

## The New Flat Rate Conference



*Pictures on page B2.*

## TACCA Greater Austin Monthly Meeting



*Pictures on page B5.*

## AHRI Research Arm Awarded DOE Funds

**Arlington, Va.** – The Air-Conditioning, Heating, and Refrigeration Technology Institute (AHRTI), the research arm of the Air-Conditioning, Heating, and Refrigeration Institute (AHRI), has been selected by the U.S. Department of Energy for a \$2.1 million funding award to conduct essential research on low global warming potential (GWP) refrigerants. AHRTI will lead a research program in collaboration with Oak Ridge National Laboratory (ORNL) and the National Institute of Standards and Technology (NIST).

“This research will provide U.S. manufacturers with accurate refrigerant data to help them design, manufacture, and commercialize efficient and reliable HVACR products using more environmentally friendly refrigerants,” said AHRI President & CEO Stephen Yurek, adding that, “the research also will help make U.S. manufacturers more competitive in the global market.”

Through this research program, AHRTI will be able to establish a database for the thermal and chemical stability of low-GWP refrigerants with lubricants and also their long-term compatibility with materials commonly used in air conditioning and refrigeration systems. Oak Ridge will develop heat transfer and pressure drop correlations for new refrigerants, which will be used for designing and optimizing heat exchangers. For its part, NIST will measure property data of low-GWP refrigerant blends and incorporate them into the NIST database. This more accurate blend data will be used to improve confidence in the selection and optimization of blends for particular applications.

“The combined data from the three components of the program will help our industry overcome the hurdles of introducing new refrigerants and will build a foundation for our manufacturers to design and optimize more innovative, efficient products,” said Yurek.

## Gemaire Texas Golf Tournaments



*Pictures on page B10.*

## Coburn Supply 85th Anniversary



*Pictures on page B12.*

## Central AC Supply Grand Opening



*Pictures on page B14.*

## TACCA Greater San Antonio Fishing Tournament



*Pictures on page B15.*

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# Rheem is New PHCC HVAC Partner

The Plumbing-Heating-Cooling Contractors—National Association (PHCC) announces that Rheem, a recognized innovator of heating and cooling technologies, is a new HVAC Corporate Partner.

“This partnership is in line with the association’s strategic plan goal to be a valuable and equally recognizable resource for HVAC professionals just as it is for plumbers,” said PHCC President Ken Nielsen, AccuAire Inc., Reading, Massachusetts.

“As an HVAC contractor, I’ve been involved with Rheem for many years and am very pleased with their commitment to our association, as evidenced by their decision to provide this high level of support,” Nielsen adds.

Rheem’s commitment to PHCC has included participation in the annual CONNECT conference, sponsor of HVAC Contractor of the Year, and member of the PHCC Educational Foundation Board of Governors. Rheem is an active partner in PHCC’s state and local chapters and, together with PHCC, serves on a number of industry coalitions that advocate on HVAC-specific issues.

This expanded partnership strengthens the support of several programs, including the HVAC apprentice contest and educational offerings, such as webinars and online training.

“We’re thrilled to sponsor and work closely with PHCC. The association has long been a trusted partner for HVACR and plumbing technicians, providing them with support and training to sharpen their business skills while honing valuable, on-the-job trade expertise,” said Randy Roberts, vice president, sales and marketing, Rheem Manufacturing.

He added, “Rheem is committed to serving the independent contractor, and our partnership with PHCC is an important initiative to advance these professionals, as well as the industry at-large.”

For more information about PHCC Partner and Sponsorship programs contact Vice President of Business Development Elicia Magruder at magruder@naphcc.org or call 800-533-7694.

### About PHCC

*The PHCC National Association, formed in 1883, provides legislative advocacy, education and training to approximately 3,300 plumbing and HVACR businesses and 65,000 technicians. Members of PHCC have access to a wide variety of services designed to increase their professionalism, grow their business and improve profitability. For more information about PHCC, visit phccweb.org.*

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## Product News

### GOODMAN Distribution Training at their Jersey Village Store

Goodman Distribution held a morning training session at their Jersey Village location on Thursday September 19th. The training included CRD's as well as smoke and fire dampers. Breakfast was included at the training.



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### LG Launches Redesigned Rooftop Dedicated Air Systems

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Alpharetta, Ga. — LG Air Conditioning Technologies has launched its redesigned Rooftop Dedicated Air System (RT DOAS) in the United States.

Offering building owners and facility managers the ability to seamlessly implement a complete end-to-end LG HVAC system in a wide-range of applications, the upgraded LG RT DOAS is now available in 5- to 70-ton capacities with new inverter scroll compressors, redesigned condensing fans and split system options for greater flexibility.

The LG RT DOAS units allow for 100 percent outside air with heating, cooling and dehumidification for accurate automatic conditioning and control of the outside air being supplied to the building. Seamless integration with the LG controls platform and LG variable refrigerant flow (VRF) systems enables the RT DOAS to be used in applications looking to capitalize on the efficiencies of VRF but requiring outside air by code, such as schools, offices, retail stores and multi-family housing.

The technology and design of the LG RT DOAS can save building owners and managers energy, ceiling space and installation costs. Building on its popular installation flexibility, the upgraded system also features the same innovative side discharge configuration from previous models, keeping it easier to service and install.

Noteworthy enhancements to this redesigned line include:

- Upgraded inverter scroll compressors that enable accurate capacity control when operating below design conditions, allowing for even quieter operation and a significant reduction of energy costs. With increased energy efficiency, the new RT DOAS units exceed the proposed AHRI 920 standard for measuring DOAS moisture removal efficiency.

- Improved condenser fans designed with a low-sound swept-blade for even quieter operation, making it an ideal outdoor air solution for all markets, especially for applications in urban areas with noise ordinances.

- Option for split-system applications providing the modularity to separate the condensing unit for individual installations and allowing the AHU to be mounted on the roof or indoors depending on project need, making the RT DOAS an ideal solution for applications with weight restrictions and design limitations.

- Redesigned with an economical approach in mind to deliver increased energy and cost-efficiency to customers, providing substantial cost-savings over previous models.

- Significant reduction in lead time thanks to streamlined U.S. manufacturing capabilities. LG customers will directly benefit from the RT DOAS' refined production process by seeing long-lasting cost-savings.



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# Email Segmentation: Divide & Conquer

Everyone is not your customer. Some people might be at some time in the future and others never will be. So if you have limited time and marketing resources, you want to narrow your focus, concentrating on a niche where you can be the best choice.

### Segment Your Customers

Even if you have narrowed your market and have a well defined target audience, your customers are not all the same. Some are casual buyers and others are rapid fans. Some only care about your sales and promotions, and some are frequent buyers. When you begin to think of customers as individuals it is easy to understand that what appeals to one may not interest another.

As you plan email newsletters to be sent to existing customers, you shouldn't treat them as if they were all the same. If you do, some of your customers will get too much information, others not enough, or they will get information at the wrong time.

Good email marketing is

about relevance. Relevant emails are opened, irrelevant emails are unopened or deleted. The result is that many of these customers, who you fought so hard to attract, will simply unsubscribe from your email newsletter. Then you won't be able to talk to them at all..

### Potential Email Segmentation Strategies

There are lots of ways to divide your customers. Recency, frequency, and monetary value are three key ways to segment your customer base. Here are a few ways to look at your customers:

- **Divide customers by purchase history.** If you have a product people are likely to buy often, create a subset of frequent shoppers. Special offers and invitations to special events may appeal to this group. VIPs are a wonderful first audience segment. Try emailing your very best customers your earliest product announcements or best deals.

- **Separate experts and beginners.** If you have a product that

customers need to learn more about, divide your list by expertise. That way you aren't boring experienced customers with emails about how to get started or overwhelming new customers with more advanced information.

- **Divide by the types of products they have bought.** If you have a broad product line, this will allow you to offer coupons to encourage repeat purchases, or cross promote and introduce new products to old customers.

- **Divide by geography.** This allows you to promote local events to customers who are near enough to attend in person.

### Data Helps Divide the Groups

One of the best things about email marketing is that you can use customer interactions with your email to segment your audience. If you have only limited information about your customers send a few general emails when they join the list. Make sure you have something for everyone, then look at your

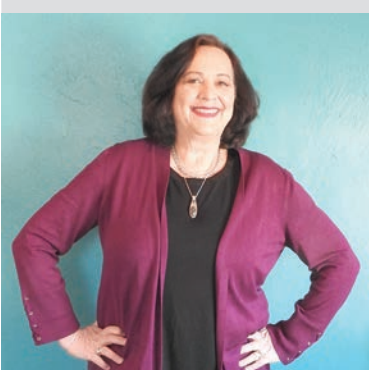
reporting data to see who clicks on which article or offer.

By looking for patterns, you can begin to create one or two audience segments. Once you identify one or more segments, send a targeted test email to each with different subject lines and content directing readers to targeted content. Emails that are targeted to each audience's interest are more likely to get better open and click-through rates.

If you use a product like Constant Contact you can take advantage of features like Click Email Segmentation. With these tools readers are dropped into different lists based on which links they click. They are automatically segmented by interest and you can now begin delivering more custom messages.

### Worth the Time

Yes, creating custom campaigns for niche audiences is time consuming, but if you actually want people to pay attention to the emails you are sending, then send them something that is relevant to



### Lorraine Ball

Marketing strategist, Lorraine Ball leads the crazy, creative and very talented team at Roundpeg. ([www.roundpeg.biz](http://www.roundpeg.biz)), a digital agency specializing supporting the service industry.

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them. For example, a sporting goods shop which sends an email to people interested in skiing with the subject link "Ski Blow-Out Sale" will see dramatically better results than a general "End-of-Season Sale" email. So if you want to sell more, then treat customers like individuals by sending more personal and relevant messages.



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# Can You Survive a Price War?

It happens every once in a while. It has happened in Phoenix where I live. And it may be happening where you live too.

We are entering that in-between time of year—between the hustle and bustle of summer and the frantic calls for heat in the winter—we are entering Autumn. And many contractors at this point scramble to find enough work to tie them over to the greener pastures of winter.

So about three weeks ago, a large local contractor began advertising new 3-ton heat pumps on the radio. The ad describes how the homeowner can get a good system, a 3-ton heat pump, SEER 14, for only \$97.90 a month for 180 months.

Wait a minute—that’s fifteen years! Most heat pumps out here don’t last that long! In fact, payments of \$97.90 a month for 180 months means that this 3 ton “builder’s model” heat pump would set you back \$17,622!

Well, not to be outdone, a rival contractor began advertising a 3-ton heat pump system by a well-known manufacturer with a 12-year parts and labor warranty for only \$9,800.

Then the third mole popped his head out of his burrow and said that for a limited time, customers could get a 3-ton heat pump installed for \$5,795, which is 25% off the normal price of \$7,730.

I can’t wait until Bubba advertises next week that he will pay YOU to buy a 3-ton heat pump...

