



# Air Conditioning TODAY



JANUARY 2020 Serving the HVACR and Plumbing Industries Established in 1986 Vol. 34, No 1

## Johnstone Supply Corpus Christmas Open House



Pictures on page B4.

## Insco Distributing Celebrates Years of Service



40 Years-Stan Kubenka and Sergio Garcia.  
Pictures on page 23.

## HARDI 2019 Annual Conference



AC Today Editor Lance Lackey and Coburn Supply  
VP Wes Swank. Pictures on B8.



## HVACR Manufacturers, Industry Professionals Report Strong Economy Heading into 2020 AHR Expo

*2020 Economic Survey and Trend Report details business projections,  
opportunities and important issues among all sectors*

**Westport, Conn.** – Members of the HVACR community reported a continued positive business outlook heading into 2020 in the latest AHR Expo and ASHRAE Journal Annual Economic Outlook Survey. The survey was distributed to past and prospective attendees, as well as industry manufacturers, to gauge the market leading into the new year. Additionally, for the first time, the 2020 report includes input on trends, issues and opportunities as outlined by representatives from industry respective areas of expertise.

According to the report, 79% of respondents indicated good or excellent predicted sales prospects as we cross into 2020. While there continues to be shifts in the market, overall, the industry remains in a positive economic position. For example, heading in to 2019 the ‘retrofit and renovation’ segment was ranked as having the highest business growth potential. This year, it fell to second place,

falling behind maintenance and replacement jobs.

“Manufacturers and our attendee shareholders alike are reporting a strong economy,” said Mark Stevens, manager of AHR Expo. “Our recent report reveals that members of the HVACR community expect the successes of 2019 to hold in the new year. This will be evident on the Show floor as our exhibitors continue to introduce new and innovative products that meet the rising demand for smarter and more efficient solutions.”

Each year the AHR Expo kicks off business Q1 with the industry’s first chance to see what’s new in HVACR. Exhibitors use the opportunity to launch products at the Show and discuss new opportunities ahead. As a precursor to the Show, the survey conducted at the end of Q4 provides the opportunity to gauge what’s expected in the year ahead.

“The HVACR industry remains in a season of change, with innovation and advancement happening in all

sectors,” continued Stevens. “Considerations such as the global market, changing customer demands and new innovation demands are shaping product designs and the way we approach the built environment. Across the board, whether entirely new concepts or improvements upon existing product lines, our exhibitors are thinking smarter and delivering impressive solutions.”

When asked about 2019 sales, 34% of respondents reported an increase of 10% or more, and 70% indicated sales growth of at least 10%. Additionally, respondents reported expected growth in nearly all areas of the industry, with light commercial, health and residential markets

identified as having the highest potential in 2020 at 72%, 67% and 64% respectively.

As in previous years, reliability holds steady as the most important consideration factor for consumers when making purchasing decisions. Both exhibitors and attendees alike ranked it as the most important, coming in at 81% for exhibitors and slightly more than 98% for attendees. For the second year in a row, both energy efficiency and indoor air quality secured a top spot in relation to consumer importance among exhibitors, at 67% and 64% respectively. Attendees, however, placed initial costs second at right under 98%, and comfort considerations third at 96%.

**SEE AHR EXPO PG.2**

## INSIDE

- **Consultants’ Corner**.....6,9,10,18
- **Product News**.....14,18,21
- **TACCA- Trade Talk**.....14,B5,B10
- **Software Programs / Classified**.....B15
- **HARDI News**.....B11
- **Calendar**.....B14
- **Spotlight on People**.....B7
- **ASHRAE News**.....B6

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AHR EXPO con’t

Areas of concern include rising tariffs and the need to recruit and retain a strong skilled workforce. Additionally, changing DOE regulations and R22 refrigerant phase-out remains high on respondent radars. Areas of opportunity include automation and self-diagnostic controls and continued growth in the IoT/IIoT space. On the horizon for potential impacts to the industry include the forthcoming 2020 Presidential election, growth of big-box retailers and the viability of new technologies in the market.

The Annual Economic Outlook Survey of HVACR manufacturers and attendees is compiled by AHR Expo, the world’s largest HVACR event, and ASHRAE Journal.

The full report can be downloaded on the AHR Expo website.

ABOUT THE AHR EXPO

The AHR Expo is the world’s largest HVACR event, attracting the most comprehensive gathering of industry professionals from around the globe each year. The Show provides a unique forum where manufacturers of all sizes and specialties, whether a major industry brand or innovative start-up, can come together to share ideas and showcase the future of HVACR technology under one roof. Since 1930, the AHR Expo has remained the industry’s best place for OEMs, engineers, contractors, facility operators, architects, educators and other industry professionals to explore the latest trends and applications and to cultivate mutually beneficial business relationships. The next Show, co-sponsored by ASHRAE and AHRI, will be held Feb. 3-5, 2020 in Orlando, and is held concurrently with ASHRAE’s Winter Conference.

Statement from U.S. Secretary of Commerce Wilbur Ross on USMCA Developments

Washington – Today, U.S. Secretary of Commerce Wilbur Ross issued the following statement upon the announcement of a deal between the White House and House of Representatives on the United States-Mexico-Canada Agreement:

“Thanks to the steadfast leadership of the President, passage of the USMCA continues to gain momentum, as leaders from Canada, Mexico, and our own congressional members have all now voiced strong support. I am encouraged by these developments, and look forward to more voices every day confirming what we already know: that the USMCA will further American prosperity, create more American jobs, and fuel economic growth in communities across the continent.”

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Baker Distributing .....	19
Castillo Training.....	B15
Century A/C Supply .....	11, B3
Coburn Supply .....	9
Construction Data .....	10, 22
Elite Software.....	B15
FTL Finance .....	5
HTS.....	5
Hunton Group .....	B7
InSCO Distributing .....	24
Jackson Systems .....	18
Johnstone Supply.....	17, B1
Johnstone Supply South.....	15
Locke Supply .....	20
McDaniel Metals .....	14
Mitsubishi Electric .....	10
MORSCO .....	7
NATE .....	4
Panasonic .....	6
Pro Lift .....	22
Pro Parts.....	12
Searco .....	B15
Shearer Supply .....	3
Team Management Systems .....	B15
Transtar AC Supply.....	2
United AC Supply .....	17
Venstar .....	8



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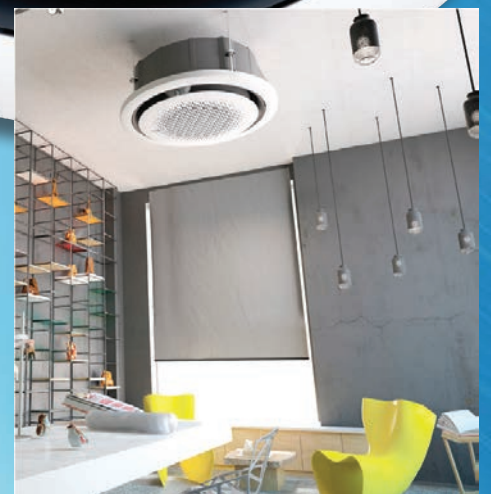


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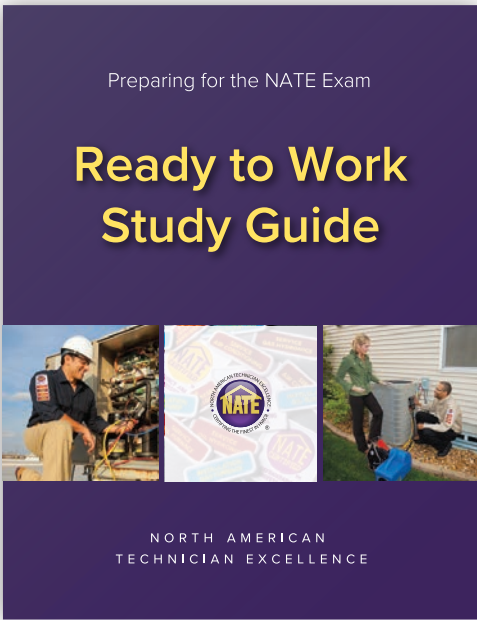
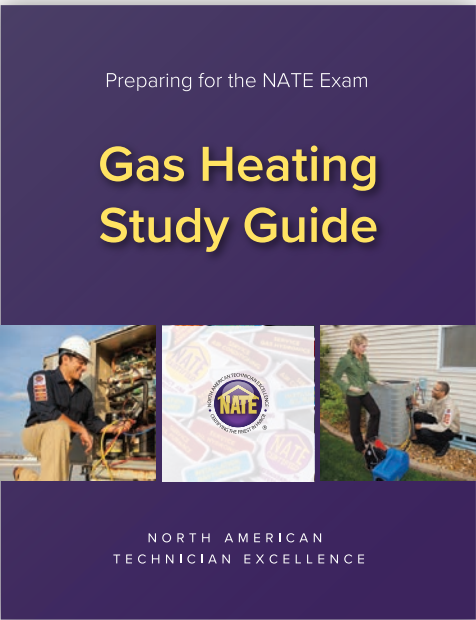
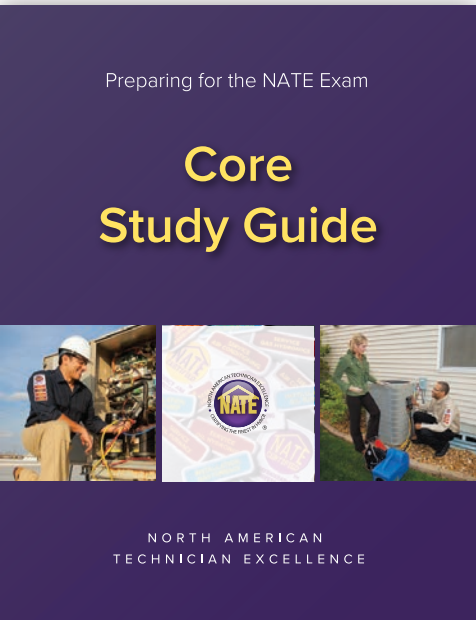
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# Mitsubishi Electric Trane HVAC US Opens New Office, Training Center in Midtown Manhattan

Suwanee, Ga. – Mitsubishi Electric Trane HVAC US (METUS), the exclusive provider of Zoned Comfort Solutions® and leading supplier of Variable Refrigerant Flow (VRF) heating and cooling systems, has opened a new office and training center in New York City to train technicians on how to best install and maintain Mitsubishi Electric systems for optimal performance.

Located at 354 7th Avenue, Suite 702, in midtown Manhattan, the new office space, showroom and training center occupies the seventh floor of a 26-story, 200,000-square-foot high-rise. The facility is steps from Pennsylvania Station and offers centralized, easy-to-access training for contractors, engineers and architects based in the greater New York City area. Visitors to the space have the opportunity to see and touch an array of both indoor and outdoor units.

Equipment on display for training

purposes includes:

- CITY MULTI® N-Generation air-source outdoor unit
- CITY MULTI water-source condenser unit
- M-Series and P-Series for light commercial and residential applications
- Various styles of ductless indoor units including wall- and floor-mounted, as well as ceiling cassettes, and ducted options like multi-position and low-profile air handlers
- Linear Expansion Valve (LEV) kit
- Branch Circuit Controllers including the new Hybrid Branch Circuit Controller

“The location of this new training center means a lot to Manhattan-based professionals, who previously had to travel to the New York suburbs or Philadelphia to receive comprehensive training, even though most of their projects were in the city,” said Rich Rogers, Mitsubishi Electric

Trane HVAC US business unit manager for metro New York and Long Island. “Now, they can come to our office with questions and get up close and personal with the equipment. They can see the units, open them up and really get to know the systems before working with them in the field.”

This is the 11th METUS training office in the U.S. and aims to educate one to two classes of approximately 10 students per week. The center plans to host 400-500 students in 2020.

The space displays METUS HVAC products for students’ benefit but also uses them for comfort. Four Mitsubishi Electric HVAC systems condition the office and training center, including a water-source unit and a prototype Hybrid VRF (HVRF) system which is a 2-pipe heat recovery system where water replaces refrigerant between the Hybrid Branch Circuit

Controller and the indoor units.

In high-rises, where rooftop units would call for long refrigerant lines to reach buildings’ lower floors, and space is limited, it is common practice to install outdoor units within the interior of the floor(s) they are conditioning. The METUS New York office follows this practice, housing a CITY MULTI outdoor unit within a mechanical closet adjacent to an exterior wall and venting it to the outside.

“We’re incredibly happy with the new space. We previously occupied part of the fourth floor of the same building but needed room to grow and wanted to make the vision for a New York City training center a reality,” said Rogers. “When we moved, we were also able to apply our own systems to heat and cool the space, which ended up being a great opportunity to ‘test run’ the HVRF system.”



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# Is your website doing its job?

As a business owner, you conduct performance reviews of your employees. You evaluate the quality of their work, the objectives you outlined for them, and the results they delivered. But do you hold your website to the same standard? Do you conduct a web performance review on a regular basis to determine if your website is delivering results? You should!

These days your website is the epicenter of your marketing activity, feeding social and email campaigns, answering customer questions and capturing leads. Use this outline to conduct a website performance review to see if your website is living up to its full marketing potential.

### Start with Analytics.

Install an analytics package on your website. If you have a WordPress website, WordPress Stats will give you some basic information, but we strongly suggest installing Google Analytics. The tool is free and will give you critical insights into visitor's behavior, keyword traffic, bounce rates, and other information you need to know.

### How many visitors come to your site?

Next, it is time to dive into the data. Look at traffic trends. As you look at the numbers you will see trends, but more importantly, you will uncover opportunities for improvement.

Is your traffic growing? If you have a seasonal business be sure to compare year over year traffic.

Do you have fairly consistent traffic or are there spikes? If you can identify what drives the spikes in traffic you have a key to the type of activities you should do more often. Does traffic spike when you send a newsletter? You might want to consider adding a second newsletter or actively promoting your email program to grow your list.

### How are people finding your site?

Some people will come to your site by typing in the name of your company, others will simply search for a keyword or phrase. Some people will be referred to your website from a link from an email, social media, or another site. There is no perfect mix or

right percentage. Instead, your objective should be to improve each over time.

