



Air Conditioning TODAY



AUGUST 2020 Serving the HVACR and Plumbing Industries Established in 1986 Vol. 34, No 8

TACCA Greater Houston Annual Bay Bash



Pictures on page B10.

TACCA Greater Houston Annual Clay Shoot



Pictures on page B11.

The Global Smart Home Device Market Is Expected to Experience an 18% Compound Annual Growth Rate from 2020-2029

Pandemic is dampening near-term market growth, but is driving more interest in products that enhance health and wellness

A new report from Guidehouse Insights examines how the smart home IoT market is likely to evolve, providing market forecasts for annual smart home unit shipments and revenue, along with software and services revenue, through 2029.

The smart home market continues to demonstrate growth despite the hampering effect of the COVID-19 shutdown. While sales in 2020 have not been as robust as previously anticipated, more consumers are finding value in connected products that can deliver convenience, energy efficiency, and greater security.

According to a new report from @WeAreGHInsights, the global smart home device market is anticipated to generate \$24.8 billion in 2020 and grow to \$108.3 billion in 2029 at a compound annual growth rate of 17.8%.

“The smart home market has held relatively steady during the COVID-19 shutdown as many consumers who are still employed and are staying home are investing money in products that can enrich their lives and provide value,” says Neil Strother, principal research analyst at Guidehouse Insights. “Nonetheless, the overall downward economic effects of

the COVID-19 pandemic, such as widespread layoffs, are expected to dampen previously expected market growth in the near term.”

According to the report, drivers expected to help sustain the market include energy efficiency, automation, convenience, affordability, and enhanced health and wellness. Products in this last category, such as devices for telemedicine and wearables, are on the upswing as the pandemic continues.

The report, Market Data: Smart Home IoT, has been prepared for smart home market stakeholders with analysis and forecasts of how the market

is likely to evolve during the next 10 years. The study provides analysis of the market opportunities, key drivers of growth, and technology trends associated with the evolving smart home. The report’s purpose is to provide a strategic examination from an overall tactical business perspective. Market forecasts for annual smart home unit shipments and revenue along with software and services revenue extend through 2029 and are segmented by region and technology segment. An executive summary of the report is available for free download on the Guidehouse Insights website.

Builder Confidence Rallies to Pre-Pandemic Level in July

In a strong signal that the housing market is ready to lead a post-COVID economic recovery, builder confidence in the market for newly-built single-family homes jumped 14 points to 72 in July, according to the latest NAHB/Wells Fargo Housing Market Index (HMI) released today. The HMI now stands at the solid pre-pandemic reading in March before the outbreak affected much of the nation.

“Builders are seeing strong traffic and lots of interest in new construction as existing home inventory remains lean,” said NAHB Chairman Chuck Fowke. “Moreover, builders in the Northeast and the Midwest are benefiting from demand that was sidelined during lockdowns in the spring. Low interest rates are also fueling demand, and we expect housing to lead an overall economic recovery.”



“While the housing market is clearly rebounding, challenges exist,” said NAHB Chief Economist Robert Dietz. “Lumber prices are at a two-year high and builders are reporting rising costs for other building materials while lot and skilled labor availability issues persist. Nonetheless, the important story of the changing geography of housing demand is benefiting new construction. New home demand is improving in lower

density markets, including small metro areas, rural markets and large metro exurbs, as people

seek out larger homes and anticipate more flexibility for telework in the years ahead. Flight to the suburbs is real.”

Derived from a monthly survey that NAHB has been conducting for 30 years, the NAHB/Wells Fargo HMI gauges builder perceptions of current single-family home sales and sales expectations for the next six months as “good,” “fair” or “poor.”

SEE BUILDER PG.2

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ASHRAE Introduces Updated Reopening Guide for Schools

Atlanta – The ASHRAE Epidemic Task Force has developed guidance on the operation of HVAC systems to help mitigate the airborne transmission of SARS-CoV-2 as schools prepare to reopen.

The 41-page Presentation includes convenient checklists to prepare educational buildings to resume occupancy such as starting up HVAC systems as well as checks and verifications to maintain during the academic school year. The guidance is meant to provide practical information to school districts and university campus environmental health managers, facility managers, administrators, technicians and service providers.

“As schools prepare to reopen for the fall academic semester, it’s important to keep children and school staff safe,” said 2020-21 ASHRAE President Charles E. Gullledge III, P.E. “ASHRAE’s school reopening guide will serve as a resource to school leaders as they work in lockstep with health experts to finalize plans to keep everyone safe.”

The guide includes the following topics:

- Determining Building Readiness
- Equipment & System Specific Checks & Verifications

During the Academic Year

- New/Modified Facility Design Recommendations
- Filtration Upgrades
- Operations of Occupied Facilities
- Controlling Infection Outbreak in School Facilities
- Higher Education Facilities Recommendations

Also included is guidance formulated to help designers retrofit and plan for the improvement of indoor air quality and to slow the transmission of viruses via the HVAC systems as well as new guidance on student health facilities, laboratories, athletic facilities, residence halls, and large assemblies, lectures and theatres.

For the complete ASHRAE Epidemic Task Force school reopening guide and other COVID-19 resources, visit ashrae.org/COVID-19.

BUILDER con’t

The survey also asks builders to rate traffic of prospective buyers as “high to very high,” “average” or “low to very low.” Scores for each component are then used to calculate a seasonally adjusted index where any number over 50 indicates that more builders view conditions as good than poor.

All the HMI indices posted gains in July. The HMI index gauging current sales conditions jumped 16 points to 79, the component measuring sales expectations in the next six months rose seven points to 75 and the measure charting traffic of prospective buyers posted a 15-point gain to 58.

Looking at the monthly average regional HMI scores, the Northeast surged 22 point to 70, the Midwest jumped 18 points to 68, the South increased 10 points to 73 and the West increased 14 points to 80.

HMI tables can be found at nahb.org/hmi. More information on housing statistics is also available at housingeconomics.com.

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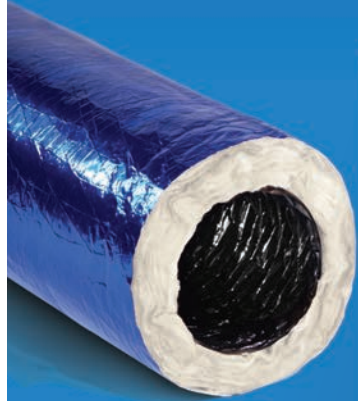
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You Can Teach an Old Dog a New Trick

A few weeks ago, I flew to Dallas to buy a new phone for my mother-in-law, Kitzi. With children and grandchildren scattered across the country, the family decided to get her an iPhone so it would be easier for her to keep up with us through pictures, text messages, and phone calls. We thought she would enjoy Facetime with her new great granddaughter who is learning to walk and talk.

Did I mention she is 93?
New things are always a little uncomfortable.

Sure you may be excited about about making a change, but there is always a learning curve. Kitzi was both nervous and excited. Anticipating the learning curve, I planned the introduction carefully. When we got the phone, I moved most of the apps off her home screen. Then we began practicing just two things, phone calls and texts.

There were moments when

she felt overwhelmed, and we took a break and then dove back in. It was a long weekend. There were setbacks as she struggled to remember which button to push, or how long to hold down the home key to get back to the home screen or activate Siri. By Sunday, the practice drills were paying off. Muscle memory was starting to take hold. She was catching on.

Kitzi lives in a senior community and we discovered quite a few of her friends have iPhones. We reached out to a few of them and they agreed to be “on call” to answer questions as she learned her new phone. She took a class offered by her community and other family members have been calling to help her practice her skills. I expect in a month or two, she will not remember what life was like without her iPhone. She may even be ready to use it to access the senior community

web portal from her phone to see what’s for lunch or what activities are planned for the next few days.

Sure, this is a sweet story, but I am sure you are wondering why share it in a marketing blog? Here’s the connection. Whether you are starting a new job, launching a new business, or learning how to use a new software program, everything feels a little awkward. That’s natural.

Even small changes may feel awkward. I have used an iPhone for a decade, but when Kitzi got her phone, I upgraded to a newer iPhone. Without the familiar home button, I uttered more than a few choice words as I struggled to adjust to my new device. While she was practicing, so was I.

Change is inevitable. You may not be able to control the initial discomfort with the change, but there are things you can do to minimize how long it will last with a little preparation.

Anticipate that it will be uncomfortable.

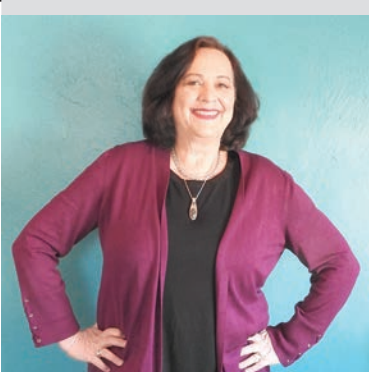
- Plan out responses to the awkward moments. If it is a new job, practice ice breakers and a brief elevator introduction of who you are.