Now, let’s take all this nonsense and run it through that 2% Romp Spreadsheet I wrote about in my last column. (And if you just sat around all month and thought about requesting a free copy of that spreadsheet in either Excel or Numbers format but just did not “get around to it”—I have good news for you. Here is our Round Tuit.



Drop me an email requesting the 2% Romp and what format you want it in. Email me at Rharshaw2@cox.net. And thanks to the late Zig Ziglar for the Round Tuit idea.)

Ok, back to our movie.  
I’ll be modeling a company that does \$1.55 million in sales a year, with direct costs of \$1 million, overhead of \$480 thousand, and net profit of \$62,000 (4%).

Let’s call this contractor Roscoe. Roscoe normally sells his 3

ton 14-SEER heat pumps for about \$9,500. He has just presented just such a package to Mr. and Mrs. Pollywogger, whom he really likes—a pleasant elderly couple who gave him a freshly-baked chocolate chip cookie (his favorite) and cold milk midway through his presentation. The Pollywoggers smile and nod at each other, then Mr. Pollywogger frowns and turns to Roscoe and says, “Roscoe, we really like you. Of all the people who have come out and talked to us, we like you the most. But frankly, the other guys are under your price, and quite a bit. I’d like to give you the go-ahead on this job, but need to you come down to \$8,800. That puts you in the ballpark with the other guys. You’d still be higher than most of their bids, but more in line with what we can afford. What do you say?”

Now Roscoe is not the brightest bulb in the chandelier. He has not been to Jim Hinshaw’s sales classes and so does not realize that if you change a quoted price, you need to change the quoted package. So he rubs his chin while thoughts race through his mind like top-fuel drag racers. He wrinkles his nose, cocks he left eyebrow, and then says, “Oh, what the heck! Sure, I can do it for that!”

And Mr. Pollywogger and Roscoe shake hands, then sign the contract.

Now, what just transpired? Roscoe blew his foot off! And his leg up to the knee too.

Here’s why. I’ll set up the 2% romp with the financial data for Roscoe’s firm, then scale it back to a \$9,500 sale. Since \$9,500 is about 0.6% of his total sales of \$1.55 million, we’ll scale back the direct cost and overhead by that same 0.6% figure. So I will enter this data in the 2% Romp:

Setup			
	WHOLE YEAR	Percents	ONE SALE
Sales	\$1,550,000	100%	\$9,500
Cost of Sales	\$1,007,500	65%	\$6,175
Gross Margin	\$542,500	35%	\$3,325
Overhead	\$480,500	31%	\$2,945
Net Profit	\$62,000	4%	\$380

(Note that the “One Sale” column is not in the 2% Romp you’ll get from me. I have added it to this picture to save some time and space.)

I now go down to the worksheet area and make the following entries, using a sale price of \$8,800 being a 7% discount:

The Scenarios				
Element-->>	Volume	Pricing	Costs	Overhead
Change:	0.00%	-7.00%	0.00%	0.00%
Sales	\$9,500	\$8,800	\$8,835	\$8,835
+ increase in sales	\$0	(\$665)	\$0	\$0
New sales	\$9,500	\$8,835	\$8,835	\$8,835
Cost of Sales	\$6,175	\$6,175	\$6,175	\$6,175
+ increase	\$0	\$0	\$0	\$0
New Cost of Sales	\$6,175	\$6,175	\$6,175	\$6,175
Old Gross Margin	\$3,325	\$3,325	\$2,660	\$2,660
New Gross Margin	\$3,325	\$2,660	\$2,660	\$2,660
Old Overhead	\$2,883	\$2,883	\$2,883	\$2,883
+ increase	\$0	\$0	\$0	\$0
New Overhead	\$2,883	\$2,883	\$2,883	\$2,883
Old Net Profit	\$442	\$442	(\$223)	(\$223)
New Net Profit	\$442	(\$223)	(\$223)	(\$223)
Gain in Net Profit	0.00%	-150.45%	-150.45%	-150.45%

Roscoe’s heart just cost him \$223 in losses!

How many jobs would Roscoe need to sell at this lower price to break even? Roscoe can adjust the blue number for “Change” in the Volume column until he gets that -150.45% at the bottom of the Pricing column as close to 0 as he can get it—in other words, getting back to his original financial condition.

Ready for this? Read ‘em and weep:  
Roscoe would have to sell 36% more jobs at this discounted

Element-->>	Volume	Pricing
Change:	36.00%	-7.00%
Sales	\$9,500	\$12,920
+ increase in sales	\$3,420	(\$904)
New sales	\$12,920	\$12,016
Cost of Sales	\$6,175	\$8,398
+ increase	\$2,223	\$0
New Cost of Sales	\$8,398	\$8,398
Old Gross Margin	\$3,325	\$4,522
New Gross Margin	\$4,522	\$3,618
Old Overhead	\$2,883	\$3,179
+ increase	\$296	\$0
New Overhead	\$3,179	\$3,179
Old Net Profit	\$442	\$1,343
New Net Profit	\$1,343	\$439
Gain in Net Profit	203.87%	-0.75%

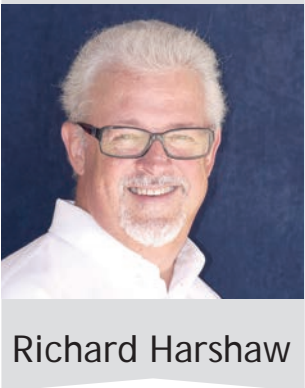
price just to get back to his original profit position.

Now I am not saying you should never negotiate on your price. I was a contractor once myself and understand the psychological pressure this business can create sometimes. There may be times when offering a customer a discount to lock him or her in makes sense, because it takes money to gain a new customer through advertising (up to \$300 per lead and as much as \$1,000 per sale!).

Of course, referrals don’t cost you anything—but you have to be impressive enough for your existing customers to brag to their friends about you.

What about giving customers a discount (say, 10%) on parts and labor for service agreements? I am not opposed to that, because it can be costly to land a service customer through advertising, but just remember—by giving back 10% on parts and labor sales on service agreements, you are probably giving up most of your profit on that service agreement too.

Final word? If you have to drop a price to win a job, that’s your call. Just know what it will cost you in the long run before you ram your head into that brick wall.



Richard Harshaw

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## See everything new in HVACR, including the latest innovations, products and technologies, at the 2020 AHR Expo

WESTPORT, Conn. – The AHR Expo is the world's premier HVACR event, attracting thousands of attendees from across the globe and with more than 500,000 square feet of exhibit space featuring everything that is new in the industry. The Show, to be held February 3-5, 2020 at the Orange County Convention Center in Orlando, Florida, is the industry's annual opportunity to network with professionals from all roles within HVACR and to view the latest innovations, products and technologies. To register, visit the AHR Expo registration website. "This is the event for HVACR professionals to meet together under one roof for networking, exchanging ideas and to preview what's ahead in the industry," said Mark Stevens, AHR Expo Show Manager. "Professionals from all areas of HVACR have an exclusive opportunity to gain real insight into what's coming in the next year and what's being planned for the future of the industry. HVACR is at the center of big change on a global scale and is a topic of discussion in many external industries as well—it's an exciting time for the industry and the Show floor is a great place to experience the inspiration." Each year, exhibitors display

new solutions serving every facet of HVACR, ranging from highly efficient equipment to sophisticated whole building management systems. Attendees can expect to explore areas of industry growth such as building automation and control technologies, as well as solutions and equipment relating to alternative heating and cooling methods, time-saving tools and instruments, and other innovations that support a more efficient job site. Attendees can anticipate previewing new-to-market products and a full range of solutions and are encouraged to take advantage of the unique opportunity to interact one-on-one with the professionals developing them. To maximize the Show experience, visitors should search the directory of exhibitors to view product categories and more in-depth information on exhibiting companies. Below is a sample of the HVACR products and solutions to be featured on the Show floor:

- A smart thermostat designed for ductless air conditioners that connects to Wi-Fi for a full range of on-device local controls
- Small footprint fluid pumps that maintain high-performance demands of 10 to 35 GPM
- AC, DC and EC fans and pumps used across multiple applications
- A copper press adapter,

made from lead-free brass to meet local and national potable plumbing codes, that allows for efficient connection of PEX piping to copper piping systems

- A pre-packaged variable frequency drive solution for variable torque pump and fan applications in commercial buildings and facilities ideal for healthcare, education, retail, hospitality and manufacturing
- Packaged pump systems designed to remove dirt, sand, silt, precipitates and suspended solids from process fluids and increase overall system efficiencies while decreasing operating costs
- A self-contained portable commercial and industrial spot cooler/heat pump with remote monitoring connectivity for real-time status monitoring, setting control, machine run times and error reporting
- A vertical stack water source heat pump ideal for high-performance buildings to provide maximum comfort and performance to end-users as well as flexibility for engineers and architects
- A hybrid fluid cooler that adapts plug-and-play operation for optimization of both water and energy savings at 40% and 50% respectively
- A refrigerant designed as an R-22 replacement solution that not only maintains capacity in R-22 existing systems, but also increases

efficiency by 15% on average

- A specialty coating that is UV stable, non-conductive and maintains flexibility allowing for expansion and contraction of metals designed to protect systems, coils, cabinets and PCB equipment in salt air environments
- Duct insulation designed without mineral fiber or fiberglass preventing mold, mildew and fungi growth and requires no protective equipment or specialty clothing for install
- A cloud-based system specifically designed as an energy saving solution for variable refrigerant flow (VRF) systems that works by monitoring electricity consumption in real-time to provide analysis of collected data to create an operation sequence for energy and cost savings
- Specially designed small footprint, quiet and efficient electric motors that utilize printed circuit board (PCB) to replace conventional windings, are embedded with IoT circuitry and are ideal for a wide range of HVAC applications including fans, blowers, condensing units, pumps and compressors
- Inline flow sensors with automatic glycol compensation algorithms to select correct fluid properties for flow and energy calculation calibrated to achieve  $\pm 0.5\%$  repeatability

**SEE AHR EXPO PG.23**

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- Check with manufacturers to see if they offer compensation for technician testing and training.
- Find a testing organization online.

### Get Listed on NATE's Contractor Locator

As a qualifying member of the NATE Consumer Contractor Connection (C3) program, you are connected with consumers seeking contractors who employ NATE-certified technicians.

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- Use the NATE logo in all your advertising—website, literature, business cards, quotes, ads, direct mail, clothing, and more.
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Luxaire® Charge Smart™ enables faster installations and more efficient yearly maintenance of our Acclimate™ Variable Capacity Residential Systems. By simply removing two screws, built-in Charge Smart™ monitoring helps ensure units are charged correctly when installed, giving the homeowner peace of mind and allowing contractors to determine system refrigerant charge measurements more quickly – all without disconnecting or attaching anything to the unit.

### Easier installation process:

Charge Smart™ shortens installation time by building in the tool necessary to confirm the unit is properly charged.