Pay close attention to referral traffic which comes to your website from another website. While search engines don't value links as highly as they once did in establishing your authority, a referral from another high-quality site still brings traffic. So take time to expand your referring sites, increasing the outlets where people might bump into you. You can build these critical, credible external links by promoting others. Write blog posts about others, link to their site, post quality comments on other sites, engage in conversations, and bloggers will return the favor. It may take a while to get noticed, but it will come in time.

### Look at the Key Words

Google does not make it easy to identify the keywords which drive people to your website. But you can back into the information by looking at your landing pages. Are there obscure blog posts that continue to generate traffic month in and month out? If so you can guess that the topics contain relevant

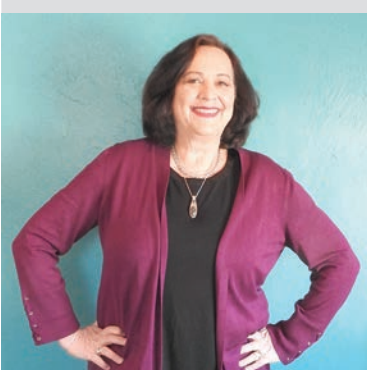
keywords for your audience.

Once you identify several keywords be sure to include these phrases in the first few paragraphs, excerpts, summaries categories, and tags of web pages and posts. Use tools like Google Ad words, even if you aren't going to run a campaign this will help you understand how competitive your terms are, and help you find relevant alternatives.

Do some keyword searches. What keywords do you want people to use to find you? For us, it's things like Indianapolis web design and Indianapolis social media. We frequently run Google searches on these words to better understand where we rank, where our competition ranks and how we can move up on the search engine results pages. You should be doing the same.

### Evaluate Your Visual Design

Be critical, your website performance review should include a close look at the design of your website. When was the last time you updated your site? If the answer is more than two years ago, you're doing a disservice to yourself and your customers. Not



### Lorraine Ball

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only are you not providing up-to-date information to your clients, you're missing out on a chance to improve your search engine ranking with frequent, relevant updates.

Consider adding regular blogging to your marketing mix, or at least keeping your website fresh with new events, tips, updated employee bios, and other information your customers want to know.

**SEE BALL PG.16**



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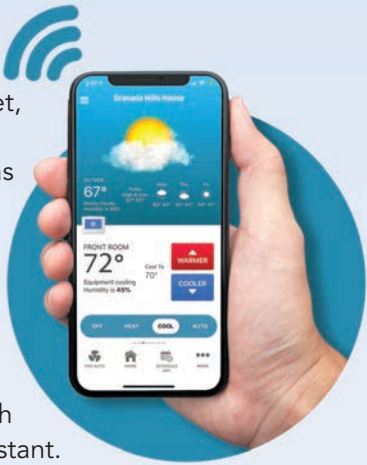
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## Is It Time to Rethink Flat Rate?

I bet that the title of this column grabbed your attention, especially if you are a devotee of flat rate pricing. I can well imagine some of you getting your ropes out for a lynching, while some of you may be calling for my impeachment (even though I never asked for a quid pro quo). (I did, however, try chewing a quid of tobacco as a teenager—made me sicker than a hound dog in August!)

But hear me out. I am all for flat rate pricing (I have taught thousands of contractors to do it), but lately, I've seen more and more cases of what (to me at any rate) are outlandish service rates and repair costs that arise from overstated flat rate pricing schemes. (Like the time I paid my service agreement tech \$220 for a 10 mic fan capacitor! I used to sell those things, and they don't cost THAT much!)

Let me take you back

28 years to 1992, when I attended a seminar taught by the industry legend Frank J. Blau Jr, in Cleveland, Ohio. It was "The Business of Contracting" seminar, and I'll bet many of you older chaps in this readership attended one too. I still recall the thrill as I listened to Frank extolling the virtues of correct pricing for jobs and service rates and his strong passion for the people who make up this trade. He was a genuine human, a man of extraordinary moral fiber and passion.

On the second day of this three-day seminar, I sat at Frank's table during lunch and we had a warm conversation. He said to me (and later to the class that afternoon) that flat rate should only be applied AFTER a business has done everything in its power to maximize its service department efficiency and cut its waste. He knew that flat rate had the potential

of covering a lot of bad business practices and wanted to be sure his students knew that the goal of flat rate was NOT to cover the company's ugly scars, but to make it more efficient and secure for the future.

Let's take some examples. If you are already on flat rate, check yourself against these benchmarks to see if you are covering ugly cellulite with pretty flat rates, or if you are truly lean and mean.

First, RULE NUMBER ONE: A contractor makes more money when he or she sells IRON than they do when they sell TIME. For example, two installers can install a \$10,000 system in two man-days. Two service techs, for the same amount of time, might sell \$5,000 worth of service. So what should be the primary purpose of the service department? To help find replacement systems for

the installers to work.

If that is the case, the ratio of service techs to installers becomes crucial. And here a host of factors come into play. For example, how many service calls a day do your service techs average? (The national average is 5). And how many of those service calls result in a replacement sales lead? (The average is 1.5 per week based on a 25 call week.)

Point 1: If your techs are not generating at least 2 replacement leads per 25-call week (based on bona fide replaceable systems, not "forcing" someone to replace a system that does not need it), you need to train them how to spot replacement opportunities and set up a replacement sales call by someone else. (I generally don't like having service techs try to make the sale themselves—it can take too much time and often they

only sell to the immediate problem, not the whole comfort solution the customer often needs.) But be careful about TOO MANY leads per week. If a tech is generating 4 or more leads per week (based on 25 calls), he is too eager to sell replacements. This will be especially the case if you have your service techs make the sale pitch and commission them for the sale. Bad idea. Don't do it.

Point 2: Do you have enough service techs to generate enough leads to keep your installers busy all the time? Simple test—You have 4 two-man installing teams. They can do 3 replacements per week. How many techs to load them up? If your service techs are averaging 2 replacement calls per week, you need to drum up 12 leads (4 install crews x 3 jobs) at a 100% closing rate, and maybe 16 if you are not at 100% closing rate.



Richard Harshaw

That would imply between 6 and 8 service techs. How is your balance?

Point 3: What is your service sales to replacement sales ratio? To find out, simply take your annual service sales and divide them by your annual replacement sales. If it is less than 25%, you need to train your techs how to spot replacement opportunities better (or get a better replacement salesperson!). If it is over 50%, you are running too much service compared to replacements. Remember, you make more money when you sell IRON, not TIME.

**SEE HARSHAW PG.22**



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To schedule a consultation and learn more about the Coburn's Ruud Elite Dealer Program, visit **Coburns.com/RuudDealer**.



# The Duct-Free Zone

What is next for mini split training? This month's article is a follow up to my January 2019 article where I spoke of my plans to incorporate a Virtual Reality VR element to the GREE mini split troubleshooting curriculum...well, almost one year later, its here!

The GREE Virtual Reality project has been a collaboration between Tradewinds Climate Systems and Interplay Learning of Austin, TX. Interplay Learning is the leader in HVAC Virtual Reality based training software. ..in fact, they are award winning!

The following is taken from a recent Interplay Learning press release...

The AHR Expo Innovation Awards is a yearly competition, honoring the most creative and unique products and technology presented at the Expo. During this world renowned HVAC expo, products compete in categories such as building automation, heating, plumbing, software, ventilation, and more, with winners chosen based on a variety of qualities like creativity, application, and market impact.

Interplay Learning won the Software award for SkillMill™, our online and on-demand training course catalog designed for skilled trade professionals to train via a mobile device, computer, or in virtual reality.

SkillMill™ uses state-of-the-art 3D simulations to create an immersive learning

environment for users, and is tackling the skills gap head-on by changing the game of skilled trade training. The skilled trades industry is facing a growing skills gap issue. In the next 10 years, 60% of the skilled trades workforce in the USA will retire. And over the last 7 consecutive years, skilled trades positions are the hardest to fill globally— meaning the problem is compounding more, every day. Also, 74% of firms predict a shortfall of qualified skilled trades workers if something doesn't change soon. SkillMill™ is the change the industry critically needs.

"We're incredibly honored and humbled to receive this Innovation Award. Our team is excited about AHR 2020 and being able to showcase our software, which is already making a huge impact in the HVAC community," said Doug Donovan, CEO of Interplay Learning.

"Our software is the first-of-its-kind, an online training that technicians will actually use because the simulations mimic on-the-job training. As a company, we've helped more than 75,000 people build key technical skills, so we're confident in our ability to change the way the HVAC industry trains its professionals."

I introduced the GREE mini split troubleshooting 2D simulations in a webinar this past Monday, November 25, 2019. Virtual Reality VR 3D is based in a 2D format...the 2D format does not require the Virtual Reality hardware, i.e.,

goggles and hand-pods. The benefit of the 2D simulations is that they can be utilized by anyone who has a laptop or desktop computer.

There are a total of 34 simulations that span 11 error codes...one error code often has several possible resolutions. The simulations are offered in 3 different modes; training, challenge and assessment.

The training mode is just that...it trains you to perform the correct diagnostic procedure for a specific fault / error and it assists you along the way.

The challenge mode is essentially the same as the training mode but it does not highlight the correct answers...you have to figure that out on your own.

The assessment mode, you are on your own, and you literally start at the front door of the home and maneuver your way through the task with no assistance whatsoever.

Points are earned when each task is successfully completed and those points can be accrued to earn certificates and pending approvals, NATE credits and Continuing Educations Credits CEU.

I would be happy to send you the link to preview and / or download the complete webinar where I demonstrate the 2D GREE troubleshooting simulations...just send me an email!

I will be unveiling the 3D Virtual Reality VR GREE troubleshooting simulations at the AHR Expo in Orlando, Florida on Monday, February 3 and Tuesday, February 4, 2020 at the GREE



Gerry Wagner

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

booth #5543. You can participate utilizing VR goggles and hand-pods that I will provide for live, in-person demos at the following times...

Monday, 2/3/20 11AM, 2PM & 4PM  
Tuesday, 2/4/20 11AM, 2PM & 4PM

I will be adding the VR element to my in-person GREE mini split troubleshooting training events as I travel throughout the United States and beyond in 2020. Stay tuned for a complete schedule of GREE training events for the spring 2020 to be published soon!

SEE WAGNER PG.22

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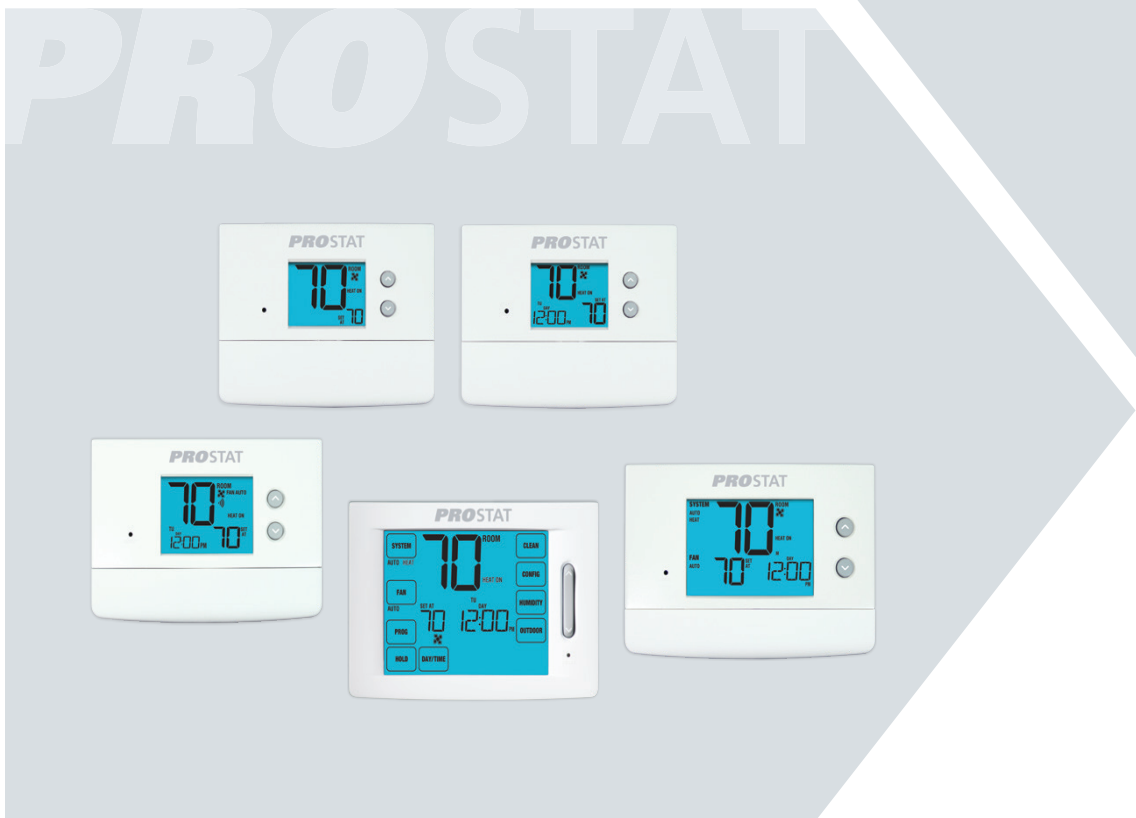
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## Airsys names The Heyden Stanley Group as Representative in the Southwest Market



**Houston-** Dr. Dave Gorman with Airsys, wallmount A/C Mfg., proudly announced the appointment of The Heyden Stanley Group as their representatives for Texas, Louisiana,

Mississippi, Arkansas, Oklahoma and New Mexico. Rick Heyden stated that “we are very excited to be introducing wall mount units with inverter technology to our market”.

## ACES AC Supply in Austin Celebrates Ken Clawson's Retirement



*Celebrating Ken Clawson's retirement from ACES AC Supply in Austin after 29 years of dedicated service taking care of our customers. Enjoy your much earned retirement.*

## Amana brand HVAC Announces Price Increase Effective February 2020

**Waller, Texas** – Amana[Symbol] brand Heating & Air Conditioning has announced a price increase up to 6 percent effective February 1, 2020, made necessary due to continuing cost pressures.