- Learning a new software application? Don’t try to master it all at once. Schedule time to practice and explore the features and take time away from it to process what you have learned.

- Moving from a corporate role to owning your own business can be scary and lonely without your support network. Don’t be afraid to ask for help.

- Find mentors, other business owners, good friends, and even a consultant who can help you over the rough spots.

- Keep at it and celebrate the small victories. It won’t go smoothly the first time, or maybe even the second but it will come



Lorraine Ball

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

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together. Kitzi called me when I got home to proudly proclaim she had deleted the text messages she had read. It was her victory.

So if you are about to embark on something new, remember Kitzi, who at 93 can learn to use an iPhone, I am pretty you can handle any change that comes your way.

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Help During Hard Times: Abacus Plumbing Hiring Technicians Amidst COVID-19 Pandemic

Houston - From cool air in the middle of summer to job opportunities in the middle of a pandemic, Abacus Plumbing, Air Conditioning & Electrical is providing Houstonians much-needed relief.

Helping southeast Texans during a COVID-19 crisis that can feel hopeless, Abacus is immediately hiring licensed technicians. More than 2.5 million Texans have filed for unemployment since the coronavirus arrived in March. With the recent surge in cases, potential reopening rollbacks and Harris County's 13% unemployment rate, Greater Houston could use some good news.

Abacus reminds that it's here to help, ready to fill openings for licensed techs in the fields of plumbing, electrical and HVAC. Interested applicants are encouraged to call Abacus at (713) 766-3605.

"We need more quality service people to ensure Texas homeowners get the best help we can provide during this trying time," says Abacus CEO Alan O'Neill. "Since our positions are essential to the economy, even during this pandemic we continue to grow."

Quality air, water and electrical service are necessities under any circumstances, making Abacus' jobs immune to downturns in the economy or even health disasters such as COVID-19. Abacus remains committed to safe service in homes, highlighted by techs wearing masks and gloves and providing contact-less interaction with customers.

Serving greater Houston since 2003, Abacus has again been named an "Awards For Excellence Winner" by the Houston BBB. At the 2020 Awards Luncheon on Oct. 13 at the Bayou City Event Center, Abacus will accept its 11th "Award for Excellence" since 2006 and await to see if it wins a "Pinnacle Award" – Houston BBB's highest honor – for the third consecutive year. Abacus has earned the Pinnacle Award five times since 2009.

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Support During Hard Times: Berkeys, Baker Brothers Hiring Plumbing, A/C and Electrical Technicians Amidst COVID-19 Pandemic

Dallas - From cool air in the middle of summer to job opportunities in the middle of a pandemic, Wrench Group service companies Berkeys and Baker Brothers are providing Dallas-Fort Worth much-needed relief.

Helping DFW during a COVID-19 crisis that can feel hopeless, Berkeys and Baker Brothers – both brands under the Wrench Group, a national leader in home maintenance and repair services – are immediately hiring licensed plumbing, air-conditioning and electrical technicians.

More than 2.5 million Texans have filed for unemployment since the coronavirus arrived in March. With the recent surge in cases, reopening rollbacks and local 13% unemployment rate, DFW could use some good news.

Berkeys, headquartered in Southlake, and Baker Brothers, serving all of the Metroplex, remind that they're here to help, ready to fill openings for licensed techs in the fields of plumbing, electrical

and HVAC. Interested applicants are encouraged to send their resumes and/or contact ...

Berkeys:

817-405-0740

Baker Brothers:

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"We need more quality service people to ensure Texas homeowners get the best help we can provide during this trying time," says Berkeys president Jeff Cox. "Since our positions are essential to the economy, even during this pandemic we continue to grow."

Adds Baker Brothers president Jimmie Dale, "Quality air, water and electrical service are necessities under any circumstances, making our jobs immune to downturns in the economy or even health disasters such as COVID-19."

Both Berkeys and Baker Brothers remain committed to safe service in homes, highlighted by techs wearing masks and gloves and providing contact-less interaction with customers.






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Global, The Source Acquires American Radionic Co., Inc.

Global, The Source (a dba of Vladimir Ltd.), a master distributor of HVAC/R components headquartered in Universal City, Texas, is pleased to announce the acquisition of the leading manufacturer of American Made motor-run capacitors, American Radionic Co., Inc. (dba, AmRad Engineering) of Palm Coast, Florida, effective July 1, 2020.

Originally founded in 1982, Global was purchased by CEO Dickie Sirotiak in 2001 and has flourished as a family owned business under the management of Dickie, President, Shaun Sirotiak and Vice President, Alison LeBleu.

Global’s success can be partially attributed to being a leader in the promotion and advancement of American made products throughout the HVAC/R industry and the acquisition of AmRad Engineering solidifies the distributor’s position in the market. Both proud, American, family-owned companies have come together as one.

“AmRad Engineering, founded in 1939, is the oldest film capacitor manufacturing company in the world that is still operated by the founding family,” Dickie stated. “Proud of their ‘Made-in-America’ heritage, the company has been an innovator in their field and has

been awarded over 65 significant patents and trademarks across multiple industries, most recently more than nine patents for the Turbo® Series of universal capacitors.

“Global, The Source has played a huge part in our success,” added AmRad President Robert Stockman. “Their dedicated and knowledgeable staff has effectively marketed our Turbo® products to almost every HVAC/R wholesaler in the country and this new relationship will allow us to more effectively market some of our lesser-known products. There’s a huge market out there and at the same time, we are looking to continue developing new products since our success has been based on innovation.”

Global is happy to announce that AmRad President, Robert Stockman, inventor and patent designer of the Turbo 200® and the Compressor Protector Terminal (CPT®), will be assuming a consulting role. Current Vice-President, Rich Stockman and all members of management along with AmRad’s dedicated employees are happy to continue working with Global.

Some of the cutting-edge products manufactured by AmRad Engineering:

- Compressor Protector Terminal

(CPT®) acts as a kill switch to take the hard-start out of the system in the event of a failed capacitor. When a motor-run capacitor fails in a hard-start system, the hard-start keeps kicking on the compressor without the capacitor regulating. This will cause overheating and a shorter compressor lifespan.

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- Turbolytic®50, universal motor-start capacitor. Replaces up to 64 different motor-start capacitance values up to 324 MFD.

Global is privileged to serve the needs of wholesalers across the United States and has represented some of the best manufacturers in the HVAC/R industry for over 30 years. With the acquisition of AmRad Engineering, Global anticipates an exciting new era and is thrilled to invest in the success of American manufacturing.

Here at Global, we believe in supporting America, American manufacturers, and the American worker. This union secures the future of American manufacturing and the American worker.

For more information about Global visit www.globalthesource.com, call 800.531.5967 or email customerservice@globalthesource.com.

For information on AmRad Engineering products visit www.americanradionic.com.

Construction Employment Rises from May to June in 31 States, Slips in 18; Association Warns Job Losses will Resume Without Federal Funding

Recent Data from Procore on Jobsite Workers’ Hours Indicates Employment May Have Leveled Off; Immediate Federal Investment in Infrastructure, Relief for States is Needed to Avoid New Downturn

Construction employment on payrolls during the week increased from May to June in 31 states and the District of Columbia, but the gains may have stalled, according to an analysis by the Associated General Contractors of America of government employment data released today and a compilation of weekly jobsite hours by construction technology firm Procore. Association officials urged officials in Washington to promptly enact funding for infrastructure projects and plug looming state and local budget deficits to head off a new round of job losses.

“The widespread job gains in June follow even more universal increases in May,” said Ken Simonson, the association’s chief economist. “But the government’s employment snapshot was based

on payrolls during the week of June 12. More recent data collected by Procore on hours worked on jobsites suggests employment topped out around mid-June and may have begun to decline.”

Simonson observed that users of Procore’s software record the number of hours worked each week on their construction job sites. Procore reported that jobsite hours reached a peak of 15.1 million during the week of June 7-13. Since then, preliminary totals have slipped, to 15.0 million during the week of June 14-20 and 14.6 million during the week of June 21-27.

Procore has been mapping total jobsite hours in each state since the week of March 1, around the time of the initial restrictions

on businesses in some states. Jobsite hours have increased in most states as shutdown orders were relaxed and the weather grew more favorable for construction in many locations. Nevertheless, in 12 states Procore users logged fewer jobsite hours in late June than in early March, Simonson noted.