### Streamlined verification:

A digital screen on the back of the unit quickly displays refrigerant pressures and temperatures contractors need to evaluate the system charge – all without connecting any additional gauges, sensors or accessories. If the screen shows a frowning face, the system requires attention. But if the screen shows a smiling face, the system is operating correctly.

### Faster maintenance:

By making pressure and temperature information available by simply removing an access panel, homeowners can expect faster maintenance or service calls, increasing contractor productivity.

### Integrated monitoring:

Charge Smart™ sends an alert to the homeowner and shows the technician if the system requires adjustment. The digital screen displays high side pressure, liquid temperature, low side pressure and suction temperature. With this information, Charge Smart™ provides direct readout of both system subcooling and superheat.



### The rigorously tested, high-efficiency residential split system with built-in, advanced charge monitoring:

Luxaire® ensures faster, more accurate installations with Charge Smart™ – standard in our Acclimate™ Series of variable capacity outdoor units. In the future, should the refrigerant charge require attention, an alert is sent to the homeowner. And if the homeowner has the contractor monitoring the system, the servicing contractor will also be alerted.

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## RGF Annual Sales Meeting a Complete Success



Port of Palm Beach, Florida – More than 22 manufacturer representatives from all over the United States, representing seven firms, attended the RGF Environmental Group, Inc. annual sales meeting at RGF's headquarters. The meeting was held in Shark Tank, RGF's on-campus training facility.

RGF's CEO/President, Ron Fink, began the meeting with an introduction celebrating the company's continued record-breaking sales, recent and upcoming corporate acquisitions, and major office space expansion to accommodate RGF's growing team.

New commercial and residential products took center stage with Walter Ellis; RGF's Executive Vice President revealing the revolutionary HALO-LED™, the industry's first LED in-duct, whole-home air purification system that is mercury-free and zero ozone compliant. *"The disruption and transformation to the lighting industry that visible LED's have had, is exactly what UV LED's will be doing to the IAQ industry very soon"* states Ellis.

Tony Julian, Vice President of Business Development and Larry Fletcher, Commercial Sales Manager also announced expanded product offerings through the new commercial UV division, Lucidium™ and the healthcare division RGF BioControls®, a full line of FDA 510(k) compliant air purification systems designed for use in hospitals and healthcare facilities.

Mat Charles, National Vice President Air Division, presented sales strategies for maintaining success in a continually changing market dynamic. *"Aggressive sales strategies and partnerships are key to our success,"* says Charles.

Air Division Sales Manager, Lisa Bailey, and Marketing Director, Kelly Kendrick revealed the new marketing campaigns and strategies to kick-off the Fall and Winter campaigns.

The Reps enjoyed a factory tour where they got an inside look at RGF's totally vertical and green facility where all of its products are designed, engineered, manufactured, and assembled. RGF continues to operate the most innovative R&D and manufacturing facility in the industry.

*"RGF manufactures many diverse products, and I can tell you that the sales training and product support we have received from RGF is unparalleled with other IAQ companies,"* says Lonnie Moore, President of Moore Sales Corporation.

After the meeting, the Reps were treated to a cocktail party on the company's newly renovated M/Y Envision, the world's first environmentally friendly mega-yacht, followed by a delicious dinner at the marina restaurant. The group also found time to break away for some fun with a morning of golf and a chartered fishing trip.

## Hardcast Introduces Super Tack TRAVEL-TACK

Hardcast is pleased to announce the addition of Super Tack TRAVEL-TACK™ to its aerosol adhesive product line. With an enhanced, highly aggressive formula, Super Tack TRAVEL-TACK is the ideal product for your most challenging projects.

Super Tack TRAVEL-TACK is a self-contained, highly aggressive, instant tacking, portable spray system engineered to deliver a low-pressure web spray. This eliminates adhesive vaporization and overspray,

allowing you to get the most coverage from each cylinder. Super Tack TRAVEL-TACK is ideal for bonding a wide variety of insulation to galvanized metal substrates, and its portability, limited equipment clean-up, and low equipment cost make this product ideal for field or shop use.



Description	Net Weight	Part Number
Super Tack TRAVEL-TACK #40 Cylinder*	48 lbs**	333270

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**Product News**

## 15-27.5 Ton Choice Rooftop Units from Johnson Controls Offer the Most Economical Comfort Cooling Option on the Market

Choice rooftop units exceed 2023 DOE efficiency regulations.

**Milwaukee** – Johnson Controls has reimagined economical comfort cooling with the release of Choice 15-27.5 rooftop units. Units exceed Department of Energy (DOE) 2018 guidelines by up to 25% and already surpass future DOE 2023 part-load standards by almost 10%. An optional four-stage IntelliSpeed™ fan control further enhances efficiency by enabling Choice units to deliver 15% higher IEER ratings than many competitive high-efficiency units all within the value of a standard-efficiency rooftop unit.

“As commercial energy standards increase over time it is critical to develop products that are optimized to address them,” said Eric Newberg, director of commercial product management, commercial ducted systems, Johnson Controls. “Choice rooftop units are engineered to be future-focused while delighting our customers today with an economical path to achieving reduced energy consumption and maximizing occupant comfort.”

Choice is enhanced with multiple airflow strategies – including constant-volume (CV), IntelliSpeed multi-speed fan control, variable air volume (VAV) and Continuous Reset Single Zone (CRSZ) control to offer flexibility to meet the demands of diverse applications. Units are Smart Equipment enabled with a prepackaged control platform that maximizes control and efficiency while extending equipment life and reducing operating costs. Smart Equipment seamlessly integrates with leading building controls systems, including Verasys®.

**Additional features include:**

- A wide range of gas heat options including full modulating gas heat with a 2.85 to 1 turndown ratio and 1% incremental change

of heating capacity.

- A broad range of outdoor air options including both factory and field installed versions of low-leak damper economizers, constant volume powered exhaust, and modulating powered exhaust.

- A product designed to serve both the new construction and replacement market; the footprint can replace approximately 70% of the competitive installed base without the need for costly transition curbs.

- A lightweight design that is up to 33% lighter than existing Johnson Controls models and up to 22% lighter than competing products.

“Our customers depend on us to produce intelligent, high-performance rooftop units that will deliver results now and into the future,” said Matthew Shaub, vice president & general manager, commercial ducted systems, Johnson Controls. “We are committed to exceeding those expectations for every customer. Choice rooftop units deliver powerful solutions for reduced energy consumption within an economical price point to truly redefine the meaning of ‘standard’ efficiency.”

Choice 15-27.5 rooftop units are designed, engineered and assembled in the state-of-the-art Johnson Controls Rooftop Center for Excellence in Norman, Oklahoma. Units are supported with factory-backed warranties including a standard 1-year parts warranty, 5-year compressor and electric heat limited warranties, 10-year aluminized heat exchanger limited warranty and a 15-year stainless steel heat exchanger limited warranty.

For more information, visit [www.JohnsonControls.com/choice](http://www.JohnsonControls.com/choice).

## Gary Moody Retires from Heyden-Stanley Group



Gary Moody with Heyden-Stanley Group announced his retirement effective September 30. Moody started working in HVAC industry in 1976 when he joined Koldaire Supply, which was owned by his father Emmett Moody. Gary

Moody was the Outside Salesman in the newly opened Dallas location on Fabens Road. In 1985 he was promoted to Store Manager. In 1986 he was nominated for ARW Regional Board of Directors. In 1991 Moody was nominated for ARW National Board of Directors. In 1998 he was nominated President of ARW. Koldaire was sold to Morrison Supply in 2005. Moody joined Heyden-Stanley Group as outside salesman for Western DFW Metroplex, East Texas, Eastern Oklahoma and Arkansas in 2006. Congratulations to Gary for a long and very successful 43 year career in the HVAC industry.

*Contributed by Heyden-Stanley Group*



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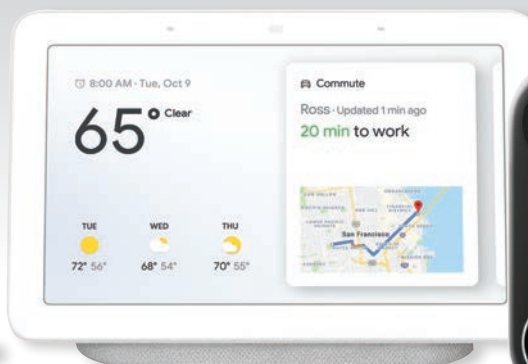
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Offer valid 9/1/2019 - 12/31/2019. Redemptions must be postmarked by 1/31/2020.

## Product News

### GLO Seal™ - The Perfect 2-in-1 Solution Premium Dye and Sealant for Leak Detection



Westbury, Ny— Spectronics Corporation announces the upcoming release of GLO Seal™ - a 2-in-1 solution of OEM-Grade fluorescent dye and powerful sealant. As the inventors of fluorescent leak detection, Spectroline® is evolving their product line by manufacturing the brightest, high-quality performance dyes available. By merging their premium dye with powerful AC&R system sealant, they are continuing their legacy of innovation.

With one quick installation, GLO Seal™ pinpoints the exact location of all leak and micro-leak areas. AC&R leaks from the inside will be sealed, and the maintenance of condensers, O-rings, and hoses will be sustained. GLO Seal™ is perfect for preventing further issues and ensuring all leaks will be found, making it a robust find-and-fix solution for AC&R systems. This

2-in-1 benefit can add years to older, out-of-warranty systems.

In terms of preventative maintenance, GLO Seal™ works 24/7 for continuous leak detection. GLO Seal™ is formulated with the new AR-GLO® 5 dye formula. AR-GLO® 5 fluoresces brighter, with a greater resistance to extreme temperatures and moisture. This results in GLO Seal™ having a longer shelf-life, while performing better under stressful conditions and with greater stability. It can remain safely in the system to stop and detect future corrosion by revealing new leaks.

GLO SEAL™ is fully compatible with all refrigerant types (including R-22, R-134A, and R-410A). It is engineered with a non-polymer, oil-soluble formula that's safe for system components and recovery equipment and meets ASHRAE 97 standards for chemical stability without any damage to system channels. GLO Seal™ is the go-to product for 24/7 leak detection and HVAC preventative maintenance, helping the customer save time and increasing satisfaction.

### ACCA Announces the Passing of Past Chairman and San Antonio AC Pioneer, Vincent J. Gillette Sr.



Arlington, VA

– The Air Conditioning Contractors of America (ACCA) is saddened to announce the passing of ACCA past Chairman, Vincent J. Gillette Sr.

on September 7 in San Antonio, Texas.

Gillette founded Gillette Air Conditioning Company in San Antonio Texas on July 4, 1959 and served as ACCA's Chairman of the Board in 1983. He retired as president of Gillette Air Conditioning Company in 1998, but remained involved with the family business and countless industry programs that he was active in.

"Mr. Gillette was a true leader," said Barton James, ACCA President and CEO. "He inspired so many people, including his own family, to find rewarding careers in our industry. I am honored to have been able to spend time with him and his family, who continue to run their family business and serve as leaders in ACCA. I offer ACCA's sincere condolences to his beloved wife, Marjorie, their children,

grandchildren, and great-grandchildren."