The price bump will affect all serialized Amana brand HVAC products.

Amana brand's “American Pride” legacy continues, with all of its products designed,

engineered and assembled in the United States.

By keeping operations domestic, the Amana brand strives to give its customers the power to provide jobs for Americans, while harnessing the innovation and productivity of American workers, according to the manufacturer.

For more information visit, [www.amana-hac.com](http://www.amana-hac.com).

## Goodman Announces Price Increase Starting in February 2020

**Waller, Texas** – Continuing cost pressures have made it necessary for Goodman Manufacturing Company, L.P. to raise prices up to 6 percent on its indoor comfort products effective February 1, 2020, the company has announced.

All serialized products will be affected

by the price increase.

Goodman remains committed to designing, engineering and manufacturing all its indoor comfort products in the United States.

For more about Goodman, visit [goodmanmfg.com](http://goodmanmfg.com).



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## Parker Hannifin is Joining Forces with The Chemours Company

Parker Hannifin - Sporlan Division, along with Chemours, advance the global adoption of R-454B, a low global warming potential (GWP) alternative for R-410A in residential and commercial HVAC applications.

Washington, MO. - R-454B, offered commercially by Chemours as Opteon™ XL41, is a mildly flammable A2L refrigerant blend of 68.9% R32 and 31.1% R-1234yf. Among the replacement candidates for R-410A with <750 GWP and comparable design and performance characteristics, R-454B boasts the lowest GWP of 4661, making it a very attractive choice for minimizing environmental impact and complying with future regulation.

“With this alliance, Sporlan Division helps address critical industry needs such as chemical compatibility of flow control components and optimizing the component performance within the systems. There will also be a collaborative effort towards training for a safe and proper transition to A2Ls,” Raghu Kunapuli, Sporlan’s Climate Controls business development manager commented.

Opteon™ low GWP HFO-based refrigerants are a portfolio of sustainable and versatile refrigerants that have been developed to address increasingly stringent global regulations while maintaining or improving performance compared to the products they replace, as well as encouraging more sustainable refrigerant choices and equipment designs to reduce the carbon footprint of the HVACR industry. “The qualification of Opteon™ XL41 by Sporlan Division is yet

another example of industry progress to ensure readiness for A2L refrigerants in air conditioning, heat pumps and chillers. This collaboration will support the industry shift toward more environmentally sustainable refrigerant solutions while meeting long-term regulatory requirements without sacrificing performance,” said Allison Skidd, market manager, Chemours Fluorochemicals, North America.

“We are very excited about the benefits this collaboration with Chemours brings to our mutual customers, as we successfully qualify our R-410A product portfolio for use in R-454B applications,” said Dustin Searcy, division marketing manager, Sporlan Division. “Two trusted names in the industry are making a joint commitment to help customers transition to next-generation, environmentally friendly refrigerants.”

Parker has been a proud member of the U.S. Environmental Protection Agency (EPA) SmartWay Transport Partnership since 2013, a program that helps Parker identify technologies and strategies to reduce carbon emissions. Parker has also achieved a high Carbon Disclosure Project (CDP) supply chain rating, measuring against 5,000 other companies taking action to support a sustainable economy.

## Ruskin® Stainless Steel Airfoil Blade Damper Now Available

New CD60SS complements popular CD60 galvanized model

Grandview, MO – Ruskin® introduces a new addition to its airfoil blade damper models. The Ruskin CD60SS is AMCA-certified for Class IA leakage resistance (three cubic feet per minute at one-inch water gauge), which meets the requirements of the International Energy Conservation Code (IECC).

The CD60SS is constructed from 304-grade stainless steel and designed for high performance in HVAC systems with velocity and pressures up to 4,000 feet per minute (fpm) velocity and 8-inch water gauge pressures. The CD60SS complements its galvanized airfoil model counterpart CD60, which is the most specified and top-selling damper for Ruskin. The stainless steel construction delivers higher durability against corrosion.

“Our latest airfoil blade damper was designed to deliver exceptional performance with high-velocity HVAC systems,” said Mike Coyazo, product manager, Ruskin. “The new stainless steel damper makes the CD60SS more corrosion resistant, resulting in lower maintenance costs.”

For more information on the CD60SS, visit <https://www.ruskin.com/model/cd60ss>. For more information about Ruskin, visit [www.ruskin.com](http://www.ruskin.com).

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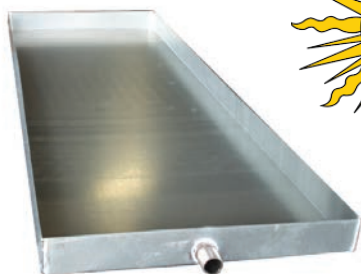
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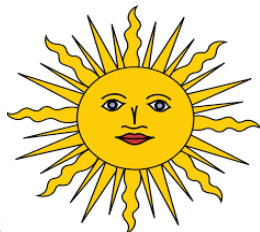
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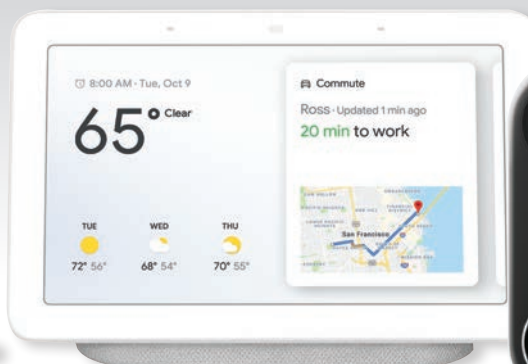
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## AHR Expo Donates \$26,300 to the Central Florida (Orlando/Apopka) Police Athletic League through the 2020 Innovation Awards Program

**Westport, Conn.,** – AHR Expo, the world’s largest HVACR event, to be held in Orlando, February 3-5, 2020, is giving back to the Orlando community with a donation of \$26,300 from its Innovation Awards program. The Central Florida Police Athletic League (P.A.L.) has been selected as the recipient for 2020. This year’s donation marks the largest donation to date, a result of the Innovation Awards program receiving its most ever entries.

Each year, 100% of the entry fees collected from the Innovation Awards competition are donated by the AHR Expo to a charitable organization within the region where the Show is being held. In 2019, the AHR Expo worked with the Atlanta area P.A.L. organization with great success.

The Central Florida Police Athletic League serves the Orlando/Apopka area and is a registered non-profit 501(c)(3) organization dedicated to providing affordable after school, summer and athletic opportunities to more than 500 Central Florida youth. P.A.L. partners with organizations to provide a safe, healthy environment for its community children and teens. P.A.L.’s partnership with the police department provides mentorship as well as safety and crime prevention programs. In addition, P.A.L. partners with a number of community organizations to provide athletic, educational and recreational development. While P.A.L. serves many youths, typically from low to moderate income households headed by a single parent, all children are welcome and encouraged to participate in their programs.

In 1967, Orlando Police Officer Chick Fryar established what would become today’s Central Florida Police Athletic League. Officer Fryer is well-known in the area and remains a longtime advocate in the city of Orlando. Fryer grew up in the Paramore District area in a low-income household and aspired to give back to his community. Working closely with the Chief of Police at the time, Fryer instructed police officers to seek out those in need within their districts and encourage them to contact P.A.L. for assistance—especially underprivileged children living in the Orlando area who could benefit from a safe place to play and enjoy recreational activities.

The first Orlando area P.A.L. was launched in an old Winn Dixie grocery store building on Orange Blossom Trail. The city soon put in a playground at Fryer’s request, and both the Chief of Police and Mayor at the time donated money from their

own pockets to launch the program. In just a short time, it was apparent that P.A.L. was welcomed in the community and was working to keep area youth from participating in crime activity. In 1976, P.A.L. was officially incorporated as a 501(c)(3). It continues to be a success today, supporting the youth of Orange County Florida. \*

Central Florida P.A.L. remains a vibrant part of the community and continues to grow its efforts to support children in the area. The strength of the program’s leadership in conjunction with the dedication of the Central Florida Police Departments provides a strong program for youth to build positive relationships through educational activities.

“The AHR Expo continues to be humbled by the warm welcome from the surrounding communities where the Show is held. We are thrilled that we are able to work closely with these cities to support local initiatives while we are in the area,” said Mark Stevens, Show Manager of the AHR Expo. “The growth and success of our Innovation Award program shows a dedication to our growing HVACR industry — and supporting the growth of strong local programs such as P.A.L. that are serving their community’s youth is another way to support the future of our industry and many others. We look forward to seeing P.A.L. embark on their growth initiative with an HVAC system supported in part by this donation, as well as following along as they continue to provide invaluable services to so many.”

Chick Fryar remains active in his involvement with the Central Florida P.A.L. and serves as the organization’s Chairman of the Board. Mr. Fryar and colleagues will attend the 2020 AHR Expo Innovation Awards Ceremony to accept the donation and speak about their local effort. The official ceremony will be held Tuesday, February 4, 2020.

For additional information on the 2020 AHR Expo, to be held February 3-5 in Orlando at the Orange County Convention Center, visit [www.ahrexpo.com](http://www.ahrexpo.com). Contractors, HVACR engineers, technicians, public utility workers, students of the trade and other professionals working in the HVACR industry who are looking to network and see what’s new in the field can register for free on the website until January 23, 2020.

*\*For more information on Central Florida P.A.L., their history and programs, visit <http://palcentralflorida.com/>.*

## CDA Unveils 3-part Guide to Optimizing HVAC&R Efficiency with Smaller Diameter Copper Tubes

**McLean, VA** – The Copper Development Association (CDA) released research summaries on next-generation heat exchangers. The new three-part white paper gives industry professionals the most current insights on enhancing efficiency of HVAC&R systems using smaller diameter copper tubes. New systems based on these designs may give owners and engineers the opportunity to reduce operational costs and energy consumption.

Researchers from Optimized Thermal Systems, Inc. OTS used Multi-Objective Genetic Algorithm (MOGA) simulations to identify optimal heat exchanger designs in PTAC systems and Sub-Zero refrigeration systems. The PTAC studies particularly identified new condenser designs with smaller diameter copper tubes that can reduce both energy consumption and operational

cost for PTAC systems, which are widely used in hospitality and some commercial applications. The Sub-Zero refrigeration study also used MOGA to find condenser designs that could reduce internal volume and total system charge while also maintaining or exceeding current performance levels.

These design identifications improve the progression and development of modern HVAC&R systems. “The exciting conclusions drawn will help minimize the volumes of energy exerted by HVAC&R systems,” said Kireta Jr., “they reflect copper’s inherent material advantages across a wide range of applications from plumbing, to energy and architecture.”

For more information, please visit [www.copper.org](http://www.copper.org) or contact Carolina d’Arbelles-Valle at [CD.Arbelles-Valle@kellencompany.com](mailto:CD.Arbelles-Valle@kellencompany.com).

## America’s HVACR and Water Heating Manufacturers Applaud Tax Treatment

### *“Minibuses” Extend Efficiency Tax Credits*

**Arlington, VA** - Manufacturers of heating, ventilation, air conditioning, commercial refrigeration (HVACR), and water heating products applauded the efforts of Congress and the President in extending important tax incentives for energy efficient new homes, home improvements, and commercial multifamily buildings. The incentives were included as part of the minibus appropriations legislation passed by Congress and signed by President Trump on December 20.

“Tax incentives that make it easier for homeowners and business owners to replace older, less efficient HVACR and water heating equipment are an important part of the nation’s overall effort to improve efficiency and thus save energy,” said AHRI President & CEO Stephen Yurek. “Our industry has dramatically improved the energy efficiency of its products and equipment over the past couple of decades, so getting those products into America’s homes and businesses in an expedited manner is a win-win for the nation and consumers,” he added.

The included language extends the IRS Code Section 25C credit that provides a 10 percent tax credit for the purchase of certain nonbusiness energy efficient products, including residential central air conditioners, certain water heaters, furnaces, and heat pumps, subject to a lifetime cap of \$500 per household.

On the commercial side, the language extends the Section 179D tax deduction of up to \$1.80 per square foot to help offset the higher cost of more energy efficient building components, and the Section 45L tax credit of \$2000 for home builders that use at least 50 percent less energy for space heating and cooling in new homes and a \$1000 credit per manufactured home that achieves 30 percent energy savings for heating and cooling or one that meets ENERGY STAR requirements.

### **BALL con’t**

Look at the websites of your closest competitors. How does yours compare? Does your site look a little worn around the edges, a little out of date? How does the writing compare? Does yours flow and make sense, incorporating keywords, and focusing on your customer’s needs? If not, it may be time for a face lift.

Do you have conversion opportunities such as simple contact forms, or white papers and checklists for visitors to download? If so, determine how many people are taking advantage of those activities. Establish a goal such as 50 subscriptions to your newsletter, or 10 requests for proposals. Make the numbers specific and measure every month. If you miss your target, go back and look at your website again. Measure, and adjust, over and over again.

### **Count your new customers**

How many people became clients because they dropped by your website? This includes clients who come to you via your online contact form, as well as those who picked up the phone and called after seeing the site. Make sure you have a system in place for determining how prospects found you.

### **Need Help with Your Website Performance Review?**

The most critical part of any marketing activity is measuring and making sure your activities are paying off in a meaningful way. If your website isn’t up to snuff, give us a call and let’s talk about how we can help make sure your website is an integral and effective part of your marketing strategy.

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# Construction Employment Rises by 1,000 in November and 146,000 in 12 Months; Slowing Job Gains may be Sign of Labor Shortages, Not Slumping Demand

*Industry Continues to Add Workers Faster and Pay Higher Wages than Overall Economy as Association Officials Call on Congress and the White House to Pass the JOBS Act, Boost Funding for Career Training*

Construction employment remain busy and have lots of projects on their order books," said Ken Simonson, the association's chief economist. "But they find it extremely difficult to fill many positions despite paying more than other industries. That's not surprising, given that the total unemployment rate returned to a 50-year low in November—a sign that all industries are competing for workers."

Simonson observed that the average weekly hours for all employees in construction increased from 38.7 in November 2018 to 39.1 in November 2019, even though construction employment rose by 2.0 percent

over the year. In contrast, private sector remained flat at 34.4 hours, while total nonfarm employment increased by 1.5 percent.