New York added the most construction jobs from May to June (42,000 jobs or 14.2 percent). Massachusetts had the largest percentage increase (16.3 percent, 19,700 construction jobs). Construction employment declined from May to June in 18 states and was unchanged in Alaska. Louisiana lost the most construction jobs (-3,900 jobs, -3.1 percent). Nevada had the highest percentage loss (-3.5

percent, -3,500 jobs).

From June 2019 to June 2020, construction employment increased in 15 states, decreased in 34 states and D.C., and held steady in Wyoming. Utah added the most construction jobs over the year (10,200 jobs, 9.4 percent). South Dakota had the largest percentage increase (13.7 percent, 3,200 jobs). Both states set all-time highs, in records dating to 1990. New York lost the most construction jobs over the year (68,300 jobs, -16.8 percent). The largest percentage decline occurred in Vermont (-29.4 percent, -4,500 jobs).

Association officials warned that recent flare-ups of coronavirus across most states mean there will soon be more project cancellations, forcing contractors to lay off workers

again. They urged Congress and the Trump administration to promptly enact new infrastructure funding measures and backfill the massive budget gaps that have opened in state and local government budgets, so that public construction does not decline precipitously.

“Only the federal government has the means to keep infrastructure and other needed public construction on track,” said Stephen E. Sandherr, the association’s chief executive officer. “It would be tragic to miss the opportunity to support the economy, keep thousands of construction employees at work, and invest in much-needed upgrades to roads, transportation facilities, water and sewer systems.”

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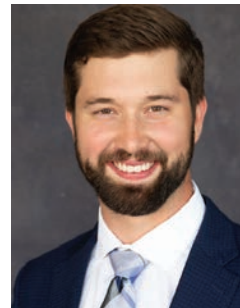
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What Should Your Service Labor Rate Be?

When I worked for Carrier Air Conditioning in the 1990's, I was the "heir apparent" to Stu Docter and taught thousands of Carrier and Bryant dealers the financial ideas and methods of Stu. Some of you were in those meetings. Early on, I started promoting flat rate pricing for service labor as I could see that the day would come when the costs of doing business would make it prohibitive to set a labor rate that is based on an hourly cash flow, as labor rates would start to soar. (As a general rule of thumb—a rule I will flesh out in this column—a profitable service labor rate should be about 3 times your highest paid service tech's hourly rate, counting benefits.) If you pay your tech \$35 an hour, we can add about 38% for the average burden of benefits and round it up to \$48. So a conservative street rate would be about 3 times that amount or \$144 per hour. You

can imagine how that might set with a homeowner who makes \$25 an hour at her job!

Little did I know when I promoted flat rate to contractors where that beast would go. Recently, a friend had to have a 10 microfarad capacitor replaced on his unit and paid \$327.00 for it, because the contractor was on flat rate. I was stunned. How did we get here? How, for that matter, did the flat rate providers talk us into jacking up our service rates "because we could" and end up with one rate that I know if in Colorado of \$296 per hour?

So maybe it's time to take another look at flat rate. I am all for the system, but I am not for the abuses that it can lead to.

Let's see how easy it is to determine a realistic hourly rate to use with a flat rate system.

We need to first know

how many hours a year we can sell (on an average per tech basis). So we start with a 52 week year, times 5 days a week, times 8 hours a day. A full year thus has 2,080 hours available. But, of course, we cannot bill all of those out. We must deduct for several things:

- Annual vacation days allowed (average, per tech)—let's use 10 for this example.
- Annual holidays (whether paid or not)—let's use six.
- Annual sick days averaged per tech—this must come from payroll records, but let's use four for our example.
- Any other days off (for any reason... like hunting season, or that bass tournament). Let's say two.

So our total days not allocated to work amount to 10 + 6 + 4 + 2 or 22 days. Multiplying by 8 hours means we must deduct 176 hours from our 2,080 starting point.

We are down to 1,904 hours.

Next, we need to deduct the average travel time per day our techs spend driving from job to job. That will depend greatly on your market, traffic congestion, and other factors. To be accurate, you would need to get it from your timecard system (hopefully electronic with a code for driving time). Let's say for simplicity sake that your techs average 2 hours a day in driving. At 1,904 hours sellable, we are looking at 1,904 / 8 or 238 days. At 2 hours a day of driving, we must deduct 476 hours from our 1,904, taking our sellable pool down to 1,428 hours.

Now, we need to know our average unbillable time per tech. That can be tricky to figure (especially as many flat rate systems don't bother to log it because it is "covered" in the rate), but let's say that our techs average ½ hour per day per tech unbillable. With 1,904

billable hours per year (before deducting for travel), with ½ hour per day unbillable, we have half of our 238 billable days affected, or 119 unbillable hours per year per tech. Our 1,428 hour pool shrinks down to 1,309 hours.

Now, we take 1,309 hours times the number of service techs we have. Let's say we have six techs, so we have 1,309 x 6 or 7,854 billable hours per year.

Next, we need to know our highest paid service tech (counting his benefit cluster). Let's use the \$48 I suggested earlier.

Last, but not least, we need to know the service department's overhead. To do that, we'll need to do a departmentalized income statement (which is beyond the scope of this column). First off, service overheads run a lot higher as a percentage of sales than contracting overheads.



Richard Harshaw

If you are running a good contracting operation, your overhead may run 25% to 35% of sales. But that same company will run 50% to 70% overhead for service! Let me do some hand waving and mumbling and say that our overhead is \$540,000.

We can now compute a decent hourly rate to use in our flat rate system. We take our overhead of \$540,000 and divide it by the TOTAL NUMBER of billable hours we will have—in our case, 7,854 billable hours. That comes to \$68.75. To that we add the highest tech's wage with bennies and get \$69 + \$48 or \$117.

SEE HARSHAW PG.21



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Single-Family Starts and Permits Post Double-Digit Gains in June



Led by solid single-family production, total housing starts increased 17.3% in June to a seasonally adjusted annual rate of 1.19 million units, according to a report from the U.S. Housing and Urban Development and Commerce Department.

The June reading of 1.19

million starts is the number of housing units builders would begin if they kept this pace for the next 12 months. Within this overall number, single-family starts increased 17.2% to an 831,000 seasonally adjusted annual rate, after an upward revision from the May estimate.

The multifamily sector, which

includes apartment buildings and condos, increased 17.5% to a 355,000 pace.

“Fueled in part by record low mortgage rates, builders are seeing solid demand for housing despite the challenges of the virus and elevated unemployment,” said NAHB Chairman Chuck Fowke.

“Demand is growing in lower density markets, including exurbs and small metros.”

“Single-family construction is expanding off April lows due to lean inventories of new and existing homes,” said NAHB Chief Economist Robert Dietz. “However, builders face challenges in growing costs, particularly rising prices for lumber.”

On a regional and year-to-date basis (January through June of 2020 compared to that same time frame a year ago), combined single-family and multifamily starts are 2.2% higher in the Midwest, 0.2% higher in the South, 2.9% higher in the West and 5.4% lower in the Northeast.

Overall permits increased 2.1% to a 1.24 million unit annualized rate in June. Single-family permits increased 11.8% to an 834,000 unit rate. Multifamily permits decreased 13.4% to a 407,000 pace.

Looking at regional permit data on a year-to-date basis, permits are 3.4% higher in the South, 8.8% lower in the Northeast, 2.3% lower in the Midwest and 3.9% lower in the West.

ACCA Past Chairman Bob Keingstein Passes Away



Arlington, VA - The Air Conditioning Contractors of America (ACCA) regrets to inform the HVAC community of the passing of ACCA past Chairman, Bob Keingstein, president of BOSS Facility Services, Inc. in Hauppauge, NY. He passed away on June 20, 2020, after battling lung cancer.



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It's On My Heart: Where Can We Find The Good Employees?

The most common question I get, no matter if I am talking to a contractor in Portland, Florida or Canada, is the same: can you get me some new employees? Many of the Service Nation members are growing, and in the midst of the hot summer, they need to add employees to meet those growth goals. So where do you find these new, capable and effective employees? Easy answer, they are all around you. Here are some examples.

Corey Hickman is the owner of Comfort Matters, a great company up in the Minneapolis area. He was thinking about sales, and realized that for any number of reasons, there may be some customers that did not buy from his team when they first were approached. Some may have had another event in their lives that took precedence, had to get a graduation, a

wedding, a funeral or a birth off their calendar. So he put together the concept of a "Comfort Concierge", a person who could follow up after the sales team made a presentation, or even when someone requested more information from his website or FB. They could also follow up old quotes, even a year or two later. Had to be great with people, good at follow up, and creative. That led to the question, where could he find this person? He found her at the Dollar Store. Yep, the store that you see all around us, full of people you never notice. Except he did. He noticed that this person was pleasant, always had a smile and kind word for the customer, exactly the type of person he was looking for. And he hired her. Just after that Corey got a call from another contractor in his town, asking if they had hired

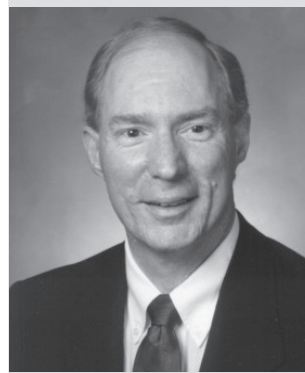
her. Corey said he had, the contractor said he was going to offer her a job as well. Validated the fact it was a good decision, makes the case for doing something instead of just thinking about it.