Longtime friend and colleague, Lee Rosenberg who served as ACCA's Chairman of the Board in 1995, and is President of Rosenberg Indoor Comfort said, "As a fellow contractor in San Antonio, I worked alongside Vince and his family for decades and was proud to call him a friend. Once of Vince's proudest moments was when he saw his son, Vince Jr., be inducted into ACCA's Board of Directors at the 2019 ACCA Conference in San Antonio. It was important for him to be there because he was committed to serving our industry and was proud to see his son carry on this tradition. Vince also encouraged me to serve on ACCA's board in the 1980s and 1990s, and I am thankful that he pushed me to give back to our industry."

Mr. Gillette is survived by his wife Marjorie; his children: Vince Jr. (Dede), Tom (Connie), Eddie, and Sharon (Buddy); grandchildren: Katelyn (Chris), Vince III (Clare), Kimberly, Morgan, Raquel, Eddie II, Calvin, and Nathan; and great grandchildren: Harley and Rowan; and sister, Catherine.

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## It's On My Heart: Feeling Special

May and I travel a lot, some for business, some for us. We just had a trip that was really special, our 50th wedding anniversary trip. To New Orleans. What made it even more special was a couple of ladies at the Delta Club in Phx.

Claudia and Renita are the two women on deck when you check into the Delta Club in terminal 3 at Sky Harbor airport. They are friendly, always ask me where I am going, how long gonna be gone, that sort of stuff. So May and I were traveling for our 50th wedding anniversary, I introduced them to May. They were pleased to meet her, asked where we were going. Told them this was a big date for us, been married 50 years. We went into the club to get a bite of food; they have amazing choices in Phoenix. They both came by our table about 10 minutes later with a gift bag: Delta socks for me, a

Delta water bottle for May, plus a nice card. It was impressive.

We got on our plane, had a connection to make, one-hour layover before our flight into New Orleans. As we got off the first flight, a couple of Delta employees were standing there with a sign that said: Jim and May Hinshaw. So I claimed that name, they said follow us. We walked out the jet bridge, down a set of stairs onto the tarmac, where we were invited to sit in a new Porsche SUV. Where we were given a box of chocolates and were driven to our next gate. Again the jet bridge thing, we were then given new boarding passes for first class, first row, premo seats! I have heard of that happening, but it was first time for us.

But wait, it gets better. When we check into our Hilton hotel in New Orleans, I had asked for a river view room, since it was our anniversary and

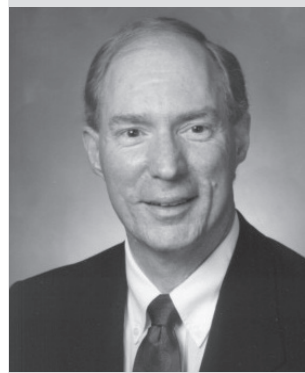
all. The front desk asked how many years, told them, they congratulated us. Or actually congratulated May, since it has been 5 decades of putting up with me! They then said, we will buy you dinner tonight at Drago's, which is one reason we went to New Orleans in the first place, to eat! They also gave us tickets for a breakfast each morning, probably because I am a Diamond, but it still made us feel really good.

What is my point about sharing this with you? It is all about the experience, making people feel special. It is probably not every day that a family installs a new heating/air conditioning system, bathroom or kitchen remodel, or anyone of the many things we bring to the market. Our people have the opportunity to make that installation an event. It starts with thanking them for letting your company be involved in that home, creating

a comfortable, healthy and safe place for them to live. Not trying to go Oprah on you, but we can help them sleep better, breathe better, maybe even live longer by applying products with some of the new technology available today.

I worked at Donley Service Center for almost a decade. I can remember when Jim Donley decided to send out a thank you card to anyone who installed a new system. It was a small card in a hand addressed envelope, written with a blue felt tip pen. At one point he had gone fishing (Jim still thinks he is a Fish Whisperer) and when he came returned, we had a stack of new installs that needed the thank you cards. He actually grumbled about how long it took him to write a personal note to each customer, until he realized that those cards paid for his fishing trip.

**SEE HINSHAW PG.21**



**Jim Hinshaw**

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

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

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


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

Hinshaw can be reached at 602-369-8097, or via email at [jimhinshaw@siptraining.com](mailto: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 Phone: 970-635-5675; Cell Phone: 602-369-8097, or visit [www.siptraining.com](http://www.siptraining.com); or on Facebook: Sales Improvement Professionals, Inc





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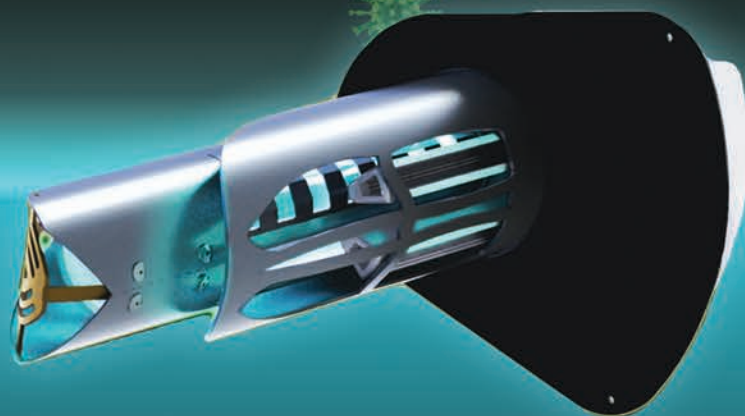
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Why not make a commitment today to engage the customer at a deeper level than ever before. We must do that to succeed, the competition is tougher than ever, your team has to get more creative than ever in putting together systems that not only do what the customer needs done, but actually fit in places where they are needed.

Back to where we started, Claudia and Renita made our trip an amazing adventure. The lesson there is that we have no idea what the people that we see on a regular basis can do, make sure that your team is ready to deliver a fantastic experience, not just installing a 3 ton system like they have done three times this week already.

Thanks for listening, we'll talk later.

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# TACCA Greater Austin Welcomes New TACCA Executive Director

*TACCA Greater Austin held their monthly meeting on Tuesday September 10 at Casa Chapala in Austin TX.*

*The keynote speaker was the new TACCA Executive Director Devorah Jakubowsky.*



*New TACCA Executive Director  
Devorah Jakubowsky*



## Construction Employment Rises by 14,000 in August and 177,000 in 12 Months; Low Unemployment Rate, Association Survey Indicate Worker Shortage

*Average Hourly Earnings in Construction Top Private Sector Average by 9.7 Percent as Construction Firms Continue to Boost Pay and Benefits in Effort to Attract and Retain Qualified Hourly Craft Workers*

Construction employment increased by 14,000 jobs in August and by 177,000, or 2.4 percent, over the past 12 months, while the number of unemployed jobseekers with construction experience remained near historic lows, according to an analysis of new government data by the Associated General Contractors of America. Association officials noted that 80 percent of contractors reported they were having a hard time finding enough qualified hourly craft workers to hire according to the results of a survey the association released last week.

“Construction employment gains would likely have been higher if firms could find even more people to hire,” said Ken Simonson, the association’s chief economist. “Our survey found that 91 percent of respondents said their firms expect to hire in the next 12 months, but overwhelmingly, they are finding most craft positions hard to fill. Even as firms are raising pay and benefits, doing more in-house training and investing in labor-saving equipment, labor shortages are changing the way many firms bid, schedule and manage their projects.”

Simonson observed that the 2.4 percent growth in construction employment between August 2018 and August 2019 was the slowest in more than six years but that the rate remained well above the 1.4 percent increase in total nonfarm payroll employment. There were 361,000 unemployed jobseekers who last worked in construction—an unemployment rate of 3.6 percent for such workers. Simonson noted those were the second-lowest August levels since the series began in 2000.

Average hourly earnings in construction—a measure of all wages and salaries—increased 2.7 percent over the year to \$30.84. That figure was 9.7 percent higher than the private-sector average of \$28.11, the association official noted. He added that two-thirds of firms responding to the association’s survey had raised base pay rates for hourly craft workers in the past year because of difficulty in filling positions, while 58 percent of firms had done so for salaried workers. Many respondents also reported providing incentives, bonuses and larger contributions to benefit plans.

Association officials said the industry was taking a broad range of steps to cope with labor shortages, including boosting pay, expanding training programs and becoming more efficient. But they cautioned that labor shortages are still impacting construction schedules and costs. They urged Congress to pass measures to boost career and technical education and provide a way for more immigrants with construction skills to legally enter the country.

“Few other jobs in today’s economy pay as well without requiring most workers to pay for a costly college education as do careers in construction,” said Stephen E. Sandherr, the association’s chief executive officer. “Construction firms are doing all they can to address workforce shortages, but it would certainly help if federal officials would boost investments in career and technical education and allow for more individuals with construction skills to legally enter the country as well.”

## Aire Serv Announces Top Performers at Annual Conference

*Angi Rogers in Ft Worth named Woman of the Year*

Aire Serv, a Neighborly company and global franchise organization that provides installation, maintenance and repair of heating, ventilation, air conditioning and indoor air quality systems, recently held its annual conference in San Antonio, TX alongside Neighborly’s 22 other service brands. Franchisees nominated and awarded their top performers for significant accomplishments and contributions throughout the year.

“It’s an incredible experience to gather all of our passionate franchise owners and HVAC professionals into one place to celebrate the accomplishments from the past year,” said Steve Truett, president of Aire Serv, a Neighborly company. “The honor is ours as we recognize these incredible owners for their hard work and dedication applied to their businesses each and every day. These exemplary winners are then able to interact with the entire system and share insights and feedback. It’s truly an inspiring and educational experience.”

Top award winners included:

**Woman of the Year:** Angi Rogers owner of Aire Serv of Fort Worth, TX: This award is presented to the women who have had the greatest contribution to the success of their franchise. The recipient is nominated, in writing, by the franchise owner and is then selected by the Home Office Staff. This award is to recognize the continuing efforts that strengthen and support the success of the franchise.



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](http://www.ashrae.org/news).

## ASHRAE Announces 2019-20 Society Scholarship Recipients

Over the course of 30 years ASHRAE has  
awarded over \$2 million

**Atlanta** – ASHRAE has announced the recipients of 33 Society scholarships, totaling \$166,000, for the 2019-2020 academic year.

“We are proud of the hard work and incredible determination of our 2019-20 scholarship recipients as they strive to achieve their academic goals,” said Samir Traboulsi, chair of the ASHRAE scholarship trustees. “One of the objectives of the ASHRAE Scholarship Program is to inspire the next generation of engineering professionals to work towards solving some of the world’s greatest HVAC&R challenges. We are pleased that this program is making such an impactful contribution to the future success of our industry.”

The following awards provide a \$10,000 scholarship:

### Willis H. Carrier Scholarships

**Phillip Preuss**, mechanical engineering, Clemson University and Nathan German, architectural engineering, University of Nebraska Lincoln at Omaha, are the recipients of a Willis H. Carrier Scholarship established by the Carrier Corp. in memory of its founder, who installed the world’s first scientifically designed air-conditioning system.