"One takeaway from these numbers is that contractors are adding workers faster than other sectors, but they are eager to hire even more people to keep pace with strong demand for projects," Simonson commented. "To make up for the shortfall, many firms are asking workers to put in more hours." The construction economist noted that it will be difficult for firms to continue asking existing staff to

compensate for labor shortages in the long run.

Average hourly earnings in construction—a measure of all wages and salaries—increased 2.7 percent over the year to \$31.08. That figure was 10.2 percent higher than the private-sector average of \$28.29, the association official noted.

Association officials said Congress and the Trump administration should address construction labor shortages by passing the JOBS Act, boosting funding for career and technical education and enacting comprehensive immigration reform measures. The JOBS act

would make it easier for students in short-term credentialing programs that teach skills like construction to qualify for federal Pell Grants, they noted.

"Labor shortages are making it harder for firms to keep pace with demand, and more important, it is making it harder for them to add new people to their payrolls," said Stephen E. Sandherr, the association's chief executive officer. "Making it easier for young adults to acquire construction skills and for skilled workers to enter the country when they are needed will put many more people to work in high-paying construction careers."

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## It's On My Heart: The Best Time of the Year

So I realize this may reach you after the holidays, but I just obtained this information, wanted to share it. Never too late to start planning for next year.

What are you going to do this year to help the community you are serving? Just saw a FaceBook post that Mark Stepowoy's company in Cleveland bought 176 turkeys anonymously through a charity to those in need, they were all living outside their service area. Chas Roberts in Phoenix is again collecting toys for needy families in the area, last year they donated almost 300 toys. Looking for that number to grow this year. MP Heating and Air Conditioning in Portland did a toy drive, got enough gifts for over 150 families. Randy Kelly with On Time Experts in Dallas installs a new HVAC system and water heater for Christmas. Scott Woodward bought \$1000 worth of food for their local church, they do a food program for elementary school kids. Parker and Sons in

Phoenix has supported the Special Olympics for years, raising money and participating in local events.

Peter Levi, owner of Peter Levi Plumbing and HVAC gave away 800 turkeys Thanksgiving week, his 6tyh annual turkey giveaway. GM Noujaim with Tropical Heating and Air in Irvine, CA adopted a family for both a holiday meal and gifts for their 4 children. Victor Rancour with Absolute Airflow is doing a toy drive and giving out a system for Christmas, put together a radio ad looking for a family. Scott Merritt with Fire and Ice in Ohio did a turkey drive, got the company involved. Donley Service Center gave a \$2500 donation to Big Brothers and Big Sisters of Arizona. Goettl Air Conditioning and Plumbing supports Amanda Hope Angels, Diamonds Children Medical Center in Tucson, Sunrise Children's hospital in Las Vegas as well as donating tools to Veteran HVAC students.

Perhaps the most unusual

show of giving back is from Nathan Cooper, whom I quote:

**We give back all year. We employ women from underprivileged areas in the Philippines. One of them we helped to get full custody of her child when her ex-partner was abusive. I had to write a letter to the local government. Another supports her entire family from our salary. We pay for travel for them and maternity leave etc. These are not compulsory as they don't have employment regulations there.**

Some of us did not go the typical route, Karl Ferry with Payless Services in Houston paid for a child's funeral. His words, just couldn't let that family worry anymore.

Got most of this information from FaceBook, so if I left someone out, or misspelled your company name, please forgive.

My point, this time of year is a great time to think of others. Some of your friends or neighbors may

be experiencing a season without a family member for the first time. Maybe a son or daughter or mom or dad, grandparents or extended family, the pain can be really harsh at the holiday season. Reach out to be sure everyone on your radar screen has someone to share the holidays with. We actually asked our Starbucks barista today how she was going to spend Thanksgiving, her answer was surprising. She has family in California, but not going home, said she was one of the employees who was going to work so others could be with family. Told her we would stop by Thanksgiving morning to share the day with her.

So, as I have said in the past, look for ways to give back this season. Visit a hospital, nursing home, or just be aware in your neighborhood, see if someone seems left out. Then let them know you care, spend some time helping them get through the holidays. You will be blessed.

Thanks for listening, we'll talk later!



**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., 18245 N. 66th Way, Phx, AZ, 85054; 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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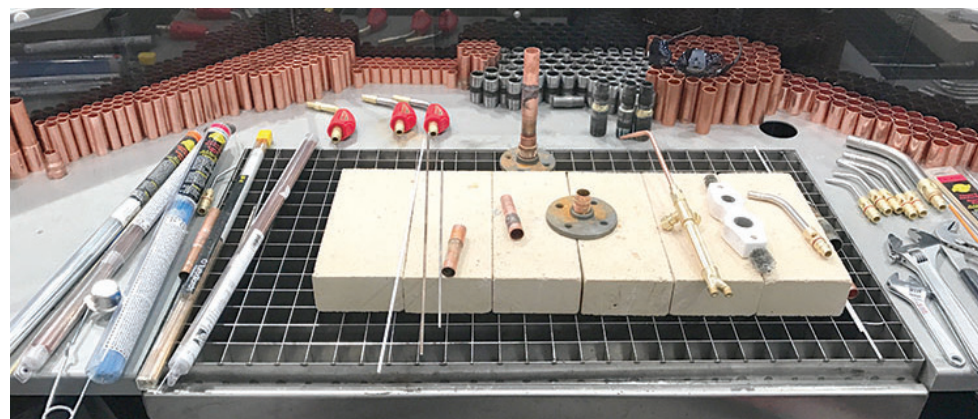
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## Product News

### Turbotorch showcases Brazing, Soldering, Welding And Cutting Products at Ahr Expo in Orlando, Feb. 3 - 5



**Annapolis Junction, Md.** – TurboTorch, an ESAB brand, will showcase its industry-leading portfolio of brazing, soldering, welding and cutting products in booth 5843 at the 2020 AHR EXPO, held Feb. 3 - 5 at the Orange County Convention Center in Orlando, Fla.

Burning up to 40 percent hotter than competitive air-fuel torches, TurboTorch Extreme™ air-fuel torches set the highest industry standards for performance, reliability, durability and safety. They create a “wrap

around” flame effect that heats pipe more evenly and quickly. TurboTorch offers a full line of air-fuel torch tips, handles, components and portable tote outfits, many of which will be showcased in hands-on demos during the show.

As part of the ESAB family of brands, the TurboTorch exhibit also features Victor oxy-acetylene torches, gas regulators and nitrogen purge systems; Thermal Dynamics manual plasma cutters; ESAB All-State brazing solders and

fluxes and the ESAB Rebel™ and ET series of compact, portable welders.

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## PRODUCT NEWS

### Regal Introduces the Klamploc™ Adapter Lock for Sealmaster® Spherical Bearings

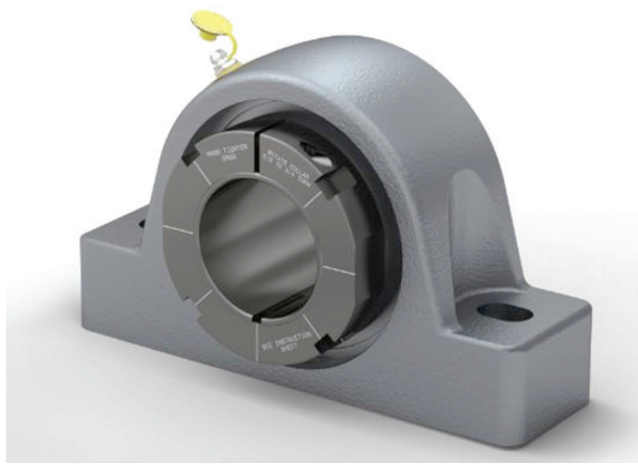
**Beloit, Wis.** — Regal Beloit Corporation, a leading manufacturer of electric motors, electrical motion controls, power generation and power transmission components, announces the release of the new Klamploc adapter lock for Sealmaster mounted unitized spherical roller bearings (USRB).

The Klamploc adapter lock was designed to simplify the installation process while improving shaft lock reliability. It accomplishes these goals with two unique design features.

The first feature includes key installation steps that are written on the lock collar. Regal always

recommends fully reading the installation instructions prior to attempting an installation. Often, after bearings are removed from their boxes prior to installation, the boxes and the installation sheets get discarded by users. Or, the sheets might be reviewed ahead of time, but the installation specifications do not get memorized or are unavailable when needed at a job site. Because the Klamploc adapter has installation steps clearly marked on its collar, the installer can simply read the specs from the bearing itself.

The second key design feature is a split collar with a cap screw to close the split.



With the Klamploc adapter, there are neither parts to remove and then install nor parts to bend on the bearing. Other market options require one or more parts to be removed before installation. This not only introduces additional non-value-added steps, but it also creates a situation where these parts, often small, can be lost.

“Other market options require a tab to be bent down to achieve the final lock, but bent tabs can be subjective,” said Jason Annes, Sr. Product Manager, Regal Beloit. “With the Klamploc adapter, the final lock of the collar is achieved by simply tightening the screw to the specified torque, eliminating the competition’s several steps.”

In addition to offering simplified final locking, the split Klamploc collar has a benefit unique to the industry. When tightening the collar cap screw, the split collar compresses and grips the adapter sleeve, which can provide additional clamp force to the shaft when combined with the properly set adapter lock.

Sealmaster USRB bearings with the Klamploc adapter lock have launched in bore sizes of 5 inches and below. Sizes above 5 inches will be launched in 2020. Additionally, a spanner installation tool is available. This tool, when used with a half-inch drive

breaker bar, speeds up the installation process further by tightening the collar in one step, rather than using several blows from a hammer and drift.

USRB bearings with Klamploc adapter lock include the Sealmaster sealing, which helps to keep contaminants out of the bearing in the toughest and dirtiest situations. USRB bearings can be found in aggregate process, unit material handling, air handling, agriculture, metals and mining, and other industrial applications.

For more information about USRB with Klamploc, visit [www.regalbeloit.com/USRB-Klamploc](http://www.regalbeloit.com/USRB-Klamploc).

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**HARSHAW con't**

Point 4: As a broad and quick rule of thumb, your street rate needs to be a minimum of 3 times your highest-paid service tech's hourly wage (counting benefits). Example: Bill is your highest paid tech. He makes \$36 an hour. Allowing the national average of 30% for benefits, he costs you  $\$36 \times 1.30 = \sim \$47$  an hour. Multiply by 3 to get \$141 per hour. If your flat rate is higher than that, you are hiding flab with a financial girdle. If it is less than that, you may need to make adjustments. (This assumes a 25 call week; if your area has awful traffic and you only average 20 calls a week, or less, you need to adjust accordingly. For example, running 20 calls a week in Dallas might be the best you can do, so I would take Bill's flat rate equivalent of \$141 per hour and adjust it by 25 calls idea week/20 calls Dallas week = 1.20. So Bill's rate should then be  $\$141 \times 1.20$  or \$169.) But I have

heard of flat rate users basing their pricing menus on rates as high as \$450 per hour, and that is Frankly (as in Blau) ridiculous.

As Frank said, "Charge your customers the way you would charge your dear old grandmother." If you'd charge your grandmother an hourly rate that a swanky lawyer charges for a divorce, you are bringing shame to this trade and your fellow contractors. (Heck, my divorce attorney only cost me \$350 an hour, and I did not even get a relay for that!)

So if you are on flat rate, review your operation. Is your rate inflated to hide the fat and ugly scars of sloppy business practices? If so, clean up your act and reduce your rate. And if you are not on flat rate yet, weigh these efficiency benchmarks before picking a system and setting a ridiculous street rate. Frank would approve and your grandmother might even bake you a fresh apple pie!

**WAGNER con't**

The goal of this project was to create GREE product based training tools that can be used in my traveling training events but more importantly, can be used independently of my "in-person" training so installers and technicians can continue to refine their troubleshooting skills long after their attendance of an in-person event.

It is our plan to use the simulations as another alternative for the training requirement of the GREE Select Dealer Program...prospective members can complete the training requirement by either attending an in-person event or use the 8 video / 8 question quiz which is already in place via [www.GREEdtraining.com](http://www.GREEdtraining.com) and soon, use these 2D simulations

as yet another way to meet the program training criteria.

The #1 suggestion I receive in the after-class survey when asked, "how can we make the class better" is to add a "hands-on" element to the class. Virtual Reality allows me to bring a working GREE mini split system where ever I go and allows the training event attendees to have that hands-

on experience. We believe that GREE is the first and currently the only mini split manufacturer to offer this type of training.

So, what is next for mini split training? Well, the future is now and I am honored to be the trainer that GREE, Tradewinds Climate Systems and Interplay Learning have chosen to bring Virtual Reality training to you in 2020!

## American Aldes, Aldes Canada Rebrand as Aldes North America

*Global manufacturer of airflow controls to heat and energy recovery ventilation systems is unifying under one brand in 2020*

**Bradenton, Fla.** – The industry leader of ventilation products and systems for homes, multi-family dwellings, hotels, schools and numerous other commercial applications, Aldes, announced it is combining American Aldes and Aldes Canada under one cohesive brand, effective Jan. 1, 2020. The combined brands, now known as Aldes North America, will open the market in Canada for top-of-the-line automatic airflow controls and continue to offer advanced heat and energy recovery ventilators to all North American customers.

"The launching of one cohesive brand in North America will enable us to build and expand on the expertise that both the U.S. and Canadian organizations bring to the marketplace to create a stronger and more unified team," said John Harrell, president of Aldes North America. "It's really an opportunity for advancement,

and we look forward to seeing it carry Aldes into our next chapter of growth."

With the rebranding, Aldes North America will combine its U.S. and Canadian resources, increasing the company's operational efficiencies, streamlining customer service and provide a sustainable competitive advantage with innovative products and services. Through this transformation, Aldes's growth is projected to triple by 2025.

For now, however, stakeholders can expect seamless changes and updates as the rebranding process unfolds, and Aldes North America will work closely with current customers and employees to ensure a smooth transition process.

"The primary reason behind every decision we make is, ultimately, to better our customer experience, and this transformation of the Aldes North America brand is no exception," Harrell

said. "This will allow for a broader selection of ventilation solutions and an even higher quality level of service. We want our partners to know how valued they are and how serious we are about always finding ways to improve their journey with us."