We have a member in Nebraska who has a lady who is a comfort advisor who has a closure rate over 60%. Been there a year. When I asked where she came from, was told she worked in a restaurant that several of the employees ate at. Did a great job, was pleasant, always gave them full attention, even if she had several tables at the same time. They asked her if she was happy, she said "I make a decision to be happy each day". She had them at "make a decision...". You may say, well, she has no experience. Actually, she has experience working with people, all kinds of people. In a very

tough business. Today, my advice is to hire for attitude, train for skill. We can teach a newbie what to look out for in our industry rather quickly, and in most cases, they are not going to sell something that can't be done. But what I can't teach a new employee is how to be polite, how to like themselves and others around them. Today, the emotional intelligence score is the key ingredient in getting an employee that does a good job working with the consumer. Here is a link to a free test: https://greatergood.berkeley.edu/quizzes/ei_quiz/take_quiz

Chris Hunter also decided to have a person dedicated to follow up, she is the "Rehash Specialist", meaning she would follow up on a lead when the sales team said they had done all they could do.

SEE HINSHAW PG.21



Jim Hinshaw

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

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

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

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

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

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HARSHAW con’t

Finally, we want to make 20% net profit on our service sales, so we would take \$117 and divide it by the factor (100% - 20%) which is 80% (or 0.80). Our hourly rate would be then \$117 / 0.80 or \$146 per hour. (The rule of thumb said \$48 x 3 or \$144.) That is the figure I would use with my flat rate provider. Of course, he will try to talk me into \$180 or \$210 or some other higher number, but my conscience won’t permit that. I know that I need \$146 per hour to make this business float, and I will hold to that and not

make my customers pay for inefficiencies I can easily hide in a flat rate manual. Which brings up another good point. As Frank Blau, pioneer in flat rate pricing once said to me, “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.” Geez, that sounds like playing a game of “Whack-A-Mole!” (Sigh) Onward and upward, HVAC warriors! Let’s take that hill!

HINSHAW con’t

What Chris realized was that sometimes, no matter how good you are, there is just not the connection needed to do business. So he hired a young lady to help the sales team out, they are free to follow up as long as they have a plan to do that, but when they are done and no follow up plan in place, he gets his Rehash Specialist in the mix. Chris set a somewhat optimistic goal, \$1,000,000 in follow up sales the first year. He trained her, had scripts, did role-playing to see the best way to handle objections, left nothing to chance. Chris had a large company, sold it at \$10,000,000 about a year ago. She added over \$1,000,000 in additional sales just from follow ups, she made it happen. She was trained as a cosmetologist, Chris hired her husband, who had a background in HVAC. She had moved into office work, Chris asked her if she would consider being a maintenance tech. She agreed and did an amazing job. Then moved inside to the Rehash Position. She reads people well, has the ability to multi-task, and follows up till the customer has either bought from his company, or from another one. For those of you who think this is high pressure, I will assure you, it is not. Her typical call goes like this: I recently saw a new financing

option available, and thought of you, would you like to hear more about this concept. She does not say: are you ready to buy? I have shared in the past about Erv Dirks who was approached by the auto repairman who fixed one of his vans about coming into Erv’s place as a tech. Erv hired him, put him on maintenance calls for a few months, then turned him out working on tune-ups and maintenances. During his first year with Erv, in a 3-month period he turned in dozens of leads that sold. Not just leads, but leads that sold. There is also the success story of Josh and Jana Morehart who hired a young man that worked at a printing company to come in and help them with marketing. One day Jana asked if he could lift 35 lbs, the install helper was out for a couple of days. He did and loved the ability to help customers enjoy more comfortable homes. A few months later that same young man (about 19 years old) was selling inverter driven heat pump systems, in fact, he sold more than any other dealer in the area the first year that product was available in their market. My point, good, effective, and capable employees are all around us. We just have to be available to look outside our “box”, hire for attitude, and train for skill. Thanks for listening, we’ll talk later.



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Maestro Series - One of a Kind

Brescia, Italy – Olimpia Splendid USA has introduced the Maestro Series, the only air conditioner/heat pump with no outdoor unit. It is a thru the wall (TTW) heat pump offering, which is new to the North American market and is truly a one of a kind product. The Maestro Series unit is designed primarily for residential single family and multi-family markets, but is ideal for applications in college dormitories, military barracks, assisted living facilities, churches, schools and other light commercial projects as well. The Maestro Series offers two models: (1) Maestro Smart, which is a 9,000 BTUH heat pump with single stage compressor and multi speed fan and (2) Maestro Pro, which is a 12,000 BTUH heat pump with inverter compressor and variable

speed motor. Both models provide heating and cooling and have a 4 in 1 design, equipped with, (1) Dehumidification Mode, which reduces airflow to increase the amount of moisture removed from the space, (2) Fan Mode, which adjusts the speed fan to optimize air circulation, (3) Auto Mode, which adjusts setpoint based on ambient temperature and (4) Sleep Mode, which gradually increases the temperature setpoint ensuring whisper quiet operation, greater comfort and energy savings at night time. Furthermore, both Maestro models are designed with the “Pure System 2” filtration system, which is a multi-filtration system that combines two state of the art filtering technologies: (1) an Electrostatic Filter designed to eliminate small particles such

as smoke, dust, pollen and pet dander to provide relief to people with allergies and (2) an Active Carbon Filter, which eliminates unpleasant odors keeping the indoor air quality fresh and clean.

Some of other value added features the Maestro Series offers is installation versatility, due to the fact that unit can be installed in the high wall or low wall configuration, which provides total air diffusion for consistent temperature throughout the space thanks to the rotating supply air flap. “The Maestro Series thru the wall unit, provides ultimate comfort where we live, work and play” states Diego Stefani, Director of Sales – North America. And that comfort is controlled via multi-function hand-held remote, which comes standard with the unit or Olimpia Splendid

offers a wall mounted wireless thermostat as well. And, for the end user wanting to control the unit remotely, there is the Maestro app.

But one of the most unique attributes the Maestro unit has is the ease of installation, which only takes about 1 hour to install, and requires hanging the wall mounted unit bracket, making two 8” holes in the exterior wall to allow for fresh air intake and compressor air exhaust, inserted the wall sleeves provided with the unit and plugging the unit into your standard electrical outlet, just like any household appliance. And that is where the energy savings benefit comes into play, the unit is 115V and only pulls 8 Amps, thus not requiring it to have a separate circuit and not requiring the need of an electrician, which also helps with the lower installation cost the Maestro unit has. In fact everything that is needed to install a Maestro unit is included with the unit, with exception to the tools to make the two 8” holes.

The Maestro design was born in 1999 in Brescia, Italy where Olimpia Splendid is headquartered and where their manufacturing plant is located. In fact, there are over 500,000 units installed throughout Europe, and although the product may be new to the North American market, it is a proven technology and it clear that there is tremendous potential for this product simply due to the fact that there is no other unit like in in the industry. When compared to a PTAC/PTHP or mini split systems, where are large rectangular opening is required vs two small 8” holes or a unit is needing to be installed on a platform hanging on the wall, thus ruining the integrity of the building façade not to mention the need to run line sets, which the Maestro unit does not require because it is a completely sealed system using R410A as its refrigerant. In fact the Maestro was originally applied in Italy, where air conditioning is a luxury, not a standard as it is here in the US and due the fact that the majority of the building are hundreds and even some thousands of years old, and the option of PTAC/PTHP or mini splits was out of the question, hence the opportunity for the Maestro Series was created. So as the Olimpia Splendid advertising campaign states “Beautiful Outside, Cool Inside” is absolutely true! (see Maestro ad on page 22)

Apart from its easy installation, the unit is whisper quiet, with sound levels as low as 32 dB and best in class sound transmission ratings (STC 36 & OITC 25), which means minimal sound is transmitted from the outdoors thru the wall to the indoors, which is ideal especially for installation in metropolitan areas.