### Reuben Trane Scholarships

**Issac Golumbia**, mechanical engineering, University of Victoria; Megan Bush, architectural engineering, North Carolina A&T State University and Ethan Engle, architectural engineering, Kansas State University are the recipients of a Reuben Trane Scholarship which is to be awarded over two years and was established by the Trane Co. in memory of its founder, an innovative engineer, inventor and business executive, who held 28 patents.

The following awards provide one-year \$5,000 scholarships:

### Frank M. Coda Scholarship

**Mikaela Myrin**, mechanical engineering, University of Texas at San Antonio, is the recipient of the Frank M. Coda Scholarship created in memory of ASHRAE’s former executive vice president, who served from 1981-2004.

### Gordon V.R. Holness Engineering Scholarship

**Erica Acton**, architectural engineering, Illinois Institute

of Technology, is the recipient of the Gordon V.R. Holness Engineering Scholarship named in honor of ASHRAE Presidential Member Gordon V.R. Holness, P.E., Fellow ASHRAE, Life Member, who served as the Society’s president in 2009-10.

### Gordon V.R. Holness Engineering Technology Scholarship

**Thomas Guilfoil**, mechanical engineering technology, State University of New York College of Technology, is the recipient of the Gordon V.R. Holness Engineering Technology Scholarship.

### Lynn G. Bellenger Engineering Scholarship

**Sydney Bellows**, architectural engineering, Kansas State University, is the recipient of the Lynn G. Bellenger Engineering Scholarship which recognizes female undergraduate engineering students and is named in memory of the Society’s first female president, who served as the Society’s president in 2010-11.

### Lynn G. Bellenger Engineering Technology Scholarship

**Samantha Daniels**, architectural engineering technology, Vermont Technical College, is the recipient of the Lynn G. Bellenger Engineering Technology Scholarship which recognizes female undergraduate engineering technology students.

### Alwin B. Newton Scholarship

**Cheuk Fung Lam**, building services engineering, Technological and Higher Education Institute of Hong Kong, is the recipient of the Alwin B. Newton Scholarship named for an industry pioneer and ASHRAE Fellow who was granted 219 patents.

### David C.J. Peters Scholarship

**Rachel Coyle**, architectural engineering, Pennsylvania State University, is the recipient of the David C. J. Peters Scholarship created by Southland Industries to honor Peters, an advocate of recruiting quality.

### Duane Hanson Scholarship

**Alexander Rodrigues**, architectural engineering, University of Cincinnati, is the recipient of the Duane Hanson Scholarship established by Gayner Engineers and is named for the company’s former president.

### Legacy Scholarship:

**Esteban Garcia Ponte**, mechanical engineering, Clemson University, is the recipient of the Legacy Scholarship.

### ASHRAE Region IV Benny Bootle Scholarship

**Lauren Johnson**, industrial and systems engineering, Georgia Institute of Technology, is the recipient of the ASHRAE Region IV Benny Bootle Scholarship named for a former Region IV chair and regional director on the ASHRAE Board of Directors.

### James R. Bullock Jr. Scholarship

**Josh Blalock**, engineering – mechanical option, East Carolina University, is the recipient of the James R. Bullock, Jr. Scholarship named in memory of the late Bullock Jr., P.E., Life Member of ASHRAE, who served as president of Environmental Air Systems Inc.

### General Scholarship

**Jon Henry Cowart**, electrical engineering, Pennsylvania State University, is the recipient of the General Scholarship.

### Engineering Technology Scholarships

**Landon Fisher**, air-conditioning and refrigeration technology, Oklahoma State University Institute of Technology; Andrew Scott, architectural engineering technology, Vermont Technical College and Nicholas Schramski, HVAC engineering technology, Ferris State University, are the recipients of an Engineering Technology Scholarship.

### Freshman Engineering Scholarship

**Owen Lutz**, architectural engineering, Kansas State University, is the recipient of the Freshman Engineering Scholarship.

The following awards provide one-year \$3,000 scholarships:

### Henry Adams Scholarship

**Charleson Asibor**, architectural engineering, University of Lagos, is the recipient of the Henry Adams Scholarship established by Henry Adams, Inc. in memory of its founder, a charter member and sixth president of ASHRAE’S predecessor society, ASHVE, established in 1899.

### ASHRAE Region I Setty Family Foundation Scholarship

**Jake Pforr**, facilities engineering, Massachusetts Maritime Academy, is the recipient of the ASHRAE Region I Setty Family Foundation Scholarship named in honor of Boggarm Setty, Fellow ASHRAE, Life Member.

### ASHRAE Region III Setty Family Foundation Scholarship

**Maggie Smith**, architectural engineering, Pennsylvania State University, is the recipient of the ASHRAE Region III Setty Family Foundation Scholarship.

### ASHRAE Minnesota Chapter Peter Potvin Scholarship

**Andrew Kivi**, mechanical engineering, University of Minnesota, is the recipient of the ASHRAE Minnesota Chapter Peter Potvin Scholarship named in memory of a former president of the Minnesota Chapter.

### ASHRAE New Jersey Chapter Scholarship

**Veronica DeStefano**, mechanical engineering, Rensselaer Polytechnic Institute, is the recipient of the ASHRAE New Jersey Chapter Scholarship.

### ASHRAE Central New York Chapter King-Traugott Scholarship

**Garrett Fields**, mechanical engineering technology, State University of New York at Canton, is the recipient of the ASHRAE Central New York Chapter King-Traugott Scholarship named in memory of ASHRAE Life Members Fritz Traugott, Ph.D., Fellow ASHRAE, and Harry King.

### ASHRAE Ottawa Valley Chapter Scholarship

**Matthew Woods**, sustainable and renewable energy engineering, Carleton University, is the recipient of the ASHRAE Ottawa Valley Chapter Scholarship.

### Donald E. Nichols Scholarship

**Austin Estes**, mechanical engineering, Tennessee Technological University, is the recipient of the Donald Nichols Scholarship named for a former ASHRAE vice president and graduate of Tennessee Technological University.

### High School Senior Scholarships

**Peter Bennett**, HVAC technology, Pennsylvania College of Technology; **Joshua Adair**, architectural engineering, Lawrence Technological University; **Isabella Gayoso**, mechanical engineering, Pennsylvania State University; and **Gregory Melone**, mechanical engineering, Clarkson University, are the recipients of a High School Senior Scholarship.

Over the course of 30 years ASHRAE has awarded over \$2.25 million to over 460 students. Applications are now being accepted for the 2020-2021 undergraduate engineering, technology, regional/chapter, and university-specific scholarships. The application deadline is December 1, 2019

For more information on ASHRAE’s scholarships, including eligibility requirements and application materials, visit [ashrae.org/scholarships](http://ashrae.org/scholarships).



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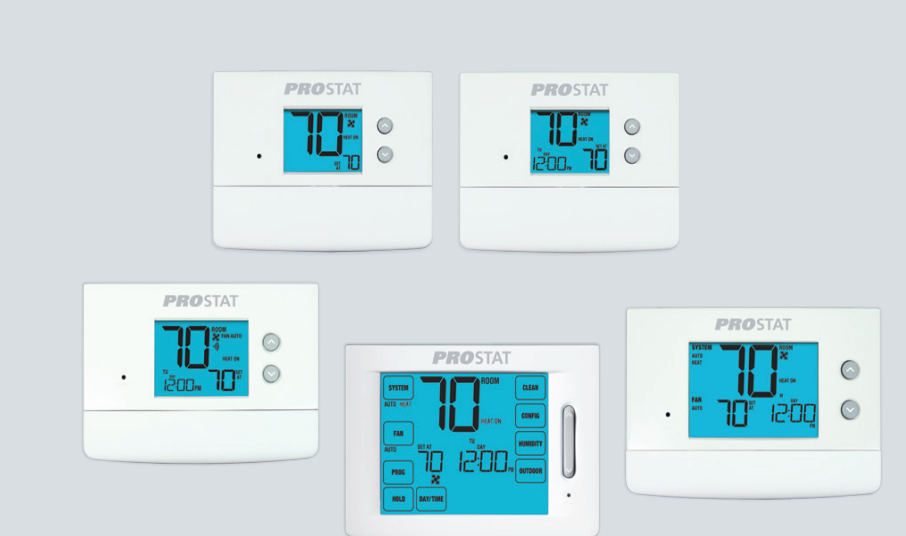
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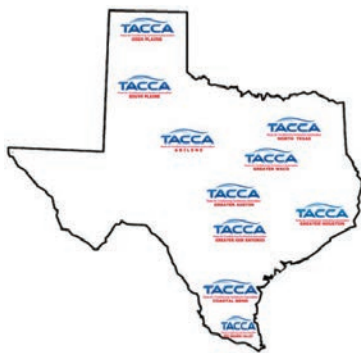
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*South Plains*



TACCA Welcomes the following new members.  
Thank you for your support!

**ABC Home and Commerical  
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**CenterPoint Energy –  
Houston**

**MC Precision Air LLC –  
Seagoville**

**simPro Software –  
Broomfield, CO**



TACCA is pleased to announce the hiring of Devorah Jakubowsky, CAE, as its new Executive Director. Devorah joins us from the Texas Veterinary Medical Association where she served eight years as the Director of Finance, followed by 10 years as Associate Director where she was responsible for membership development, administration of affinity programs and supporting board governance and committee volunteers.

Devorah's strong work ethic, strategic vision, excellent communication skills and service-oriented leadership will help create the growth and continuity that is essential for TACCA to be one of the premier member associations in Texas. We are very proud to have her join our team and we look forward to great things from TACCA under her guidance. Please welcome Devorah to the TACCA team.

"I am grateful to TACCA's Board of Directors for their trust in me and the opportunity to serve as Executive Director of this organization," said Devorah Jakubowsky. "TACCA is positioned to really advance its mission and gain momentum and I look forward to being a part of the effort to bring the organization to the next level."

Many thanks to the search committee for their time and dedication to the search – Randy Bellomy, Jimmy Barry, Roland Arrisola and Shannon Noble.

TACCA continues to be the leader in HVAC continuing education and license preparatory courses in the state of Texas as well as being an influential legislative voice at the State Capitol. TACCA's current primary focus is to grow membership, support and revitalize our local chapters, work with our national affiliation ACCA to provide more services to our contractor members, and provide scholarships for training and workforce development.

**Roy Jones**

*2019 TACCA President*

**TACCA Membership Benefit** - Discounted products and services through TACCA's Affinity Partners including EXTO Human Resources Solutions (HR and Payroll), National Purchasing Partners, Service First, Federated Insurance and more.

### FAQ's from TDLR

**Q: Can I get partial credit for completing part of a required continuing education course?**

A: No. TDLR does not accept partial completion of a continuing education course. However, a provider may allow you to finish the course at another time. When the course is completed the provider will transmit the completion record to TDLR.