Aldes North America specializes in manufacturing and distributing ventilation systems and components for residential and commercial markets, such as airflow balancing components, residential in-line fans and patented demand control terminal devices for commercial applications. The company also serves as an industry leader in both residential and commercial air-to-air heat and energy recovery solutions.

For more information, visit <https://aldes.us/> and <https://www.aldes.ca/>. The new Aldes North America website will launch in early 2020.

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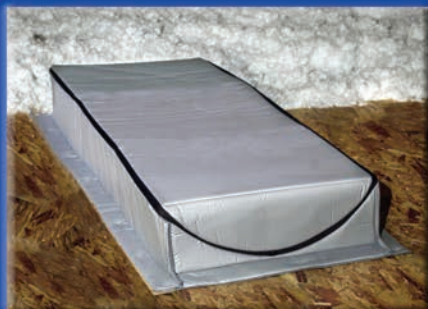
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Vince SiFuentes - 30 Years, John Longobardi - 35 Years, Lonnie Hughes - 30 Years



25 Years Alfonso Veliz, Jose Sanchez, Enrique Garcia, Mike Hernandez & Jose Frausto



20 Years Rene Garcia, Gary Braddock, Charles Haire, Jerry England & Chris Brasher



15 Years Joseph Brown



5 Years Aaron Moore, Karsten Wollmann, Bryan Craven, Xavier Gonzales, Jason Dobbs, Allen Figueroa & Jonathan Gilbert

Insco Distributing has always taken great pride in the tenure of our employees, recognizing how industry experience impacts the level of customer service & support we can offer. “Best Products, Best Service & Best People” has been our long-standing slogan and core belief. We truly feel that we have the best collective group of people in the

industry. Their enthusiasm, passion and pride define Insco and who we are and strive to remain.

This was never more apparent than at our annual Service Awards luncheon held this December. Insco team members are honored on their work anniversaries in five-year increments. This year Insco was fortunate to be able to recognize 20 employees

for 20 or more years of service and present them with a small token of our appreciation. Of the 20, 6 celebrated their 25th year, 2 were honored for 30 years at Insco, 1 for his 35 years & finally 2 gentlemen that have proudly served Insco for 40 years.

Insco is thankful for all our dedicated employees and looks to many more years and many more Service Award Luncheons.

## Johnson Controls breaks ground on 22,000 square-foot expansion at Hattiesburg, Mississippi, plant

Expansion will provide jobs to local economy, meet growing demand for custom air-handling units

**Milwaukee** – Johnson Controls broke ground on an expansion of its air-handling unit manufacturing facility in Hattiesburg, Mississippi.

The 22,000 square-foot expansion will create 40-50 new assembly jobs to boost production and the local economy. The facility, which manufactures both YORK and Miller-Picking brand systems, is increasing its footprint in response to the growing demand for custom air-handling units.

“We’re excited to start this project, create attractive employment opportunities for area residents and serve the growing needs of the heating and air conditioning industry,” said Ramiro Rodriguez, plant manager, Johnson Controls. “This expansion is another chapter in our long-term commitment to employees, Forrest County and area business partners.”

The expansion, which will increase the facility’s size to 120,000 square feet, includes the relocation of several sub-assembly cells and opens more manufacturing space in the main plant. Johnson Controls will also install a new crane system that will move products during the manufacturing

process. The project is slated to be completed in May 2020.

“It is always welcome news when one of Hattiesburg’s longstanding manufacturing employers adds additional jobs,” said Hattiesburg Mayor Toby Barker. “We congratulate Johnson Controls on this expansion. It is a testament to the company’s forward-thinking leadership and to Hattiesburg’s dynamic and skilled workforce.”

Johnson Controls currently employs 225 workers at the facility. It is one of the top five preferred manufacturing employers in Hattiesburg. The existing plant was built in 1968, and the last building expansion was completed more than 20 years ago.

The new expansion involves ongoing collaboration among many partners, including the City of Hattiesburg, Forrest County and Area Development Partnership. The general contractor is Rustin Metal Buildings and Construction, Laurel, Mississippi.

Chad Driskell, chair, Area Development Partnership, stated: “Johnson Controls’ expansion in Hattiesburg speaks to our pro-business operating environment and the quality of our regional workforce. Employees drive from across

South Mississippi to work in the regional hub, which also creates more opportunities here for them to dine, shop and play.”

David Hogan, president of the Forrest County Board of Supervisors, said: “We’re honored to hear Johnson Controls is expanding here in Forrest County. The company has a history of success here in the Forrest County Industrial Park that dates back 50 years, and we look forward to the company’s presence for another 50 years as a major contributor to our strong manufacturing sector.”

While the expansion is a boon to the local economy, it also demonstrates the continued investment and leadership of Johnson Controls in the heating and air conditioning industry. Manufactured in Hattiesburg, YORK and Miller-Picking air-handling units are used in commercial buildings throughout the world. The plant complements the company’s Airside Center of Excellence in York County, Pennsylvania, which features 40,000 square feet of office space and 285,000 square feet of manufacturing space.

For more information, please visit <https://www.johnsoncontrols.com/hvac-equipment/air-handling-units>



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## Century A/C Supply Opens New Training Center and Lab



**Houston, TX** - Century A/C Supply, a leading HVAC distributor in the state of Texas, hosted a grand opening celebration on November 14th to debut their new Houston Training Center and Lab. The newly designed training center will be utilized to host public and privately scheduled training events and classes for HVAC contractors and multi-family technicians. The building

features a classroom space that can accommodate up to 60 students and a working lab equipped with 12 individual Ruud units to provide a hands-on learning experience.

“Our goal is to offer the best training experience possible for HVAC contractors and technicians, and this new training facility allows us to do that,” says Ken Schreiber, General

Manager of the Houston region. “We are most excited about the experience the technician will gain by learning in the hands-on lab. The Ruud HVAC systems installed are fully operational and will allow the attendee to learn on live equipment, simulating exactly what they would face in the field.”

The grand opening event occurred on-site

with customers, representatives from Ruud, and Century management in attendance. Attendees enjoyed light bites and drinks while they toured the facility. Classes are open to the public and a current training schedule can be found at [www.centuryac.com/training](http://www.centuryac.com/training). The training lab is located at 10460 W. Sam Houston Parkway South, Houston, TX 77099.

## Johnson Controls addresses consumer demand for innovative, efficient and future-ready HVACR technologies at the 2020 AHR Expo

*Booth 3833 will feature advancements in smart equipment designed to enhance comfort, safety and productivity in buildings*

**Milwaukee** – Johnson Controls will showcase its unmatched portfolio of advanced, sustainable and future-ready HVACR solutions at the 2020 AHR Expo (Booth 3833) Feb. 3-5 at the Orange County Convention Center in Orlando, Florida. The Johnson Controls booth will be centered around the company’s new brand focus – ‘The power behind your mission’ – which reinforces its commitment to advancing the safety, comfort and intelligence of spaces and places to power its customers’ business goals.

“The HVACR industry is constantly evolving and Johnson Controls is well-positioned to meet changing consumer demand with more efficient, sustainable and smart-ready products,” said Jeff Williams, president, Global Products, Johnson Controls. “The 2020 AHR Expo brings together a collection of our latest and most advanced products to help simplify building management, increase energy efficiency and reduce operating costs.”

New technologies on display include:

**YORK® Sun™ Choice:** The new 15-27.5-ton commercial rooftop units exceed Department of Energy (DOE) 2018 regulations by up to 25% and surpass future DOE 2023 part-load standards by nearly 10%. The units feature a lightweight design that is up to 33% lighter than existing Johnson Controls models and up to 22% lighter than competing products.

**Large-tonnage commercial rooftop units:** The new series of 27.5–50-ton commercial rooftop units provide class-leading performance to deliver comfort without compromise – all in a cost-effective package. The units are Smart Equipment™ enabled and provide seamless integration with leading building controls systems, including Verasys®, which helps maximize control for greater efficiency, extended equipment life and reduced operating costs.

**New Communicating Zoning System:** YORK® will launch the new Wi-Fi-enabled Hx™3 communicating zoning solution, offering a range of devices to build systems supporting up to eight zones in homes resulting in maximum efficiency of equipment. The communicating zoning system can be controlled on the equipment, individual room thermostats or remotely controlled on the upgraded Hx™ Pro mobile application. When paired with this new technology, YORK® Affinity™ Variable Capacity Systems are smarter, more connected, more efficient and more reliable than ever before. The Ducted Systems group will also feature the 2020 AHR Innovation Award-winning YORK® TL9E Ultra-Low NOx Gas Furnace.

**Metasys Release 10.1:** The latest version of the Metasys building automation system (BAS) includes an award-winning Cyber Health Dashboard and a new family of

Network Engines to help drive system performance and cybersecurity. An exclusive first look at Metasys enhancements that will be available later this year will also be on display, including new supervisory and equipment controller models and fault detection, and fault triage capabilities.

The Johnson Controls building automation team will also exhibit next-generation hardware for Facility Explorer, including a brand new supervisory controller, a new family of Programmable Logic Controllers (PLC) for critical environments and other additions to its robust building automation portfolio as part of the recent EasyIO acquisition.

**PENN Connected Refrigeration:** This new tool leverages the cloud, IoT, mobile applications and data analytics to provide real-time data to optimize commercial refrigeration system efficiency, performance and reliability. It’s a cost-effective solution to ensure food stored in refrigeration equipment is always safe.

Johnson Controls will feature a wide range of commercial and residential thermostat controls. Designed to help occupants efficiently and easily manage indoor comfort, the LUX portfolio provides a commercial line of thermostats of all types – from mechanical and pneumatic to smart Zigbee and zWave controls – to fit almost any project. Pros can

see first-hand the simplicity and design of the LUX line of smart thermostats, including the KONO Smart, KONOz and KONOzw, CS1, GEO and the award-winning LUX P series of programmable thermostats, as well as the latest Johnson Controls TEC3000 and WT4K for commercial applications.

**HVAC Designer:** This new web-based tool speeds up the HVAC systems design process by assisting with many time-consuming tasks necessary to design a complete system, such as a rooftop system with Verasys controls. The tool can import loads from diverse sources, create your schematics, automatically complete industry-standard HVAC calculations, guide product selections that meet system performance requirements, and create project documentation.

**Hitachi multi-module water source VRF heat pump and heat recovery systems (Booth # 3819):** The new multi-module systems are the largest capacity water source variable refrigerant flow (VRF) systems in the industry – ranging from 6-48 tons – and offer the capability of connecting multiple single-module units.

A new development for the award-winning YORK® YZ Magnetic Bearing Centrifugal Chiller will be announced at the show. Launched in early 2018, the YZ is the first chiller fully optimized for ultimate performance with a next generation

low-global warming potential (GWP) refrigerant. The YZ offers outstanding efficiency, an impressive operating map, sustainability and a low total cost of ownership.

Johnson Controls Innovates Wrap-Around Heater Exchangers for a Compact Air Handler Footprint: With the growing need for energy-efficient dehumidification methods, Johnson Controls has developed an integrated wrap-around heat exchanger option exclusively available in YORK® air handlers. The result is a compact design offering a significant footprint reduction vs. alternative systems. Wrap-around heat exchangers offer dehumidification benefits for many HVAC system applications including schools, hospitals, laboratories and gymnasiums. Manufactured on the same line as other YORK® AHRI 410-certified coils, Johnson Controls guarantees the performance and reliability of the entire system without need for onsite installation or additional manufacturing lead time.

**Johnson Controls Companion:** This personal occupant app combines temperature and lighting control, space reservation, desk usage, way finding, helpdesk, ticket request and mobile access/e-badge management to enable the workplace and workforce of the future. The easy-to-use app gives occupants more control while making buildings smarter and more efficient.

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# Johnstone Supply Corpus Christmas Open House

*Johnstone Supply Corpus and the Valley celebrated Christmas with a series of Open Houses the week of December 9-13th.*

*The Open Houses finished in Corpus on Friday the 13th with a lunch, vendor fair and prizes given away.*





## AHRI Announces New Officers, Presents Awards

**Arlington, Va.** – The Air-Conditioning, Heating, and Refrigeration Institute (AHRI) held its inaugural Leadership Forum November 10-12 in Puerto Rico, during which it elected its new officers and presented awards to industry leaders.

“The dedication of these industry leaders makes it possible for AHRI to continue to be the recognized voice of the industry and a reliable source for information,” said AHRI President and CEO Stephen Yurek. “We are very grateful for their service to AHRI and the HVACR and water heating industry.”

AHRI’s new Chairman is John Galyen, President, North America, at Danfoss.

The officers and Executive Committee are as follows:

Vice Chairman: Mike Schwartz, CEO, Daikin Applied

Vice Chairman: Ron Duncan, President, Magic Aire

Treasurer: Megan Fellingner, President & CEO, Morrison Products

Past Chairman: Bill Steel, President & CEO, Bard Manufacturing

Board of Directors:

Kevin Beckett, President, R. W. Beckett

Gary Bedard, EVP, President, and COO

Worldwide Refrigeration, Lennox

Mike Branson, President, Rheem

Manufacturing Co.

Bruce Carnevale, President and CEO, Bradford White Corp.

Elizabeth Haggerty, VP and GM Global Ducted Systems, Johnson Controls

Chris Nelson, President, Carrier Residential and Commercial Systems

Brent Schroeder, President Air Conditioning Business, Emerson

Donny Simmons, President, Commercial HVACR, Ingersoll Rand

John Swann, President, Weil-McLain

Kevin Wheeler, President, NA, Europe, and India, A.O. Smith

The Richard C. Schulze Award is given for distinguished service and commitment to AHRI and the industry’s goals and objectives.

AHRI congratulates:

- Henry “Skip” Ernst, Daikin Applied
- Joe Sanchez, Bitzer U.S.
- Rusty Tharp, Goodman Manufacturing
- Robert Whitwell, Carrier

AHRI presented the Public Service Award to Byron Horak of Intertek.

The Distinguished Service Award is AHRI’s highest honor; it recognizes industry leaders who have made significant contributions throughout their careers. AHRI honored Mike Woodford, retiring this year from AHRI after 42 years of service.