“When we decided to enter into the North American market, the unique selling proposition we were able to offer to our distributor and dealer partners, was that this was a product that no other manufacturer was offering, because it is not a PTAC or window unit or room air conditioner, it is in a class all by itself” stated Stefani. “And that is also why we decided to back our product with an industry best warranty of 7 year on the compressor, 2 years on parts and a 1 year unit replacement warranty should the compressor fail in the first 12 months.” Furthermore, Olimpia Splendid offers their “3 & 3” Comfort Plan, which is a factory back extended warranty extending the compressor warranty to 10 years and parts warranty to 5 years.

To learn more about the Maestro Series product visit: www.olimpiasplendidusa.com

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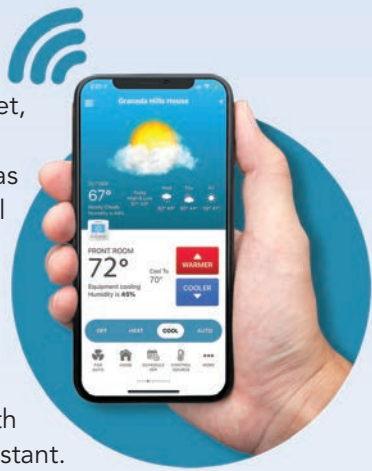
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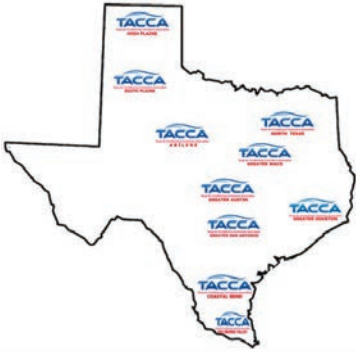
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**Tamez Refrigeration and
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The Texas Air Conditioning Contractors Association (TACCA) is a contractor-focused organization committed to a strong HVAC industry in Texas. With more than 50 years' experience helping contractors benefit from programs that include technical training, state-approved continuing education and advocacy at state and local levels, TACCA continues to set the standard for the HVAC/R trade in Texas.

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TACCA 2020 Conference is Cancelled

TACCA has made the decision to cancel the in-person conference that was scheduled at Lakeway Resort October 29-30. Be on the lookout for alternate learning and networking opportunities at www.tacca.org.

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 or call 800/998-HVAC (4822) to learn more about TACCA membership, register for a class or sign up to receive news and information.



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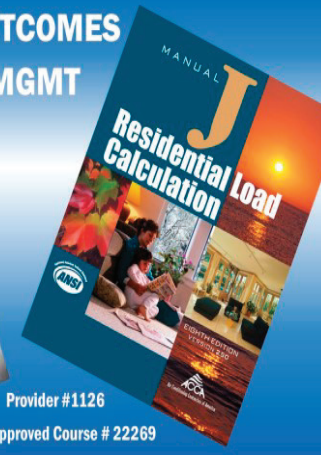
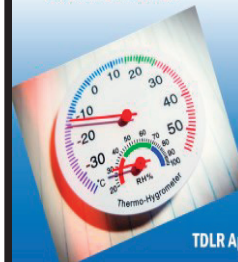
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ASHRAE Recognizes Outstanding Achievements of Members

Atlanta – ASHRAE is pleased to recognize the outstanding achievements and contributions of members to the Society and the heating, ventilation, air conditioning and refrigeration industry. Awards are scheduled to be presented at the 2021 ASHRAE Winter Conference, January 23-27, in Chicago, IL.

A list of awards and recipients are below:

Lincoln Bouillon Award

Ryan Pinckard, of the Oregon Chapter, receives the Lincoln Bouillon Award, which recognizes a member who performs the most outstanding work in increasing membership. The award commemorates Presidential Member Bouillon's efforts in recruiting new members. Pinckard is Business Development Engineer, CHC Hydro, Vancouver, Washington.

Dan Mills Chapter Programs Award

Beatriz Salazar, of the Toronto Chapter, receives the Dan Mills Chapter Programs Award, which recognizes excellence in chapter program endeavors. Salazar is Designer – Electrical, Smith and Andersen, Toronto, Ontario.

William J. Collins, Jr. RP Award

Reed Coggins, P.E., of the Atlanta Chapter, receives the William J. Collins Jr. RP Award. The award, named in honor of Presidential Member Collins, recognizes a chapter RP chair who excels in raising funds for ASHRAE's RP campaign. Coggins is Application Engineer, Lincoln Associates, Marietta, Georgia.

Donald Bahnfleth Environmental Health Award

Paul W. Francisco, Fellow Member ASHRAE, of the Central Illinois Chapter, receives the Donald Bahnfleth Environmental Health Award, which recognizes excellence in volunteer service focused on environmental health issues. Francisco is Associate Director for Building Science, Applied Research Institute, University of Illinois at Urbana-Champaign, Champaign, Illinois.

Homer Addams Award

Gabrielle McMorrow, of the National Capital Chapter, receives the Homer Addams Award, which recognizes a graduate student who has been engaged in an ASHRAE research project at a university that has graduate programs in the areas of heating, ventilation and air conditioning, and has achieved a high standard of performance in this work. McMorrow is Mechanical Engineer (Energy), Architect of the Capitol, Washington, DC.

Government Affairs Award

Elizabeth Tomlinson, P.E., of the Minnesota Chapter, receives the Government Affairs Award. The award recognizes individuals

for outstanding effort and achievement in state, provincial and local government activities in connection with technical issues related to the Society. Tomlinson is Senior Mechanical Engineer, Facilities Sustainability and Resilience Leader, TKDA, St. Paul, Minnesota.

Lou Flagg Historical Award

Bruce Flaniken, Fellow Life Member ASHRAE, of the Houston Chapter, receives the Lou Flagg Historical Award, which recognizes an individual for preparing the most outstanding historical presentation related to HVAC&R. The award is named in recognition of Presidential Member Lou Flagg, who promoted an interest in history. Flaniken is Manager of Facility System Design & Construction Engineering, Houston Methodist Hospital, Houston, Texas.

Standards Achievement Award

Paul A Lindahl, Jr., Life Member ASHRAE, of the Kansas City Chapter, receives the Standards Achievement Award, which recognizes exceptional service in the area of standards leadership and technical contribution. Lindahl is Consultant, SPX Cooling Technologies, Overland Park, Kansas.

Ralph G. Nevins Physiology & Human Environment Award

Schichao Liu, Ph.D., of the Boston Chapter, receives the Ralph G. Nevins Physiology and Human Environment Award, which is given to a researcher under the age of 40 for significant accomplishments in the study of bioenvironmental engineering and its effect on human comfort and health. Liu is Assistant Professor, Worcester Polytechnic Institute, Worcester, Massachusetts.

Student Activities Achievement Award

N. Kapilan, Ph.D., of the ASHRAE Bangalore Chapter, receives the Student Activities Achievement Award, which recognizes a chapter student activities chair for growth of student activities. Kapilan is Professor and Head, Department of Mechanical Engineering, Nagarjuna College of Engineering and Technology, Bangalore, India.

Youth Outreach Award

Elise Kiland, P.E., of the San Jose Chapter, receives the Youth Outreach Award, which recognizes the outstanding effort of a member who actively engages a youth audience in their country, region, or local community through science, technology, engineering and mathematics (STEM) activities. Kiland is Project Manager, Critchfield Mechanical, Inc., San Jose, California.

ASHRAE Journal Paper Award

Edward Arens, Ph.D., Life Member ASHRAE; Tyler Hoyt; Gwelen Paliaga, P.E.; and Hui Zhang, Ph.D., receive the Journal Paper Award for the article, “*Eliminating Overcooling Discomfort While Saving Energy*,” judged to be the best article published in ASHRAE Journal. The article was published April 2019.

Arens is Director, Center for the Built Environment, University of California Berkeley, Berkeley, California. Hoyt is Staff Engineer, Comfy, Oakland, California. Paliaga is Technical Director, TRC, Oakland, California. Zhang is Professional Researcher, Center for the Built Environment, University of California Berkeley, Berkeley, California.

Science and Technology for the Built Environment Best Paper Award

Mehdi Mehrabi, Ph.D., P.E. and David Yuill, Ph.D., P.E. are recipients of the Science and Technology for the Built Environment Best Paper Award for “*Fouling and its Effects on Air-cooled Condensers in Split System Air Conditioners (RP-1705)*.” The article was published July 2019. The award is for the best paper published in the volume year of the Science and Technology for the Built Environment, the ASHRAE research journal.

Mehrabi is Mechanical Engineer, Paradigm Consulting Engineers, West Chester, Pennsylvania. Yuill is Assistant Professor, Architectural Engineering, University of Nebraska-Lincoln, Omaha, Nebraska.