TACCA: Because instructors and the flow of information can change from one class to the next, in most cases TACCA recommends taking the entire class again.

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October 5—Harlingen  
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November 2—Waco  
November 9—Hurst  
November 9—Lufkin  
November 9—San Antonio**

#### License Prep:

**October 11-12—Red Oak  
October 26-27—San Antonio  
November 16-17—Austin  
December 14-15—Houston**

**www.tacca.org for more information**

**Mission:** To promote quality and professionalism, help our members become more profitable, and enhance the HVAC/R industry's image with the consumer

**TACCA** focuses on providing information, benefits, education and legislative representation to our members. To advance its mission, TACCA is creating or restructuring five committees – Membership, Education/Training, Chapter Relations, Legislative and TACCAPAC (Political Action Committee), and is seeking volunteers to participate. **If you have an interest in supporting TACCA through one of these committees, please contact the TACCA office.**

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

# Gemaire Distributors Texas Golf Tournament

Gemaire held a series of 3 golf tournaments in Texas this past month. The tournaments kicked off at the Blackhorse Golf Club in Cypress on August 29th. On September 5th, The Golf Club at Star Ranch in Austin was the host. The final stop was the Rockwall Golf and Athletic Club in Rockwall on September 9th.

Each tournament was a 4 person scramble. Participants were treated to lunch and food after the events. Sports memorabilia was given away at each stop, with special signed one a kind pieces featured.





*The*  
**spotlight**



**Goodman Global Group Inc. Names Satoru Akama President and Chief Executive Officer**



**The ECCO Group announces the appointment of Bill Davis as Vice President and General Manager of ECCO Heating Products**



**Bradley Snyder has been named Senior Vice President and President of the Goodman Business Unit for Goodman Manufacturing Company, L.P**



**Betty Alexander retires after 25 years with ACES AC Supply**

*To read the complete stories on our Spotlight People please visit [www.ac-today.com](http://www.ac-today.com)*

# Coburn Supply Celebrates 85 Years!



Erich Bauman with RUUD presenting Don Maloney a gift for 85 years of Coburn's



Wes Swank, Coburn's HVAC Division Manager presenting Highest % Increase Sales Award to Mike Kincel, branch manager from Lafayette



3rd and 4th Generation of Coburn's Family l to r Patrick Maloney VP of Sales, Don Maloney President, AJ Maloney, EVP, Christy Maloney, VP of Finance, Michael Maloney, VP of Marketing



Patrick and Michel Maloney presenting Don Maloney award for 50 years of service with Coburn's



1934 Truck and Coburn's Ford Fusion NASCR



AJ Maloney greeting Special Guest Retiree Miltion Gilbeau



AJ Maloney receiving 1st Annual Spirit Award



AJ and wife Ricky Maloney



AJ Maloney receiving 1st Annual Spirit Award from Patrick Maloney



Don Maloney at the Saturday night 2200 person gala



Don Maloney with 4 childrent and their families



Don, with Patrick and Michael Maloney



Coburn's Exec Mgmt Team ready to greet 2200 at the gala



Don Maloney helping check in vendors at registration



Don and AJ Maloney with Awards



Patrick Maloney presenting 1st annual Spirit Award to Don Maloney



Wes Swank, HVAC Division Manager for Coburn's with his wife Loretta and Scarlett Harris of Honeywell and Bobby Cupp of Pro 1



Tyler Texas Coburn's location receiving highest award for Sales - Golden Eagle Award - 15% growth in all product divisions



Wes Swank, Coburn's HVAC Division Manager presenting a Highest Sales award to Josh Mann of Tyler, TX



Huntsville Texas Coburn's location receiving highest award for Sales - Golden Eagle Award - 15% growth in all product divisions



Silver Club Brunch - all employees and retirees with 25+ years of service are invited to the brunch



Albert Coburn



Arthur Maloney



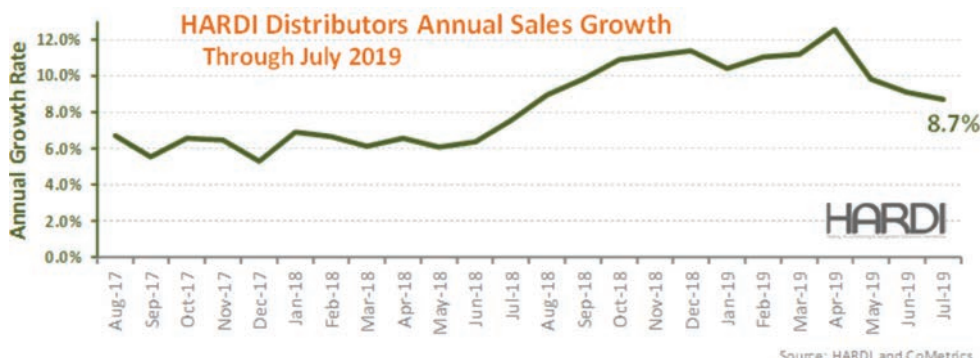
AJ, James and Don Maloney

# HARDI

## HARDI Distributors Report 14.9 Percent Revenue Growth in July

**Columbus, Ohio** – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing the average sales performance by HARDI distributors was an increase of 14.9 percent during July 2019.

The average annualized sales growth for the 12 months through July 2019 is 8.7 percent.



“It is nice to see mid-teens growth after two soft months,” said HARDI Market Research & Benchmarking Analyst Brian Loftus. “Distributors were busy during July of 2018, so it was not an easy comparison. Demand this month got a boost from 10% to 20% more cooling degree days in four of our seven regions, and an extra billing day versus last year.”

The Days Sales Outstanding (DSO), a measure of how quickly customers pay their bills, is now 44.6 days. “The DSO is about equal to this time last year,” said Loftus. “There is no hint of fiscal stress in the marketplace with this metric.”

“The duration of our economic expansion is historic, but economic cycles are not extinct,” said Loftus. “The inverted yield curve and other indicators have inspired the Fed to change course with their tightening program. That stimulus takes time, so with more difficult comparisons ahead we expect the TRENDS annual growth rate will remain under pressure.”

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.

### ABOUT HARDI

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

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

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## Honeywell Partners with Local Authorities to Seize Illegal Refrigerant in Poland

- Polish customs authorities halt the import of illegal refrigerant at port of Gdynia
- Seizure is one of several recent legal actions taken by Honeywell to stop the infringement of HFO-1234yf

**Morris Plains, N.J.** -- In partnership with Polish customs authorities, Honeywell today announced that it has seized suspected infringing of HFO-1234yf refrigerant at the port of Gdynia, Poland. The purchaser of the illegal shipment consented to the seizure and agreed to pay the cost of destroying the product.

The seizure is the latest action taken by Honeywell to stop the infringement of its Solstice products which are designed for automobile and other air conditioning systems. In the past year alone, customs authorities in coordination with Honeywell, have seized multiple shipments of suspected infringing of HFO-1234yf around the world. Honeywell has recently brought patent infringement lawsuits against one European and two Chinese companies who were either making or distributing infringing HFO-1234yf.

“We’re working around the clock to protect users from products made by unknown sources, as they can be potentially harmful to equipment or to human health,” said Richard Winick, vice president and general manager, Automotive Refrigerants at Honeywell. “There are several easy ways to avoid buying illegal refrigerants including purchasing refrigerants only from a reputable distributor who can prove in writing that their product was supplied by Honeywell or a licensed source, never buy refrigerants in generic, or in unbranded packaging and never buy refrigerant in Europe in illegal disposable tanks.”

Honeywell is committed to providing customers with high purity, high quality, environmentally preferable refrigerants that are safe for their intended use.

Honeywell is a world leader in the development, manufacture and supply of refrigerants that are used in a wide range of applications, including commercial refrigeration, commercial and residential air conditioning automobile air conditioning. For more information, visit [www.honeywell-refrigerants.com](http://www.honeywell-refrigerants.com).

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# Central AC Supply Grand Opening

*Central AC Supply held a Grand Opening at their new location at 1101 Uvalde Road in Houston on September 20th. The lunchtime event featured a catered lunch, vendor fair, shirts and a tour of the their new facility.*



# TACCA Greater San Antonio 26th Annual Fishing Tournament

*TACCA GSA held their Annual Fishing Tournament at Doc's on September 13-14 in Corpus Christi TX. The captain's meeting and Calcutta were held on Friday night. The tournament was Saturday. After the weigh in, there was a catered lunch, the trophy presentations, and prize giveaways.*



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*Tie Second Place Upper Slot Management*



*Tie Second Place RBC Rum Runners*



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*Tenth Place Tail Slappers*



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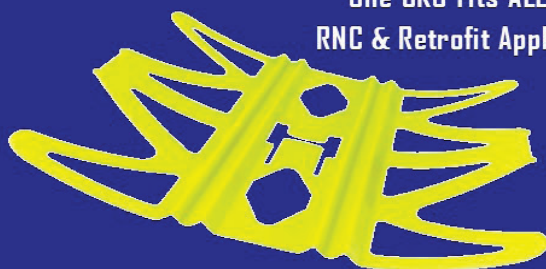


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## American Standard® Heating & Air Conditioning Unveils 2019 Winners of the Building a Higher Standard Awards

*Leading HVAC company recognizes four independent dealers for their unwavering commitment to excellence; McKinney TX company among winners*

**Davidson, N.C.** – American Standard® Heating & Air Conditioning, a leading provider of long-lasting quality equipment for more than a century, announced the winners of its second annual Building a Higher Standard awards, a prestigious honor recognizing the brand's best-in-class, independent dealers from across the country. Selected from a field of highly-competitive and deserving nominees, the four 2019 Building a Higher Standard winners exemplify the brand's core values of integrity, generous community involvement, teamwork, and a commitment to continuous improvement in the pursuit of excellence.

The 2019 winners are:

- B&W Plumbing Heating & AC Co., Inc. , Speedway, Indiana
- Classic Heating & Air, McKinney, Texas
- Hospitality Heating and Air Conditioning, Inc., Rock Hill, South Carolina
- Keith Lawson Services, LLC, Tallahassee, Florida

Each of the four distinguished dealers displays an incredible work ethic that goes beyond the sale, to establish meaningful relationships with customers, provide an unparalleled buying experience, support its community and create a positive work environment for its employees.

"We are extremely proud and honored to celebrate these dealers who selflessly showcase an unwavering commitment to quality service and community stewardship," said Kathryn Wildrick, Brand Manager for American Standard. "The American Standard brand is deeply rooted in delivering real value to our customers not only by providing them with industry-leading products but also by partnering with them to do the right thing by homeowners who rely on them to stay comfortable. That is why we take pride in our independent dealers who

personify our core values and go above and beyond each day to build a higher standard."

The 2019 **Building a Higher Standard** winners were selected through a blind panel. Those serving on the panel included American Standard leaders and the four 2018 award winners.