## ACCA Statement on U.S., Mexico, Canada Free-Trade Agreement

**Arlington, VA** - The Air Conditioning Contractors of America (ACCA) released the following statement from ACCA President and CEO Barton James on the bipartisan U.S., Mexico, Canada free trade agreement (USMCA):

“ACCA is pleased that the President and Congress have reached a bipartisan deal on the USMCA. Tariffs on products and materials from Mexico and Canada have contributed to price increases as high as 20 percent on HVACR products. ACCA supports trade agreements that ensure the HVACR industry is not subject to tariffs.

This agreement is long overdue and ACCA appreciates President Trump’s leadership that brought our trading partners to the table and pushed Congress to take action. ACCA hopes this agreement paves the way for more bipartisan legislation in Congress, including tax extenders, infrastructure funding, and passage of federal legislation to ensure a unified HFC refrigerant phase-down schedule. ACCA also hopes that the USMCA leads to trade agreements, including with China, that could remove more tariffs that impact the HVACR industry.”

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## ASHRAE Learning Institute Announces Course Schedule for 2020 Winter Conference in Orlando

**Atlanta**—ASHRAE Learning Institute (ALI) will offer 21 courses during the 2020 ASHRAE Winter Conference & AHR Expo in Orlando. The conference will be held Feb. 1-5, 2020, and the Expo runs from Feb. 3-5.

“Today’s building professionals are required to have an extensive knowledge base to draw from to address the challenges of operational performance in buildings,” said 2019-20 ASHRAE President Darryl K. Boyce, P.Eng. “ALI courses offer practical training on a variety topics to inspire innovative solutions and equip professionals to shape tomorrow’s built environment.”

ALI will offer four full-day seminars and 17 half-day short courses between Saturday, Feb. 1 and Tuesday, Feb. 4, 2019, during the conference.

New ALI courses include:

- Guideline 36: Best in Class HVAC Control Sequences
- Save 40% by Complying with Standard 90.1-2019
- Best Practices for Installing DDC Systems
- IgCC and ASHRAE Standard 189.1 Technical Provisions
- Principles of Building Commissioning: ASHRAE

Guideline 0 and Standard 202

- Designing for Cold Climates
- V in HVAC – What, Why, Where, How, and How Much

All courses are led by experienced professionals to provide real-world engineering guidance. The complete conference course schedule is as follows:

### Feb. 1, 2020

- Commercial Building Energy Audits (6 Hour), Jim Kelsey, Member ASHRAE, BEAP, LEED® AP
- Commissioning Process in New and Existing Buildings (6 Hour), Richard Casault, P.E., Member ASHRAE
- Integrated Building Design (6 Hour), Mitchell Swann, P.E., Member ASHRAE
- Air-to-Air Energy Recovery Applications: Best Practice (3 Hour), Paul Pieper, Eng., Member ASHRAE

### Feb. 2, 2020

- Guideline 36: Best in Class HVAC Control Sequences (3 Hour), Steven Taylor, P.E., Fellow/Life Member ASHRAE

- Humidity Control I: Design Tips and Traps (3 Hour), Mark Nunelly, P.E., Member ASHRAE, Cx, LEED® AP
- Laboratory Design: The Basics and Beyond (3 Hour), John Varley, P.E., Member ASHRAE, HBDP, LEED® AP
- Latest in High-Performance Dedicated Outdoor Air Systems (DOAS) (3 Hour), Art Hallstrom, P.E., Fellow/Life Member ASHRAE, BEMP

### Feb. 3, 2020

- Advanced Designs for Net Zero Buildings (3 Hour), Charles Eley, P.E., AIA, BEMP, CEM, Member ASHRAE, LEED® AP
- Designing and Operating High-Performing Healthcare HVAC Systems (3 Hour), Dan Koenigshofer, P.E., Member ASHRAE, HFD, MSPH
- High-Performance Building Design: Applications and Future Trends (3 Hour), Tom Lawrence, Ph.D., P.E., Fellow ASHRAE, LEED® AP
- Solar PV and Thermal Systems Analysis and Design (3 Hour), Khalid Nagidi, Member ASHRAE, LEED® AP and Svein Morner, Ph.D., Member ASHRAE
- Save 40% by Complying with Standard 90.1-2019 (3 Hour), McHenry Wallace, P.E., Member ASHRAE, LEED® AP and Joseph Deringer, AIA, Member ASHRAE, LEED® AP
- Humidity Control II: Real-World Problems and Solutions (3 Hour), Lew Harriman, Fellow ASHRAE
- Best Practices for Installing DDC Systems (3 Hour), Larry Fisher, Life Member ASHRAE
- IgCC and ASHRAE Standard 189.1 Technical Provisions (3 Hour), Tom Lawrence, Ph.D., P.E., Member ASHRAE, LEED® AP and Anthony Floyd, FAIA, Member ASHRAE, LEED® AP

### Feb. 4, 2020

- Energy Modeling Best Practices and Application (6 Hour), Sam Mason, PE, BEMP, LEED® AP BD+C and Erik Kolderup, P.E., Member ASHRAE, BEMP, LEED® AP
- Principles of Building Commissioning: ASHRAE Guideline 0 and Standard 202 (3 Hour), Walter Grondzik, P.E., Fellow/Life Member ASHRAE, LEED® AP
- Variable Refrigerant Flow Systems: Design and Application (3 Hour), Jocelyn Léger, P.Eng., Member ASHRAE, CEM, LEED® AP
- Designing for Cold Climates (3 Hour), Frank Mills, C.Eng., Member ASHRAE
- V in HVAC – What, Why, Where, How, and How Much (3 Hour), Hoy Bohanon, P.E., Member ASHRAE, BEAP, LEED® AP

All courses are open for registration and are eligible for Professional Development Hours (PDHs) or Continuing Education Credits (CEUs).

*For more information and to register for the ASHRAE Learning Institute course offerings, please visit [ashrae.org/orlandocourses](http://ashrae.org/orlandocourses).*

## ASHRAE Releases Revised Version of Data Center Standard

**Atlanta** – ASHRAE has released a revised version of its energy standard for data centers.

ANSI/ASHRAE Standard 90.4-2019, Energy Standard for Data Centers, establishes the minimum energy-efficiency requirements for the design and operation of data centers, with special consideration to their unique load requirements compared to other buildings. Standard 90.4 applies to data centers with a conditioned floor area greater than 20 W/ft<sup>2</sup> and IT equipment loads greater than 10 kW and contains specific

requirements for mechanical and electrical systems installed in new data centers or in data center additions/alterations that require new mechanical or electrical systems.

“Standard 90.4 was developed under the guiding principle that data centers are mission-critical facilities that demand careful attention to the potential impact of requirements,” said Richard Zbin, chair of the Standard 90.4 committee. “The updated standard enables operators and designers to use the latest and most effective equipment and techniques to achieve energy efficiency in data centers, while avoiding potential reliability issues.”

Updates:

- Renumbered sections and revised wording align more closely with that of Standard 90.1.

- Mechanical efficiency requirements are based entirely on yearly energy calculations and no longer include a power calculation option. Included table values are also aligned with the newest ASHRAE Climate Zones.

- Significant improvements are made to uninterruptible power supply (UPS) technology. Mechanical and electrical infrastructure elements are addressed. Updated UPS segment tables reflect available hardware, and average outputs are also included.

Standard 90.4 has been in a continuous state of development as a code-intended companion to Standard 90.1 since 2013. The standard requires compliance with Standard 90.1 for building envelope, service water heating, lighting, and other equipment.

To purchase Standard 90.4, visit [www.ashrae.org/bookstore](http://www.ashrae.org/bookstore) or contact ASHRAE Customer Contact Center at 1-800-527-4723 (United States and Canada), 404-636-8400 (worldwide) or fax 678-539-2129.

## ASHRAE and Smart Cities Council Sign MoU to Collaborate on Advancing the Sustainable Built Environment

**Atlanta** – ASHRAE and the Smart Cities Council have signed a Memorandum of Understanding (MoU) formalizing the organizations’ relationship and outlining their commitment towards the advancement of a more sustainable built environment.

The MoU was signed by 2019-20 ASHRAE President Darryl K. Boyce, P.Eng., and Smart Cities Council Executive Director Jason Nelson on November 5 in Washington, D.C. The agreement defines parameters on how ASHRAE and the Smart Cities Council will collaborate to promote mutual interests of their respective members and stakeholders.

These include but are not limited to: general advocacy; joint conferences and meetings; consistent leadership communication; publication development and distribution; education and professional development; technical activities coordination; and research.

“We value this partnership with the Smart Cities Council and are excited to leverage this collaboration to better support our members and industry professionals with tools, resources, training and education to accelerate optimal performance and sustainability in the built environment,” said Boyce. “This MoU will focus our efforts as we seek to develop innovative solutions that will significantly increase our impact around the world.”

“We greatly respect the work ASHRAE is doing and we look forward to aligning our mutual efforts to support sustainable practices in the built environment,” says Nelson. “It no longer makes economic sense to invest in infrastructure without technology. We hope our collaboration will bring attention to the opportunity to build more sustainable and resilient cities.”





## The spotlight



**Winsupply Inc. announces the promotion of Amy Souders to vice president of Vendor Relations**



**Emerson has promoted Justin King to VP of Engineering within Professional Tools Group**



**Emerson has promoted Rob Trefz to VP of Marketing within Professional Tools Group**



**Winsupply Inc. announces the promotion of Eddie Gibbs to senior vice president of Vendor Relations**

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### JOHNSON con't

**Johnson Controls Enterprise Management:** This advanced cloud-based platform is machine learning-enabled and allows users to monitor and manage building operations data, space utilization, tenants, equipment and systems from a single pane of glass. An advanced Fault Detection and Diagnostics (FDD) engine, predictive capabilities and integration with preferred work order system provides quick and measurable ROI.

**Smart Connected Chillers:** Evolving from preventive to predictive condition-based maintenance, Smart Connected Chillers provide machine learning-enabled, value-added analysis, including vibration analysis, to aid in early detection of machine faults with proactive recommendations to make smart decisions around equipment performance.

**FMS-2000 Critical Environment Controller:** Triatek® will display the latest addition to the critical environment controls portfolio, the FMS-2000 Critical Environment Controller. It features a larger five-inch-high definition touch screen with increased font size that makes verifying temperature, pressure and humidity easier across operating rooms and other critical spaces. An updated interface will provide a consistent user experience across Johnson Controls products, and users can customize which parameter(s) to display on the screen.

Two different password-protected access levels provide facility managers and healthcare staff with the peace of mind that certain settings are only accessible to approved staff. The FMS-2000 can control and monitor up to six parameters across four rooms, which makes it a cost-effective choice. It includes the patented Safety Halo™ edge lighting that provides 360° of color-coded status visibility. The FMS-2000 seamlessly integrates with Metasys and Facility Explorer, and will be available globally in 17 languages in March 2020.

**Service and Maintenance:** Johnson Controls offers the industry's most comprehensive options for service and maintenance of HVAC equipment and controls in North America, including both smart-ready Johnson Controls products as well as competitive products.

Johnson Controls will also offer educational presentations addressing key trends in the industry, including the 2019 Energy Efficiency Indicator Survey. Clay Nesler, vice president, global energy and sustainability for Johnson Controls, will unveil findings of the 2019 Energy Efficiency Indicator (EEI). The annual survey tracks current and planned investments, key drivers and organizational barriers to improving energy efficiency in facilities.

*For more information, visit Johnson Controls at the AHR Expo at booth 3833 or go to <http://www.johnsoncontrols.com/ahr>.*



# HARDI 2019 Annual Conference: Pulse

HARDI Annual Conference in New Orleans December 7th -10th. The event welcomed a record breaking 510 wholesaler attendees from 178 member companies for a grand total of 1,689 attendees from 582 member companies present at the event, an increase from 2018's Annual Conference. The booth program sold out with 248 vendors.







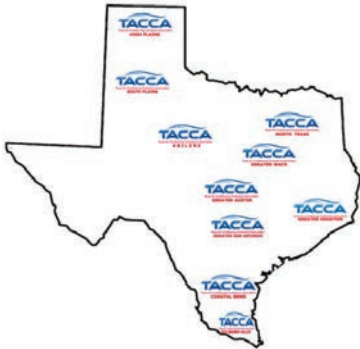




**Texas Air Conditioning  
Contractors Association**  
13706 Research #214  
Austin, Texas 78750  
800.998.HVAC (4822)  
[www.tacca.org](http://www.tacca.org)

**TACCA Local Chapters**

*Abilene  
Coastal Bend  
Greater Austin  
Greater Houston  
Greater San Antonio  
Greater Waco  
High Plains  
North Texas  
Rio Grande Valley  
South Plains*



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

- AirPro Elite AC & Heating - Tyler
- Elite Performance Heating & Air Conditioning LLC - San Antonio
- Thermal Heating and Cooling - Spring
- Triple D Heating and Air Conditioning - Houston
- Great Plains Equipment Rental – Lubbock
- PayLess Services HVAC & Refrigeration – Houston

**Welcome to 2020!**

The Texas Air Conditioning Contractors Association (TACCA) will continue 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 member benefits, support and revitalize local chapters, work with ACCA to provide more services to our contractor members, and provide scholarships for training and workforce development. We will accomplish this through:

- Training and Developing Leadership
- Developing Affinity Program Portfolio
- Reviewing Governance Infrastructure
- Establishing Committees
- Training and Growing Chapters
- Communicating Value Proposition
- Increasing Membership

If you have any questions about TACCA’s plans for the year, don’t hesitate to give us a call!



TACCA finished 2019 with a trip to Lubbock to speak at the South Plains Chapter meeting. A big thank you to all of the chapter volunteers who work to ensure a strong network of community in their local areas. We are looking forward to a great year!

**FAQ’s from TDLR**

- Q: Can I get partial credit for completing part of a required continuing education course?**  
Q: Will college course hours count towards continuing education for license renewal?  
A: If the college course is a TDLR approved continuing education course, then the course hours can be used for license renewal. However, the courses must be taken during the period of the license being renewed. Courses which are not approved by TDLR as continuing education courses cannot be used for license renewal.