Crosby Field Award

Charles S. Barnaby, Fellow Life Member ASHRAE and

Peter Simmonds, Ph.D., Fellow Life Member ASHRAE, are recipients of the Crosby Field Award for “*Development of a Unified Tool for Analysis of Room Loads and Conditions*,” which was judged to be the best paper presented before the Society. The Crosby Field Award is named for a former Presidential Member.

Barnaby is an independent consultant, Moultonborough, New Hampshire. Simmonds is President, Building Systems and Analytics, Los Angeles, California.

ASHRAE Technical Paper Award

The following papers received a Technical Paper Award, which recognizes the authors of the best papers presented at Society conferences.

- **Di Lu, Dennis L. O’Neal, Ph.D., P.E., Fellow Life Member ASHRAE, and Peng Yin, Ph.D.**, receive an award for “*A Comparison of the Annual Energy Use of Fixed and Variable Airflow Parallel Fan-Powered Terminal Units in a Small Office Building*.” Lu is a Graduate Research Assistant, Texas A&M University, College Station, Texas. O’Neal is Dean, School of Engineering and Computer Science, Baylor University, Waco, Texas. Yin is Assistant Professor of Mechanical Engineering, University of Louisiana at Lafayette, Lafayette, Louisiana

- **Stephen Kavanaugh, Ph.D., Fellow Life Member ASHRAE, and Lisa Meline, P.E.**, receive an award for “*Geothermal Heat Pumps: Simply Efficient*.” Kavanaugh is Professor Emeritus, University of Alabama, Tuscaloosa, Alabama. Meline is Owner and Principal Engineer, Meline Engineering Corporation, Sacramento, California.

- **Douglas Reynolds, Life Member ASHRAE, and Michael A. Schwob, P.E.**, receive an award for “*The Effect of Length on the Insertion Loss of Fiberglass Lined Sheet Metal Ducts, Part I: Rectangular Duct*.” Schwob is President, Schwob Acoustics, Inc., Las Vegas, Nevada.

- **Ngoc Dung (Rosine) Rohatgi, Ph.D.**, receives an award for “*Effects of System Materials towards the Breakdown of Lubricants and Low GWP Refrigerants*.” Rohatgi is President, Spauschus Associates, Inc., Bethlehem, Georgia.

Willis H. Carrier Award

Emily Ann Oldham receives the Willis H. Carrier Award given to a member 32 years of age or younger for presenting an outstanding paper at a Society conference. The award is presented for “*Energy Performance of an Occupancy-Based Climate Control Technology in Guest Rooms*.” Oldham is Designer, DLR Group, Washington, DC.

Exceptional Service Award

The Exceptional Service Award recognizes Distinguished Service Award recipients who have continued to serve faithfully and with exemplary effort. Ten members were recognized:

- **George W. (Billy) Austin**, Principal, Shultz Engineering Group, PC, Charlotte, North Carolina.

- **Wade H. Conlan, P.E., BCxP**, Commissioning Discipline Manager, Hanson Professional Services, Inc., Maitland, Florida.

- **Mark W. Fly, P.E., Fellow Member ASHRAE**, Executive Director, Norman Asbjornson Innovation Center, Tulsa, Oklahoma.

- **Jeff Gatlin, P.E.**, Central Energy Plant Manager, Aramark Healthcare/St. Jude Children’s Research Hospital, Memphis, Tennessee.

- **Carl C. Hiller, Ph.D., P.E., Fellow Life Member ASHRAE**, is President, Applied Energy Technology, Davis, California.

- **M. Dennis Knight, P.E., Fellow Member ASHRAE**, Owner, Whole Building Systems, LLC, Charleston, South Carolina.

- **Nicolas Lemire, P.Eng., Fellow Member ASHRAE**, President and CEO, Pageau Morel & Associates, Montreal, Quebec, Canada.

- **Kevin L. Marple**, President, Benz Air Engineering Co., Inc., Beaverton, Oregon.

- **Tim McGinn, P.Eng.**, retired, Calgary, Alberta, Canada.

- **R. Lee Millies, Jr., P.E., Fellow Member ASHRAE**, President, Millies Engineering Group, Munster, Indiana.

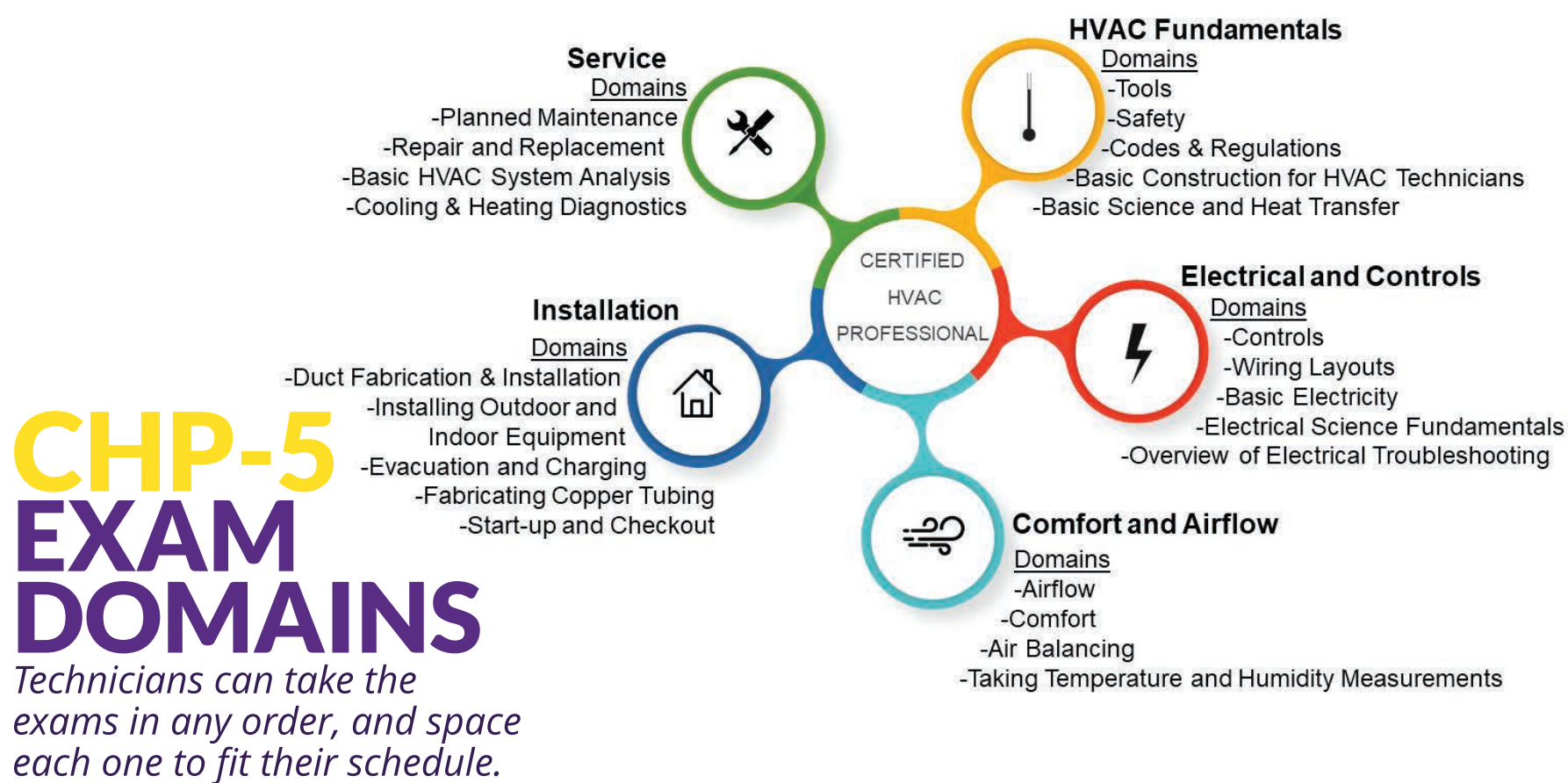
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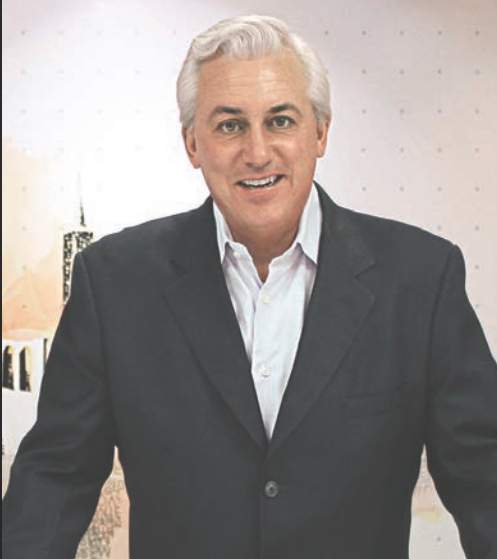
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The spotlight



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Jeb Ball as new VP of Sales



Adam Burroughs has joined
HVAC RepCo as a Territory
Manager for South Central-West
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RLS LLC is pleased to announce
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TACCA Greater Houston Annual Bay Bash

TACCA Greater Houston held their Annual Bay Fishing Tournament at Topwater Grill in San Leon TX on Friday July 17th. Over 30 boats/teams competed in the annual event, that concluded with a catered lunch, awards and many prizes for the attendees. An early morning storm was overcome with great fishing and weather.



