of Oklahoma, Dills has served as chapter president and in all the chapter officer chairs. He is a member of the Joint Apprentice Training Committee (JATC), and served on the Education, Grievance, Program and Negotiations Committees.

"It is an honor to serve SMACNA in this new role," said Dills. "I am committed to working alongside members, partners and industry colleagues to preserve the organization's long-standing legacy and ensure we are at the forefront of innovation to continue strengthening our businesses and our workforce."

Dills received his law degree from Oklahoma City University School of Law in 1995 and is a member of the Oklahoma Bar Association. He graduated from the University of Central Oklahoma in 1992 with a bachelor's degree in political science.



Building Dependable Partnerships

Robert Madden Industries is seeking motivated, energetic and qualified professionals to join the Technical Services Department. Positions are available in Austin & Lubbock Texas.

#### **Technical Service Advisor**

Qualifications for this position requires a two-year HVAC/HVACR technical degree plus 5 years appropriate field work experience in installation, service and maintenance of residential and commercial HVAC systems or a minimum of 10 years appropriate field work experience. Qualified candidate should possess advanced skills and extensive troubleshooting HVAC/HVACR installation and maintenance problems, strong analytical/problem solving skills, familiarity with general personal computer software applications, exceptional communication skills, and enjoy working in a fast paced team oriented environment.

The TSA is responsible for providing technical assistance to dealers/contractors and customers to analyze, recommend solutions to, and resolve problems concerning equipment installation and operation. Additional responsibilities include training dealer/contractor personnel, facilitating resolution of consumer complaints, warranty administration and post sales support.

Compensation based on experience. The company provides excellent employee benefits, including a 401(k) plan and profit sharing. Qualified candidates please send resume to sherry.davis@rmadden.com.

Robert Madden Industries is a HVAC wholesale distributor, offering Carrier, Bryant and Payne equipment, parts and supplies. The company was founded in 1979 and currently employs approximately 200 employees in 14 locations serving West Texas and Central Texas areas.

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Law, Rooftop Units, Airflow, IECC & OSHA Location: Johnson Supply San Antonio 1050 Arion Parkway

Tuesday November 6, 2018 December 4, 2018 Location: Southern Careers – 6963 NW Loop 410 Saturday November 17, 2018 December 15, 2018

Location: Laredo, TX TDLR No. 1362 Class No. 19048

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