**TACCA Training Opportunities for 2020**

Need an HVAC CE course or license prep course? TACCA has been the leader in education for the HVAC industry in Texas for more than 50 years. We offer eight (8) hours of state-approved continuing education for contractors. Our instructors are knowledgeable and receive high ratings from our course attendees.

**Continuing Education –  
Classroom (FREE for  
TACCA members)**

- JANUARY**  
18- Houston  
18- Hurst  
18- Waco  
25- Austin  
25- San Antonio

**License Exam Prep  
Classes for 2020**

- JANUARY**  
San Antonio - 11/12  
- Saturday/Sunday

[www.tacca.org](http://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

Visit us at [www.tacca.org](http://www.tacca.org) or call 800/998-HVAC (4822) to learn more about TACCA membership, register for a class or sign up to receive news and information.





## HARDI Distributors Report 3.0% Percent Revenue Growth in October

**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 3.0% percent during October 2019.

The average annualized sales growth for the 12 months through October 2019 is 6.1 percent.

“An early blast of cold air got heating season off to a strong start last year. October this year was being compared to a month when five of our seven regions produced sales growth over 20%,” said HARDI Market Research & Benchmarking Analyst Brian Loftus. “We think some early season activity will be reflected in the November report.”

The Days Sales Outstanding (DSO), a measure of how quickly customers pay their bills, is now at 47 days. “The latest DSO is now a shade lower than the recent October reports,” said Loftus. “No sign of economic stress in this indicator.”

“Sales growth for four of the past six months has been 3% or less,” said Loftus. “This has cut the average annual growth rate in half from earlier this year. Many economic indicators are sagging also, but the slower sales growth has a lot to do with being compared to a very strong prior year.” Employment levels and consumer spending continue to provide the basis for a soft landing forecast in 2020.

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

## HARDI Distributes 2019 Awards for Advocacy, Benchmarking, and Talent Pillars

**Columbus, Ohio** – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) presented the 2019 awards to select members for its Advocacy, Benchmarking and Talent pillars.

Recipients were chosen based on engagement with the HARDI organization in the respective areas and were presented the awards on stage during a general session at the 2019 HARDI Annual Conference: Pulse in New Orleans.

The recipients were the following:

**Advocacy Pillar Award:** cfm Distributors, accepted by Lauren Roberts

**Benchmarking Pillar Award:** Team Air, accepted by Jeff Wallace

**Talent Pillar Award:** RSD, accepted by Jaylan Phillips

**Mexico Awards:** Mingledorff’s Inc., accepted by Jeff Mingledorff and Johnstone Supply (The Ware Group), accepted by Mike Bell.

## HARDI Presents State of the Channel Research Findings

**Columbus, Ohio**– Heating, Air-conditioning & Refrigeration Distributors International (HARDI) premiered its State of the Channel research at its Annual Conference in New Orleans to a crowd of more than 1,000 during a breakfast general session.

The team responsible for the findings was comprised of HARDI’s Market Intelligence division, D+R International, and Modern Distribution Management (MDM).

• From HARDI: Team Leader of Market Intelligence, Tim Fisher, Market Research and Benchmarking Analyst, Brian Loftus, and CEO, Talbot Gee

• From D+R International: Director of Data Intelligence, Dan Vida

• From MDM: President, Thomas Gale

• Special Guest from Wells Fargo Securities: Senior Analyst, Deepa Raghavan

The State of the Channel began with HARDI’s mission: Making wholesale distributors the channel of choice for HVACR manufacturers and contractors. To understand this, HARDI needed a way to know they were accomplishing this goal.

During the State of the Channel Address, Fisher, Gee, Vida, and Raghavan presented the first objective of this mission: defining the size of the channel. A variety of methodologies and data sources were used, and HARDI found that the total HVACR market size was ~\$70 billion. Of this, Commercial sales are ~60% of the market (\$42B) and Resi sales are ~40% (\$28B). All in all, the wholesale channel is ~64% of the total market (\$45B).

*“Through our State of the Channel research, HARDI established the benchmarks and methodologies necessary to track the size of the wholesale channel over time. However, to grow our market intelligence efforts, HARDI needs a wide range of additional data from suppliers, distributors, and contractors,” said Fisher. “In the year ahead, we’ll look to our councils, supplier and contractor partners, and long-time HARDI supporters for help in our data aggregation efforts, and to reinforce the position of wholesale distribution as the HVACR channel of choice.”*

As HARDI drills deeper into the overall composition of the market, usable datasets are rare. The HARDI team relies on manufacturer and distributor annual reports, industry surveys, and original research to establish the size of market segments. One of the more challenging aspects of the research is estimating the applied and light-commercial shares of the commercial market. This will be a major focus of HARDI’s research in 2020.

The State of the Channel is one part of a broader transition for HARDI, expanding their Benchmarking Pillar into the Market Intelligence Pillar. The program will continue to grow and develop through 2020 and beyond.

*For more information on the State of the Channel, or if you would like to participate in the research, contact Tim Fisher at [tfisher@hardinet.org](mailto:tfisher@hardinet.org).*

## FTL Finance announces new tools to make offering financing even easier in 2020

*A company known for its dedicated contractor support team extends that benefit digitally.*

**St. Charles, MO** – FTL Finance, a company focused on making it easy for HVAC contractors to offer financing options to their homeowners, is launching new tools in January 2020. Their current AppTracker, a proprietary tool to submit, track and manage loan applications, is getting an overhaul and their new mobile app is going to be available on the Apple App and Google Play stores.

In addition to an updated simple and mobile-friendly design, the new AppTracker will build on its robust capabilities and tools with increased communication and real-time updates for each step of the application process. Homeowners will also be able to submit their own information, allowing contractors to stay focused on their work.

With smartphone adoption at 70% for the U.S. population, having access to a multitude of information and tools is becoming an expectation – and the HVAC industry is no exception. “We listen when our contractors give us feedback. While they love having a dedicated account team ready to support them every step of the way, having digital tools at their fingertips puts our team right alongside them, wherever they are,” said Melissa Hyatt, Vice President of Sales and Marketing.

Their new mobile app will be free for all FTL’s registered contractors. Features of the app include:

• Project Estimator: Enter good, better and best options to upsell using monthly payments

• PreScreen: Find out the likelihood of an approval using basic homeowner information

• Custom Application: Start new applications from anywhere you are in the field

• Application Status: View real-time data about where applications are in the approval process

• Sales Tools: Access materials to help sell the value of financing so you don’t have to be an expert

• Support: Get quick responses to questions and needs right from your mobile device

FTL’s mobile app was developed by Moblico, a company celebrating 10 years of offering turn-key solutions to HVAC distributors and contractors. Through a strategic partnership, the FTL Finance app tools will be available to embed within other Moblico developed apps, expanding the reach of FTL’s financing programs.

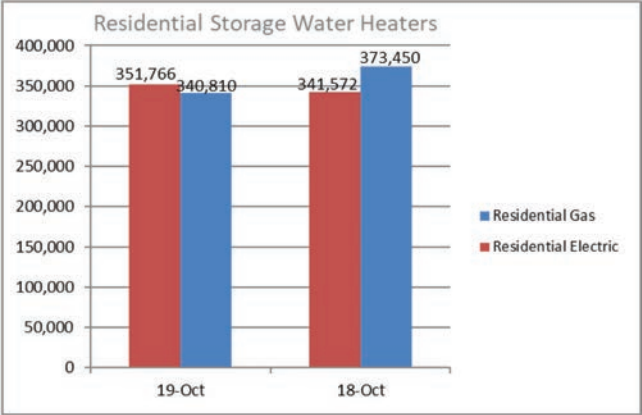
Erin Fuchs, Operations Manager and lead on these initiatives said, “We’re incredibly proud of the work and thought our team has put into the development of these new tools and we can’t wait to share them with our amazing contractors. Making financing easier on everyone involved is our mission, and we’ve already begun working on how we’ll continue to enhance our contractor’s experience through 2020 and beyond.”



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

## Residential Storage Water Heaters

U.S. shipments of residential gas storage water heaters for October 2019 decreased 8.7 percent, to 340,810 units, down from 373,450 units shipped in October 2018. Residential electric storage water heater shipments increased 3 percent in October 2019 to 351,766 units, up from 341,572 units shipped in October 2018.

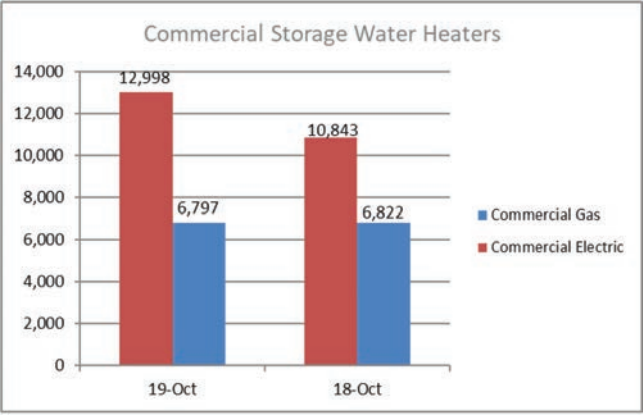


Year-to-date U.S. shipments of residential gas storage water heaters decreased 3.7 percent, to 3,628,973, compared to 3,768,786 shipped during that same period in 2018. Residential electric storage water heater shipments decreased 1.8 percent year-to-date, to 3,476,367 units, compared to 3,540,518 shipped during the same period in 2018.

Year-to-Date			
	Oct 19 YTD	Oct 18 YTD	%CHG.
Residential Storage Gas	3,628,973	3,768,786	-3.7
Residential Storage Electric	3,476,367	3,540,518	-1.8

## Commercial Storage Water Heaters

Commercial gas storage water heater shipments decreased 0.4 percent in October 2019, to 6,797 units, down from 6,822 units shipped in October 2018. Commercial electric storage water heater shipments increased 19.9 percent in October 2019, to 12,998 units, up from 10,843 units shipped in October 2018.

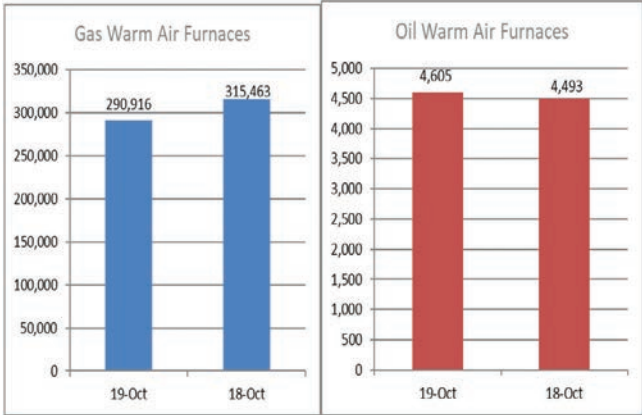


Year-to-date U.S. shipments of commercial gas storage water heaters decreased 5.7 percent, to 75,156 units, compared with 79,674 units shipped during the same period in 2018. Year-to-date commercial electric storage water heater shipments increased 11.5 percent, to 127,588 units, up from 114,453 units shipped during the same period in 2018.

Year-to-Date			
	Oct 19 YTD	Oct 18 YTD	%Chg.
Commercial Storage Gas	75,156	79,674	-5.7
Commercial Storage Electric	127,588	114,453	+11.5

## Warm Air Furnaces

U.S. shipments of gas warm air furnaces for October 2019 decreased 7.8 percent, to 290,916 units, down from 315,463 units shipped in October 2018. Oil warm air furnace shipments increased 2.5 percent, to 4,605 units in October 2019, down from 4,493 units shipped in October 2018.

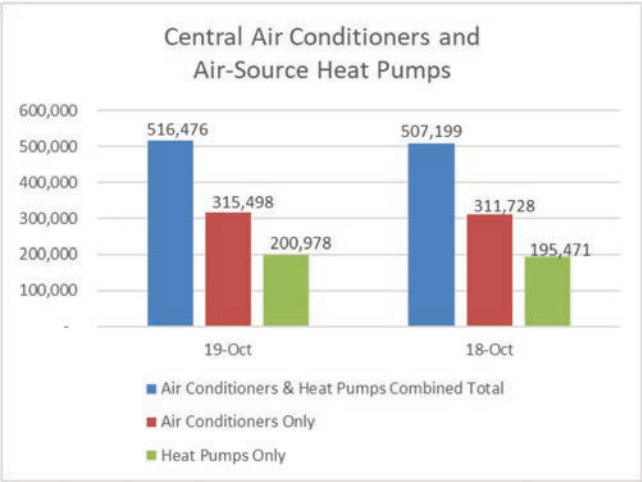


Year-to-date U.S. shipments of gas warm air furnaces increased 2.3 percent, to 2,869,603 units, compared with 2,804,483 units shipped during the same period in 2018. Year-to-date U.S. shipments of oil warm air furnaces increased 8.6 percent, to 31,541 units, compared with 29,046 units shipped during the same period in 2018.

Year-to-Date			
	Oct 19 YTD	Oct 18 YTD	% Chg.
Gas Warm Air Furnaces	2,869,603	2,804,483	+2.3
Oil Warm Air Furnaces	31,541	29,046	+8.6

## Central Air Conditioners and Air-Source Heat Pumps

U.S. shipments of central air conditioners and air-source heat pumps totaled 516,476 units in October 2019, up 1.8 percent from 507,199 units shipped in October 2018. U.S. shipments of air conditioners increased 1.2 percent, to 315,498 units, up from 311,728 units shipped in October 2018. U.S. shipments of air-source heat pumps increased 2.8 percent, to 200,978 units, up from 195,471 units shipped in October 2018.



Year-to-date combined shipments of central air conditioners and air-source heat pumps increased 1.4 percent, to 7,500,825, up from 7,397,877 units shipped during the same period in 2018. Year-to-date shipments of central air conditioners decreased 0.9 percent, to 4,788,093 units, down from 4,832,854 units shipped during the same period in 2018. The year-to-date total for heat pump shipments increased 5.8 percent, to 2,712,732, up from 2,565,023 units shipped during the same period in 2018.