1st Place Team - Johnstone Supply



2nd Place Team - Aaron Mechanical



3rd Place Team - AJ Warren Service Co



Brett Hanks won Heavy Redfish



Captain Jason with the Heavy Red



TACCA Greater Houston Annual Clay Shoot & Crawfish Feast

TACCA Greater Houston held their Annual Clay Shoot and Crawfish Feast at Texas Premier Sporting Arms in Sealy TX on Saturday June 27th. The annual event saw teams compete in clay shooting, and enjoying networking as the first event back in a while. The awards and door prizes were held around the award winning crawfish lunch that has become the hit of the event.



CALENDAR OF EVENTS

Insco's August Events Schedule

Online Training from Insco Academy

Insco Academy continues to have some of the best training available in the HVAC/R industry. During these uncertain times, we are offering FREE classes completely online.


Go to [Insco.com/training](https://insco.com/training) to register!

Thursday, August 6th – EcoNet Technician from 10am – 11pm | FREE

Thursday, August 20th – Inverter Controls from 10am – 11pm | FREE


Friday, August 28th – Inverter Sales 101 from 10am – 11pm | FREE

JOHNSTONE SUPPLY						
AUGUST 2020 TRAINING CALENDAR						
For info call Juan Vilella at 210-829-1934 Ext. 155 - or email to: juan.vilella@johnstonesupply.com						
Broadway - 9311 Broadway Suite 200 / Downtown - 30 Essex St. Ste. 101 / Alamo Downs - 6900 Alamo Downs Ste. 140						
DATE	DAY	TIME	LOCATION	CLASS	CLASS CODE	Price
1-Aug	Sa	8:30pm - 5:00pm	Broadway	TDLR License Renewal CE - Upcoming Industry Changes	605-115	\$125
4-Aug	Tu	9:00am - 11:30am	Webinar	Air Conditioning System Refrigeration Cycle Overview	Webinar	FREE
5-Aug	W	8:30am - 11:30am	Broadway	AC System - Electrical System Checks & Troubleshooting	605-168	\$40
6-Aug	Th	8:30am - 10:30am	Broadway	Troubleshooting: What's Causing My Compressor Stop?	Webinar	FREE
11-Aug	Tu	5:00pm - 7:30pm	Broadway	NATE Core Exam Prep Class - Part 1	605-124	\$225
12-Aug	W	5:00pm - 7:30am	Broadway	NATE Core Exam Prep Class - Part 2	Included	
13-Aug	Th	5:00pm - 7:30pm	Broadway	NATE Core Exam Prep Class - Part 3	Included	
19-Aug	W	8:00am - 4:00pm	Broadway	ESCO EPA Review & Exam	605-101	\$165
19-Aug	W	2:00pm - 4:00pm	Broadway	ESCO EPA Exam Only	605-102	\$90
20-Aug	Th	8:00am - 10:30am	Webinar	Vacuum Pump & System Dehydration Best Practices	Webinar	FREE
25-Aug	Tu	9:00am - 12:00pm	Broadway	NATE CORE EXAM	605-103	\$185
26-Aug	W	8:00am - 10:30am	Webinar	Friedrich Advantage Dealer Program Overview	Webinar	FREE
27-Aug	Th	9:00am - 11:30am	Broadway	Friedrich Fast Pro Mini-Split Installation & Start-Up	605-170	\$40
UNTIL FURTHER NOTICE: We <u>WILL</u> follow Covid-19 Safety Guidelines.						
Please <u>do not attend if you are sick, coughing, sneezing or running a fever.</u>						
Classes are limited to <u>10</u> persons.						
ALL ATTENDEES WILL BE REQUIRED TO WEAR MASKS AT ALL TIMES DURING TRAINING.						



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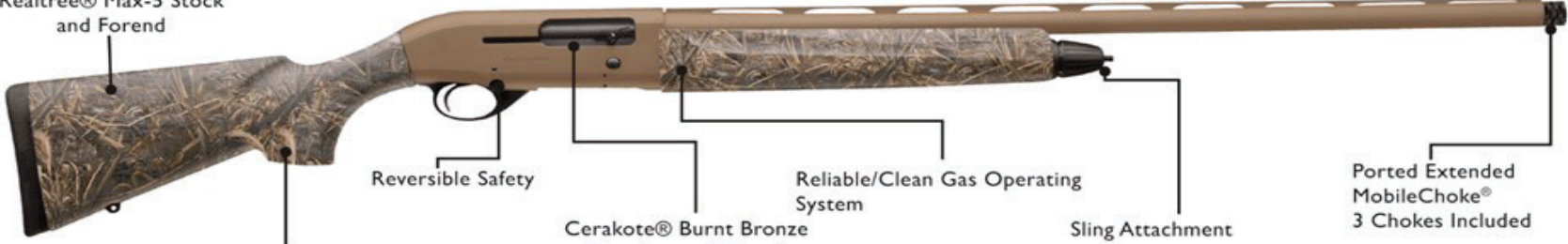
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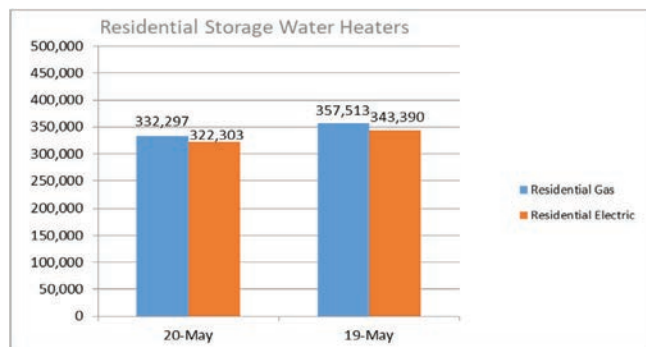
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STOCK	Adjustable Shim System
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TRIGGER	Chrome-Plated
LENGTH OF PULL	14.5"
RECEIVER	Anodized Aluminum
RIB TYPE	¼" x ¼" Ventilated
SIGHT	Front Metal Bead
WEIGHT (AVERAGE)	7.6 Lbs.
CARRY CASE	Cardboard

AHRI Releases May 2020 U.S. Heating and Cooling Equipment Shipment Data

Residential Storage Water Heaters

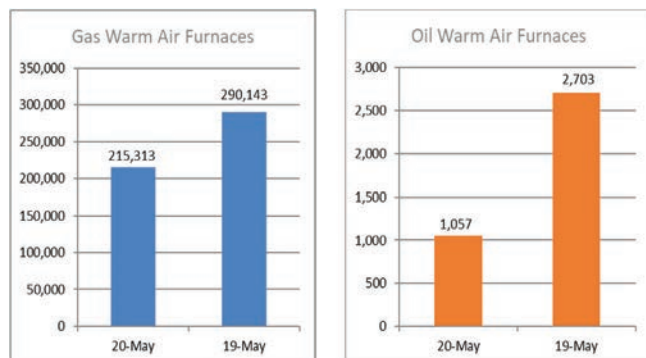
U.S. shipments of residential gas storage water heaters for May 2020 decreased 7.1 percent, to 332,297 units, down from 357,513 units shipped in May 2019. Residential electric storage water heater shipments decreased 6.1 percent in May 2020 to 322,303 units, down from 343,390 units shipped in May 2019.



Year-to-date U.S. shipments of residential gas storage water heaters decreased 5.1 percent, to 1,806,054 compared to 1,902,313 shipped during that same period in 2019. Residential electric storage water heater shipments increased 1.5 percent year-to-date, to 1,811,799 units, compared to 1,785,811 shipped during the same period in 2019.

Warm Air Furnaces

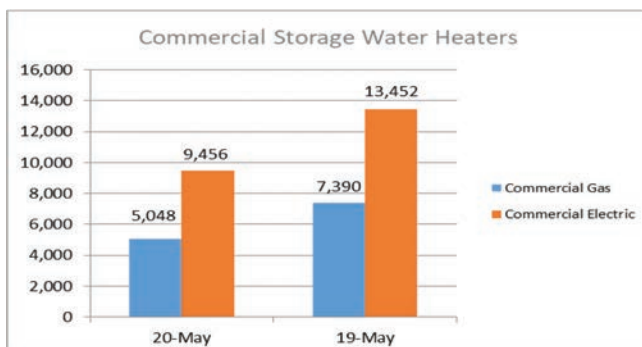
U.S. shipments of gas warm air furnaces for May 2020 decreased 25.8 percent, to 215,313 units, down from 290,143 units shipped in May 2019. Oil warm air furnace shipments decreased 60.9 percent, to 1,057 units in May 2020, down from 2,703 units shipped in May 2019.