Each of these incredible partners was chosen for providing outstanding work and service, supporting their communities and living the brand values:

- Classic Heating & Air in McKinney, Texas, was created by brothers Seth and Dane McGinnis and founded on family values, determination, faith and hard work. They let their moral compass guide everything they do. The brothers intentionally put their employees, and their employees' families, at the forefront of every business decision. For example, their entire team is salaried to assure a steady income and avoid fluctuating paychecks dictated by the outside temperature and season. The same care and attention go into Classic's community involvement whether they are funding a kindergarten field trip or installing a heating system for a struggling young family. When asked why they give back, Seth and Dane say they are only stewards of what they have been given and want to share it with others.

The four winners of American Standard's 2019 **Building a Higher Standard** awards will be honored with custom trophies, challenge coins and lapel pins; a year of Customer Care membership; and will have their names printed on the Hall of Fame Trophy – which will be on display in Tyler, Texas. In addition, they will be the focus of a local media campaign with professional assets for their own use; receive earned and paid public relations in trade and regional media; and receive copies of print magazines with advertisements.

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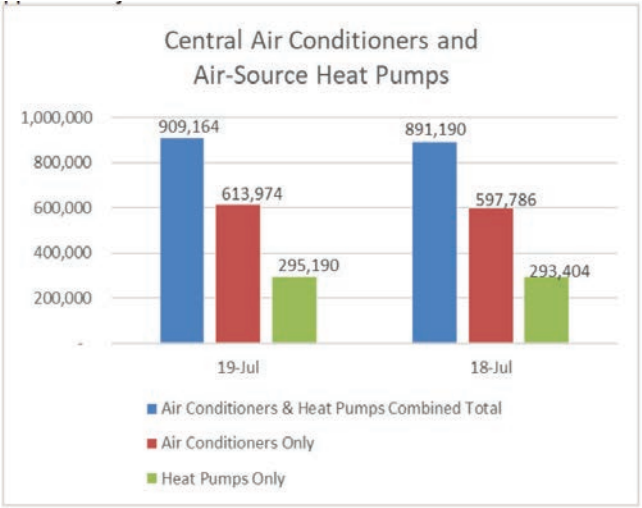
*See you there!*




# AHRI Releases July 2019 U.S. Heating and Cooling Equipment Shipment Data

## Central Air Conditioners and Air-Source Heat Pumps

U.S. shipments of central air conditioners and air-source heat pumps totaled 909,164 units in July 2019, up 2 percent from 891,190 units shipped in July 2018. U.S. shipments of air conditioners increased 2.7 percent, to 613,974 units, up from 597,786 units shipped in July 2018. U.S. shipments of air-source heat pumps increased .6 percent, to 295,190 units, up from 293,404 units shipped in July 2018.

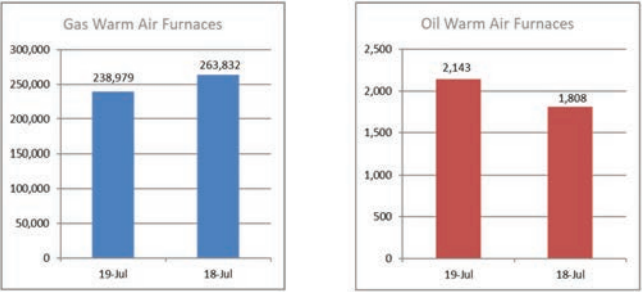


Year-to-date combined shipments of central air conditioners and air-source heat pumps increased .7 percent, to 5,590,819, up from 5,552,806 units shipped during the same period in 2018. Year-to-date shipments of central air conditioners decreased 1.5 percent, to 3,592,762 units, down from 3,647,251 units shipped during the same period in 2018. The year-to-date total for heat pump shipments increased 4.9 percent, to 1,998,057, up from 1,905,555 units shipped during the same period in 2018.

Year-to-Date	July 19 YTD	July 18 YTD	% Chg.
Air Conditioners & Heat Pumps Combined Total	5,590,819	5,552,806	+0.7
Air Conditioners Only	3,592,762	3,647,251	-1.5
Heat Pumps Only	1,998,057	1,905,555	+4.9

## Warm Air Furnaces

U.S. shipments of gas warm air furnaces for July 2019 decreased 9.4 percent, to 238,979 units, down from 263,832 units shipped in July 2018. Oil warm air furnace shipments increased 18.5 percent, to 2,143 units in July 2019, up from 1,808 units shipped in July 2018.

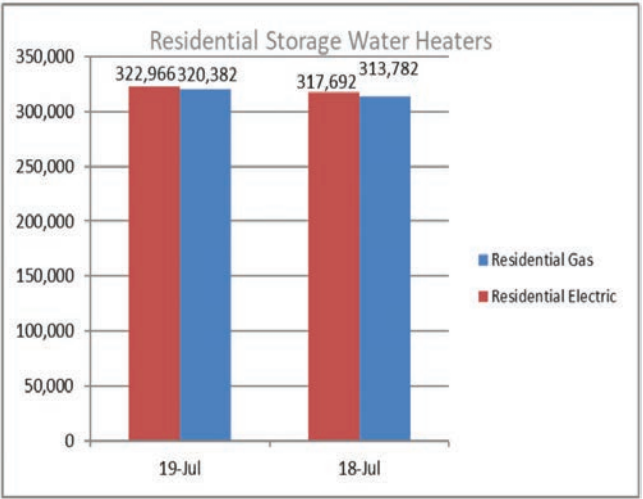


Year-to-date U.S. shipments of gas warm air furnaces increased 7.6 percent, to 1,985,967 units, compared with 1,846,173 units shipped during the same period in 2018. Year-to-date U.S. shipments of oil warm air furnaces increased 18.5 percent, to 18,956 units, compared with 16,003 units shipped during the same period in 2018.

Year-to-Date	July 19 YTD	July 18 YTD	% Chg.
Gas Warm Air Furnaces	1,985,967	1,846,173	+7.6
Oil Warm Air Furnaces	18,956	16,003	+18.5

## Residential Storage Water Heaters

U.S. shipments of residential gas storage water heaters for July 2019 increased 2.1 percent, to 320,382 units, up from 313,782 units shipped in July 2018. Residential electric storage water heater shipments increased 1.7 percent in July 2019 to 322,966 units, up from 317,692 units shipped in July 2018.

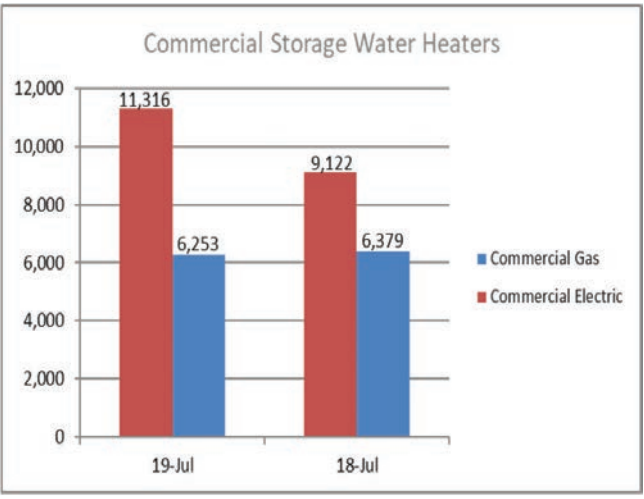


Year-to-date U.S. shipments of residential gas storage water heaters decreased 5.6 percent, to 2,572,748, compared to 2,724,717 shipped during that same period in 2018. Residential electric storage water heater shipments decreased 3.8 percent year-to-date, to 2,443,772 units, compared to 2,540,567 shipped during the same period in 2018.

Year-to-Date	July 19 YTD	July 18 YTD	%CHG.
Residential Storage Gas	2,572,748	2,724,717	-5.6
Residential Storage Electric	2,443,772	2,540,567	-3.8

## Commercial Storage Water Heaters

Commercial gas storage water heater shipments decreased 2 percent in July 2019, to 6,253 units, down from 6,379 units shipped in July 2018. Commercial electric storage water heater shipments increased 24.1 percent in July 2019, to 11,316 units, up from 9,122 units shipped in July 2018.



Year-to-date U.S. shipments of residential gas storage water heaters decreased 5.6 percent, to 2,572,748, compared to 2,724,717 shipped during that same period in 2018. Residential electric storage water heater shipments decreased 3.8 percent year-to-date, to 2,443,772 units, compared to 2,540,567 shipped during the same period in 2018.

Year-to-Date	July 19 YTD	July 18 YTD	%Chg.
Commercial Storage Gas	52,464	58,191	-9.8
Commercial Storage Electric	89,144	81,638	+9.2

# AC Supply Co. - Celebrating 60 Years in the HVAC Industry

AC Supply, established in 1959, is celebrating its 60th anniversary in 2019. After 60 years, AC Supply has established and committed to a philosophy that encourages growth, knowledge, and kindness grounded by three pillars: Give First, Educate, and Provide Access.

**Why We Give First:** AC Supply is committed to giving first to our community, to our customers and to our employees. Giving is our top priority because we believe firmly that it is our duty to be generous with our gifts, knowledge, and talents.

**Community:** AC Supply works with Tarrant County area charities to provide goods, services, and financial support. Each November we partner with the Tarrant Area Food Bank to help end hunger. We also support Homes for our Troops through HARDI and various other local organizations throughout the year.

**Customers:** AC Supply's commitment to customer service enables our employees to give knowledge, options, and support to our customers on a daily basis. Rather than declining or responding with "no" answers, our employees help customers solve problems. Each employee's dedication to giving has vaulted AC Supply's customer service reputation to the top of our industry.

**Employees:** AC Supply employees are given the opportunity for education, financial planning for the future, healthcare, and the opportunity to work for a family business that really is like a family.



CALENDAR OF EVENTS

Aces AC Supply Training Schedule

Date	Class	Instructor	Times	Location	Price	For
10/03/18	NEXIA Training Class / Wells Fargo Consumer Financing	D. Ward / S. Johnson	9 am - 2 pm	New Braunfels	\$50	Sales/Admin.
10/18/18	Variable Speed (Inverter) Diagnostics	Dave Renegar	9 am - 2 pm	San Marcos	\$95	Service
10/30/18	Air Conditioning System Core Service	Mike Prokup	9 am - 4 pm	San Marcos	\$225	Service
11/27-28/18	BDR - Structuring, Strategies & Tactics for Profit & Growth	Mike Maynard	9 am - 5 pm 7:30 - 3 pm	Houston/ Pearland	\$500	Sales/Admin.
12/06/18	Double Barrel - Light Commercial Application & Diag.	Renegar / Spires	9 am - 2 pm	New Braunfels	\$95	Service
01/16/18	Peak Performance Selling	Monte Lewis	9 am - 4 pm	San Marcos	\$225	Sales/Admin.
1/29-30/19	The Act Group - GROW Generating Results on Your Work	Hughes	9 am - 4 pm	New Braunfels	\$400	Sales
02/07/19	Zoning Systems & Duct Design	Dave Renegar	9 am - 2 pm	New Braunfels	\$95	Service
02/28/19	Advanced Service Diagnostics	Dave Renegar	9 am - 2 pm	New Braunfels	\$95	Service
03/07-08/19	BDR - Managing & Growing Service Profitably	Jennifer Shooshanian	9 am - 5 pm 7:30 - 3 pm	Houston/ Pearland	\$500	Sales/Admin.