Year-to-Date			
	Oct 19 YTD	Oct 18 YTD	% Chg.
Air Conditioners & Heat Pumps	7,500,825	7,397,877	+1.4
Air Conditioners Only	4,788,093	4,832,854	-0.9
Heat Pumps Only	2,712,732	2,565,023	+5.8

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

Month			YTD		
Size Description (000) BTUH	Total	% Change from 2018	Size Description (000) BTUH	Total	% Change from 2018
Under 16.5	21,474	-16.5	Under 16.5	263,455	7.8
16.5-21.9	49,843	6.9	16.5-21.9	645,437	9.3
22-26.9	95,831	3.6	22-26.9	1,450,112	3.1
27-32.9	74,173	-0.6	27-32.9	1,183,060	1.7
33-38.9	103,721	2.6	33-38.9	1,593,800	0.6
39-43.9	39,040	-3.9	39-43.9	579,918	-1.6
44-53.9	58,391	2.9	44-53.9	845,436	-2.0
54-64.9	49,785	7.0	54-64.9	674,217	-2.1
65-96.9	8,312	6.2	65-96.9	94,396	-0.6
97-134.9	6,394	5.3	97-134.9	72,379	-1.3
135-184.9	4,624	9.9	135-184.9	48,637	-2.1
185-249.9	2,145	11.4	185-249.9	21,844	1.4
250-319.9	1,312	-8.6	250-319.9	13,902	-3.0
320-379.9	357	27.0	320-379.9	3,468	-1.6
380-539.9	375	11.9	380-539.9	3,768	4.6
540-639.9	263	23.5	540-639.9	2,677	-5.8
640-799.9	143	3.6	640-799.9	1,342	11.0
800.0-899.9	75	-8.5	800.0-899.9	691	1.0
900.0-999.9	59	-19.2	900.0-999.9	658	-13.0
1,000.0-1,199.9	42	2.4	1,000.0-1,199.9	446	2.3
1,200.0 & Over	117	46.3	1,200.0 & Over	1,182	41.9
TOTAL	516,476	1.8	TOTAL	7,500,825	1.4

BTUHs of 64.9 and below are for residential units; 65.0 and above for commercial.  
NOTE: A shipment is defined as when a unit transfers ownership; a consignment is not a transfer of ownership. Industry data is aggregated from the information supplied by AHRI member companies that participate in the statistics program and could be subject to revision. Published year-to-date data is inclusive of all revisions. No other AHRI data (e.g., by state or region) is available to the general public other than that published. AHRI does not conduct any market forecasting and is not qualified to discuss market trends. For previous monthly shipment releases and historical data, please see <http://www.ahrinet.org/statistics>.



## Women in HVACR in New Orleans

On Saturday December 7th the Women In HVACR hosted a Reception & Networking Event from 3-5 pm during the HARDI Annual Conference in New Orleans. The event was held at the Hilton Riverside in the Grand Salon and had drinks, hors d'oeuvres, and some brief networking activities.

The event was open to both attendees and non-attendees of the conference.



## Chemours announces suspension of high-GWP refrigerants R-404A and R-507A supply in the EU as of January 1, 2020

**Wilmington, Del.** -- The Chemours Company (Chemours) (NYSE: CC), a global chemistry company with leading market positions in titanium technologies, fluoroproducts, and chemical solutions announced today that to support the market transition driven by the European Union F-Gas regulation to lower GWP alternatives and prepare for the next quota phasedown in 2021, the company will be suspending supply of high GWP refrigerants R-404A (GWP 3922) and R-507A (GWP 3985) in the European Union as of January 1, 2020.

The F-Gas Regulation (REGULATION (EU) No 517/2014) mandates specific prohibitions of use, as outlined in Annex III of the legislation. As of January 1, 2020, there will be a prohibition of the use of stationary refrigeration equipment that contains, or whose functioning relies upon, HFCs with GWP of 2,500 or more (except equipment intended for applications designed to cool products to temperatures below -50°C).

In addition, the regulation reduces the amount of HFCs placed on the market over a 15-year period with the next quota phasedown taking effect as of January 1, 2021. This can be achieved by transitioning away from high-GWP refrigerants such as R-404A and R-507A to lower-GWP refrigerants such as those in the Opteon™ portfolio. Chemours offers several options for a smooth and effective transition: Opteon™ XP40 (R-449A), a solution for the retrofit of existing equipment, and Opteon™ XL40 (R-454A) and XL20 (R-454C), long-term sustainable solutions designed for new equipment.

Opteon™ XP40 (R-449A), an A1 class refrigerant with a GWP of 1397 by AR4 measurement, is currently the refrigerant of choice among leading supermarkets, retailers, contractors,

distributors and end-users in the EU for retrofit. It delivers improved performance and energy efficiency with a more sustainable environmental footprint and offering over 65% reduction in GWP compared to R-404A.

Opteon™ XL40 (R-454A) is a low GWP (239), A2L class, hydrofluoroolefin (HFO)-based refrigerant with the optimal balance of properties to replace R-404A in positive displacement, direct expansion low- and medium temperature commercial and industrial applications.

Opteon™ XL20 (R-454C) with a GWP of 148, is a non-ozone depleting, A2L hydrofluoroolefin (HFO)-based refrigerant offering similar performance to R-404A, while enabling end-users to achieve <150 GWP and allowing higher charge sizes than other Class 3 highly flammable alternatives.

Opteon™ low GWP HFO refrigerants are a portfolio of sustainable and versatile refrigerants that meet the long-term needs of the refrigeration, air conditioning, heat pump, and chiller markets. They have been developed to help meet increasingly stringent global regulations while maintaining or improving performance compared to the products they replace, as well as encouraging more sustainable refrigerant choices and equipment designs to reduce the carbon footprint of the HVACR industry. Specifically, in Europe, the very low GWP Opteon™ XL refrigerant portfolio supports the market transitions required by the F-Gas Regulation and enables customers to select their optimal solution – considering performance, safety, sustainability, and total cost of ownership.

For more information on Opteon™ refrigerants, please visit [opteon.com](http://opteon.com).

## Triangle Tube 30 Years “Representing” At The 2020 AHR Expo

**West Deptford, NJ** - Triangle Tube, the original innovator of the residential fire tube boiler increases awareness at the world's largest HVACR event. At the 2020 AHR Expo, Triangle Tube will showcase its newest product the Instinct. The Instinct features an all stainless-steel fire tube heat exchanger with enhanced quality control, a breakthrough market-leading warranty program, and a lower price point.

This is the company's 30th year as an exhibitor at the AHR Expo. To celebrate, Triangle Tube is taking their booth to a new level by incorporating several unique elements including:

- Interactive display monitors - highlighting their group of products
- Video presentations - including testimonials and a video tour of the production factory which highlights the Instinct's “No-Fault Forward” production
- Demonstration from ADEY Magna-cleanser

Also, the Triangle Tube booth will showcase alternative energy technology with high efficiency, domestic heat pumps and floor standing electric boilers with innovative tank-in-tank technology from parent company Groupe Atlantic.

“At Triangle Tube, we are always looking for ways to meet and exceed our commitment to the HVAC market. Stop by our booth # 1809 and see for yourself how we are creating the future for Triangle Tube” states Audrey Fish, Triangle Tube Marketing Manager.



CALENDAR OF EVENTS



JANUARY 2020 TRAINING CALENDAR

DATE	DAY	TIME	LOCATION	CLASS	REGISTRATION CODE	COST
1/2/2020	Th	8:00 - 10:30 a.m.	Broadway	Friedrich Mini-Split Heat Pump Installation	TRAIN20-41-01	\$40
1/7/2020	Tu	9:00 - 11:30 a.m.	Broadway	Friedrich Mini-Split Heat Pump Service & Troubleshooting	TRAIN20-41-02	\$40
1/8/2020	W	8:00 a.m. - Noon	Broadway	NATE CORE Review - Part I (Training Manual Included)	TRAIN20-41-03	\$225
1/9/2020	Th	8:00 a.m. - Noon	Broadway	NATE CORE Review - Part II (Training Manual Included)		Included
1/14/2020	Tu	9:00 a.m.-3:00 p.m.	Broadway	Owens-Corning Ductboard Fabrication & Installation 1	TRAIN20-41-04	\$245
1/15/2020	W	8:00 a.m.-2:00 p.m.	Broadway	Owens-Corning Ductboard Fabrication & Installation 2		Included
1/16/2020	Th	5:00 - 7:30 p.m.	Broadway	Liberty/Goodman AVPTC A/H Troubleshooting	TRAIN20-41-05	\$45
1/21/2020	Tu	8:00 a.m.-4:30 p.m.	Broadway	ESCO EPA Review & Exam	ESCO-CLASS&EXAM	\$165
1/21/2020	Tu	1:30 - 4:30 p.m.	Broadway	ESCO EPA Exam Only	ESCO-EXAM	\$90
1/23/2020	Th	8:00 - 10:00 a.m.	Broadway	Liberty/Goodman ARUF A/H Troubleshooting	TRAIN20-41-06	\$40
1/27/2020	M	9:00 a.m. - Noon	Broadway	Certification Exam-NATE, HVAC Excellence Exams	TRAIN20-41-07	\$185
1/28/2020	Tu	9:00 - 11:00 a.m.	Broadway	Flex Duct Sizing-Installation & Codes	TRAIN20-41-08	\$40
1/29/2020	W	5:00 - 7:00 p.m.	Broadway	Liberty/Goodman Gas Furnace Operation & Troubleshooting	TRAIN20-41-09	\$45
1/30/2020	Th	8:00 - 10:00 a.m.	Broadway	Liberty-Goodman ComfortBridge Equipment Systems	TRAIN20-41-10	\$40

For info call: Juan Villela at 210-829-1934 Ext. 155 or email: [juan.villela@johnstonesupply.com](mailto:juan.villela@johnstonesupply.com)

Locations:

**Broadway** - 9311 Broadway, Suite 200 | **Downtown** - 30 Essex St, Suite 101 | **Alamo Downs** - 6900 Alamo Downs, Suite 140

Johnson Controls acquires EasyIO Building and Energy Management System

*Acquisition will allow Johnson Controls to expand its reach in building automation, HVAC and refrigeration markets*

**Milwaukee** – Johnson Controls announced that it closed an agreement to purchase the EasyIO Building and Energy Management System (BEMS) product line. Based in Kuala Lumpur, Malaysia, EasyIO has operations in Asia, Australia, Europe and North America.

The acquisition will create significant growth opportunities as Johnson Controls leverages the EasyIO products and team in the Americas, Europe, Middle East and APAC building automation markets, as well as the global HVAC and refrigeration markets.

“EasyIO provides a valuable addition to our already robust building automation system portfolio, which includes brands such as Metasys, Facility Explorer, Verasys and BCPro,” said James Burke, VP & GM BAS at Johnson Controls. “We look forward to bringing our collective customers new building automation products and services that create sustainable solutions.”

“This is an exciting move for us,” said Mike Marston, Co-Owner, EasyIO. “With access to Johnson Controls resources,

EasyIO will continue to bring to market even more new, innovative products.”

Johnson Controls has more than 30 years of industry-leading expertise in building automation systems and has driven HVAC controls innovation for more than 130 years. The company provides building automation solutions for complex and light-commercial buildings.

EasyIO’s product line includes IP-based and network-ready controllers, HMI products, peripherals, gateways and modems. The company serves the facility management market, including office buildings, utilities, industrial facilities, hotels, healthcare facilities, retail stores, residences and educational facilities.

Terms of the acquisition were not disclosed.

For more information about Johnson Controls, visit <https://www.johnsoncontrols.com/building-automation-and-controls>. For more information about EasyIO, visit <https://www.easyio.pro/about-easyio.html> or <https://www.easyio.pro/becomeapartner.html>.



The Texas Commission of Licensing and Regulation adopted a new rule at 16 Texas Administrative Code (TAC), Chapter 60, Subchapter K, §60.518, regarding the Procedural Rules of the Commission and the Department.

The adopted rule implements Senate Bill (SB) 1200, 86th Legislature, Regular Session (2019), which provides for recognition of certain out-of-state licenses of military spouses.

The adoption justification was published in the November 22, 2019 issue of the Texas Register (44 TexReg 7179). The updated rule chapter will be made available upon its effective date of December 1, 2019.

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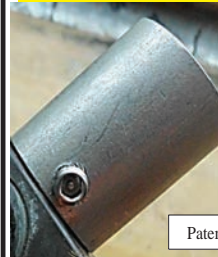
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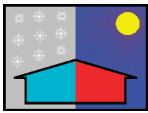
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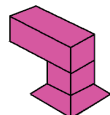
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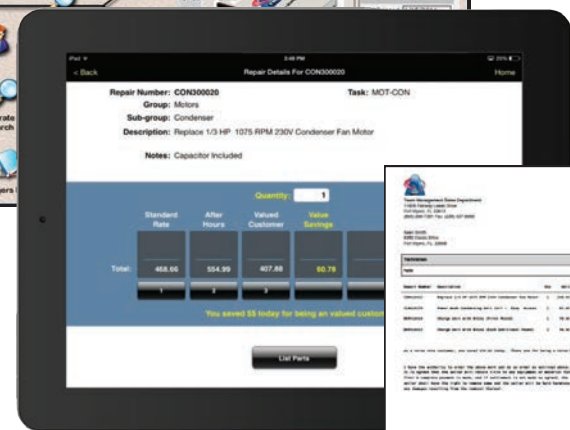
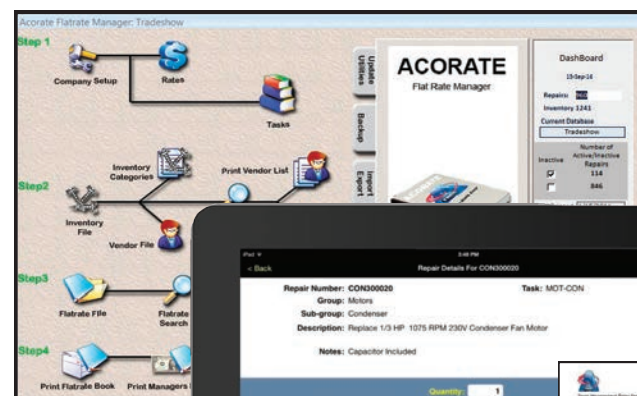
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