<div><div><div><div><div></div><div>JOHNSTONE</div></div><div>SUPPLY</div></div><div>OCTOBER 2019 TRAINING CALENDAR</div></div></div>						
For info call Juan Villela at 210-829-1934 Ext. 155 - or email to: <a href="mailto:juan.villela@johnstonesupply.com">juan.villela@johnstonesupply.com</a>						
Broadway - 9311 Broadway Suite 200 / <u>Downtown</u> - 30 Essex St. Ste. 101 / <u>Alamo Downs</u> - 6900 Alamo Downs Ste. 140						
DATE	DAY	TIME	LOCATION	CLASS	CODE	COST
1-Oct	Tu	5:00pm - 7:00pm	Broadway	External Static Pressure - How Much Air Are You Moving	TRAIN19-41-106	\$35
2-Oct	W	8:00am - 10:00am	Broadway	City of San Antonio Code Officials - Code Requirements	RSVP	FREE
3-Oct	Th	8:00am - 10:30am	Broadway	Emerson Commercial Refrigeration Trainer Overview	TRAIN19-41-107	\$35
8-Oct	Tu	8:00am - 12:00pm	Broadway	Owens Corning ProCat Training - Blow In Insulation	RSVP	FREE
9-Oct	W	8:00am - 10:00am	Broadway	Goodman / Liberty ComfortBridge Training	TRAIN19-41-108	\$35
15-Oct	Tu	5:00pm - 7:00pm	Broadway	Friedrich Advantage Dealer Program Overview	RSVP	FREE
16-Oct	W	8:00am - 5:00pm	Broadway	BPI - IDL (Infiltration Duct Leakage) Blower Door Training	RSVP	FREE
17-Oct	Th	8:00am - 5:00pm	Broadway	BPI - IDL (Infiltration Duct Leakage) Blower Door Testing	Certification Exam	\$425
18-Oct	F	9:00am - 11:30am	Broadway	Friedrich FastPro Mini-Split - You Are Gonna Love These	TRAIN19-41-109	\$35
21-Oct	M	5:00pm - 7:30pm	Broadway	Goodman / Liberty Gas Furnace Operation	TRAIN19-41-110	\$35
22-Oct	Tu	8:00am - 4:00pm	Broadway	ESCO EPA Review & Exam	TRAIN19-41-111	\$85
22-Oct	Tu	1:30pm - 4:00pm	Broadway	ESCO EPA Exam Only	TRAIN19-41-112	\$135
24-Oct	Th	8:00am - 12:00pm	Broadway	White Rodgers Gas Valve Training	RSVP	FREE
28-Oct	M	5:00pm - 7:30pm	Broadway	Air Conditioning Basics Part 1 of 3 Refrig. Cycle & Components	TRAIN19-41-113	\$35
29-Oct	Tu	5:00pm - 7:30pm	Broadway	Air Conditioning Basics Part 2 of 3 System Functions & Operation	TRAIN19-41-114	\$35
30-Oct	W	5:00pm - 7:30pm	Broadway	Air Conditioning Basics Part 3 of 3 Testing & Troubleshooting	TRAIN19-41-115	\$35

Training in New Braunfels is located at: Courtyard By Marriott River Village, 750 IH 35 North, New Braunfels, TX 78130

Training at Mitsubishi is located at: Mitsubishi Training Center, 14521 Old Katy Road, Suite 100, Houston, TX 77079

Training at Gruene River Htl. is located at: Gruene River Hotel & Retreat, 1235 Gruene Rd, New Braunfels, TX 78130

Training at ACES - Austin N. is located at: ACES A/C Supply, Inc., 1810 Rutherford Lane, Austin, TX 78754

Training in San Antonio is located at: Top Golf San Antonio, 5539 N. Loop 1604 West, San Antonio, TX 78249

Training in Corpus Christi is located at: Holiday Inn Express, 5213 Oakhurst Dr, Corpus Christi, TX 78411

Training at Holiday Inn/NRG is located at: Holiday Inn Houston-NRG/Medical Center Area , 8111 Kirby Drive, Houston, TX 77054

FAX to Claudia Fick @ 713-738-3855 or  
Email to [cfick@acessupply.com](mailto:cfick@acessupply.com)

All training is eligible for 100% COOP if funds are available in your account.



The next Air Conditioning and Refrigeration Advisory Board meeting is scheduled for Wednesday, October 23, 2019, at 10:00 a.m., in the 1st Floor Public Meeting Room of TDLR’s North Campus, located at 1106 Clayton Lane, Suite 125E, in Austin. When the agenda and staff reports are available, they will be posted online. The meeting will be broadcast live on TDLR’s YouTube channel.

Insco’s October Events Schedule

Training from Insco Academy

Insco Academy 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 state-of-the-art training facilities located in Houston, Grapevine & San Antonio. 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](http://insco.com/training) to see the complete schedule of classes.

Grapevine

Tuesday, October 8th – Top Tech Ruud 80% Gas Furnaces from 8am – 12pm located at Insco’s Grapevine Training Facility | Only \$75

Tuesday, October 22nd – Air Properties and Measurements from 8am – 12pm located at Insco’s Grapevine Training Facility | Only \$75

Houston

Tuesday, October 8th – Air Distribution & Psychrometrics from 8am – 12pm located at Insco’s Houston Training Facility | Only \$75

Tuesday, October 22nd – York Commercial Controls SSE from 8am – 5pm located at Insco’s Houston Training Facility | Only \$75

San Antonio

Tuesday, October 1st – Top Tech Ruud 80% Gas Furnaces from 8am – 12pm located at Insco’s San Antonio Training Facility | Only \$75

Tuesday, October 15th – Air Properties and Measurements from 8am – 12pm located at Insco’s San Antonio Training Facility | Only \$75

Tuesday, October 29th – Smart Thermostat Installation & Econet Zoning Design from 8am – 12pm located at Insco’s San Antonio Training Facility | Only \$50

Lunch & Learns

Come enjoy FREE lunch while learning from select Insco vendors! No registration necessary, just show up at 11:30am on the Wednesday’s listed below.

Grapevine

Wednesday, October 2nd – Understanding Bosch Inverter Equipment from 11:30am – 1:00pm located at Insco’s Grapevine Training Facility | FREE

Wednesday, October 9th – Carbon Monoxide Safety and Measurement from 11:30am – 1:30pm located at Insco’s Grapevine Training Facility | FREE

Wednesday, October 16th – Gas Vent Installation 101 from 11:30am – 1:00pm located at Insco’s Grapevine Training Facility | FREE

Wednesday, October 23rd – Basic Digital Multimeters from 11:30am – 1:00pm located at Insco’s Grapevine Training Facility | FREE

Wednesday, October 30th – Refrigeration Oils from 11:30am – 1:00pm located at Insco’s Grapevine Training Facility | FREE

Houston

Wednesday, October 2nd – Mitsubishi Electric M & P Product Overview from 11:30am – 1:30pm located at Insco’s Houston Training Facility | FREE

Wednesday, October 9th – Refrigeration Oils from 11:30am – 1:00pm located at Insco’s Houston Training Facility | FREE

Wednesday, October 16th – Proper Coil Cleaning from 11:30am – 1:00pm located at Insco’s Houston Training Facility | FREE

Wednesday, October 23rd – Sealing Ductwork Correctly from 11:30am – 1:00pm located at Insco’s Houston Training Facility | FREE

Wednesday, October 30th – Azure Motor Training from 11:30am – 1:30pm located at Insco’s Houston Training Facility | FREE

San Antonio

Wednesday, October 2nd – Nu-Calgon Product Line Review from 11:30am – 1:30pm located at Insco’s San Antonio Training Facility | FREE

Wednesday, October 9th – Sealing Ductwork Correctly from 11:30am – 1:00pm located at Insco’s San Antonio Training Facility | FREE

Wednesday, October 16th – Mitsubishi Electric M & P Product Overview from 11:30am – 1:30pm located at Insco’s San Antonio Training Facility | FREE

Wednesday, October 23rd – Venstar Skyport from 11:30am – 1:00pm located at Insco’s San Antonio Training Facility | FREE

Wednesday, October 30th – Understanding Bosch Inverter Equipment from 11:30am – 1:00pm located at Insco’s San Antonio Training Facility | FREE

# Focus

## CASTILLO TRAINING

### •TDLR 8 HR CE CLASSES•

Law, ECM, Thermo Ref, Codes, Osha & Safety

Location: **Johnson Supply San Antonio**

1050 Arion Parkway

**Tuesday** October 1, 2019 November 5, 2019

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

**Saturday** October 19, 2019 November 19, 2019

Location: **Laredo TBA**

**Friday** October 11, 2019

Location: **Johnstone Supply - Pharr**

**Tuesday** October 15, 2019

TDLR No. 1362 Class No. 20982

### • LICENSE PREP CLASSES•

•EPA Exams• 1<sup>st</sup> Friday of the month

•NATE Exams•

Phone: (210) 828-0234 Fax: (210) 828-0242

[silverfox0001@earthlink.net](mailto:silverfox0001@earthlink.net)

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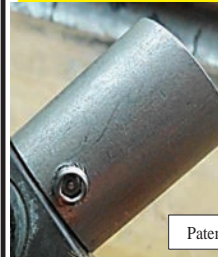
Always use with time delay relay to prevent short cycling.

Put disc side on copper line and secure with tape or wire tie.

### 2. FreonLock™ (FLI) “THINKING OUTSIDE THE CAP”.

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### 8. Gallo gun brass Adapter (QBAI) Gallo gun to gauge hose direct coupling.



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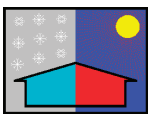
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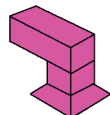
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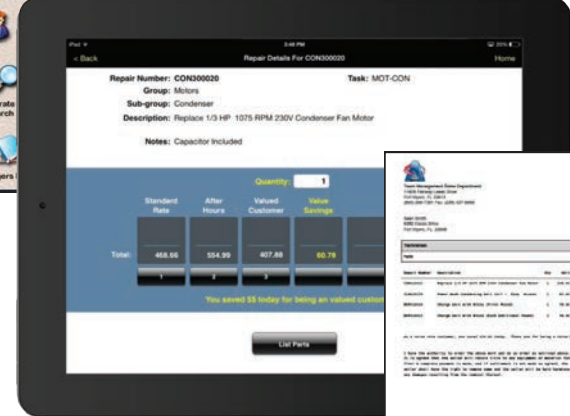
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In July 2016, readers of a national product testing and research magazine rated American Standard Heating & Air Conditioning's air conditioners and heat pumps as the most reliable brand among leading manufacturers.