Year-to-date U.S. shipments of gas warm air furnaces decreased 24.9 percent, to 1,047,046 units, compared with 1,393,288 units shipped during the same period in 2019. Year-to-date U.S. shipments of oil warm air furnaces decreased 38.5 percent, to 8,754 units, compared with 14,245 units shipped during the same period in 2019.

Commercial Storage Water Heaters

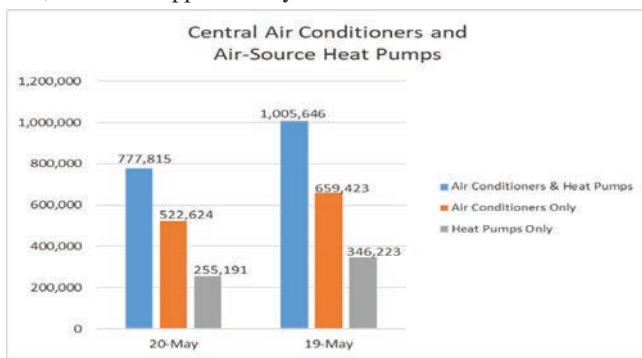
Commercial gas storage water heater shipments decreased 31.7 percent in May 2020, to 5,048 units, down from 7,390 units shipped in May 2019. Commercial electric storage water heater shipments decreased 29.7 percent in May 2020, to 9,456 units, down from 13,452 units shipped in May 2019.



Year-to-date U.S. shipments of commercial gas storage water heaters decreased 12.5 percent, to 33,751 units, compared with 38,573 units shipped during the same period in 2019. Year-to-date commercial electric storage water heater shipments decreased 8.9 percent, to 58,709 units, down from 64,474 units shipped during the same period in 2019.

Central Air Conditioners and Air-Source Heat Pumps

U.S. shipments of central air conditioners and air-source heat pumps totaled 777,815 units in May 2020, down 22.7 percent from 1,005,646 units shipped in May 2019. U.S. shipments of air conditioners decreased 20.7 percent, to 522,624 units, down from 659,423 units shipped in May 2019. U.S. shipments of air-source heat pumps decreased 26.3 percent, to 255,191 units, down from 346,223 units shipped in May 2019.



Year-to-date combined shipments of central air conditioners and air-source heat pumps decreased 6.8 percent, to 3,362,822 units, down from 3,609,723 units shipped during the same period in 2019. Year-to-date shipments of central air conditioners decreased 7.1 percent, to 2,101,664 units, down from 2,262,364 units shipped during the same period in 2019. The year-to-date total for heat pump shipments decreased 6.4 percent, to 1,261,158, down from 1,347,359 units shipped during the same period in 2019.

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

Month			YTD		
Size Description (000) BTUH	Total	% Change from 2019	Size Description (000) BTUH	Total	% Change from 2019
Under 16.5	28,480	+5.7	Under 16.5	129,991	+0.6
16.5-21.9	74,499	-6.1	16.5-21.9	325,232	+1.0
22-26.9	157,977	-19.6	22-26.9	674,358	-5.7
27-32.9	121,307	-27.0	27-32.9	530,618	-8.9
33-38.9	165,627	-26.3	33-38.9	710,900	-7.8
39-43.9	58,582	-27.8	39-43.9	252,284	-9.2
44-53.9	88,388	-23.9	44-53.9	369,664	-8.4
54-64.9	64,825	-24.6	54-64.9	272,993	-9.3
65-96.9	5,742	-41.3	65-96.9	34,096	-18.7
97-134.9	4,727	-39.1	97-134.9	24,878	-20.8
135-184.9	3,505	-36.7	135-184.9	17,331	-15.8
185-249.9	1,602	-32.8	185-249.9	7,830	-16.5
250-319.9	1,122	-28.9	250-319.9	6,130	+0.1
320-379.9	396	+2.9	320-379.9	1,518	-1.7
380-539.9	317	-27.1	380-539.9	1,569	-15.1
540-639.9	272	-16.6	540-639.9	1,341	-1.3
640-799.9	118	-16.3	640 & Over	563	-9.2
800.0-899.9	96	+57.4	800.0-899.9	383	+13.0
900.0-999.9	60	-26.8	900.0-999.9	412	+18.1
1,000.0-1,199.9	68	+70.0	1,000.0-1,199.9	262	+39.4
1,200.0 & Over	105	-7.9	1,200.0 & Over	469	-19.4
TOTAL	777,815	-22.7	TOTAL	3,362,822	-6.8

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

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

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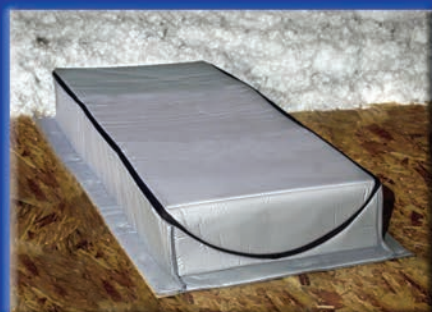
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HARDI Distributors Report 10.2% Revenue Decline in May

Columbus, Ohio – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing the average sales performance by HARDI distributors was a decrease of 10.2% percent during May 2020.

The average annual sales growth for the 12 months through May 2020 is 0.4 percent.



“May was a very strange month with cooler than normal temps in much of the eastern part of the country while much of the western half was warmer than normal,” said HARDI Market Research & Benchmarking Analyst Brian Loftus. “Besides the weather and various levels of COVID-19 related challenges, this year May had two fewer billing days than May 2019. When you adjust for the billing days, the sales change for the month across our seven reporting regions ranged from down 20% to up 20%.”

The Days Sales Outstanding (DSO), a measure of how quickly customers pay their bills, was near 47.5 days. “The DSO increased by 1.5 days versus May of 2019,” said Loftus. “We expected the economy to slow in 2020 so have been concerned about DSO from the start of 2020. This year is tracking a day or two slower than last year which is about as expected.”

“The economic data is volatile and confusing and will remain that way for another couple of months at least,” said Loftus. “Initial Unemployment Claims have declined for five consecutive months; new home sales were strong and retail spending surged in May. We also see that Continuing Unemployment Claims have been about flat for four consecutive weeks and the latest Industrial Production report was disappointing. COVID-19 is still with us and so is the economic uncertainty.”

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.

Refrigerated Solutions Group Announces Executive Changes

Hudson, WI - Refrigerated Solutions Group (“RSG”), an industry leader in refrigerated equipment, recently announced several executive changes.

Kevin Fink will be transitioning out of his CEO role effective July 31st, as part of a planned transition following the sale of RSG from Standex to Ten Oaks Group.

RSG also announced the appointment of Aaron Brown as President of RSG effective August 17th. Brown has a track record of building high-performing teams, growing businesses profitably, creating customer value and achieving operational excellence. Aaron joins RSG from IPA, a Roper Technologies (NYSE: ROP) operating company and leading manufacturer of linen and specialty uniform distributions solutions, where he led all facets of the Services business including implementation, customer support, field maintenance, international distributors and strategic partnerships. Prior to IPA, Brown held various leadership positions at MedAssets (previously NASDAQ: MDAS before being acquired) in finance and operations before building and leading the sales and commercial operations function of their technology and services business segment.

Dan Hinkle, VP of Sales for RSG, will assume the expanded role of Chief Commercial Officer effective August 1st, responsible for all of RSG’s commercial strategy, sales, marketing, service and customer experience. Dan has over 30 years of sales and leadership experience with an outstanding track record in the Foodservice industry.

John Ioannou, Ten Oaks Group Operating Partner, will assume the Chairman role at RSG effective immediately. Ioannou has run and advised businesses ranging in size from startup to multi-billion dollar business units of Fortune 500 companies across a variety of industries.

“We are all very grateful for Kevin Fink’s leadership through the ownership transition,” Ioannou stated, adding “I am delighted to welcome Aaron to RSG and see Dan take on his new role. Demonstrating extraordinary leadership and strength in times of change, they will serve RSG’s employees, customers and channel partners with all the values you want from leaders. Being a good partner and employer means being a healthy company and I’m proud of this team for making the decisions that will enable us to be stronger, healthier and more focused.”

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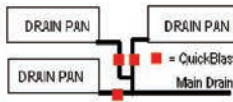
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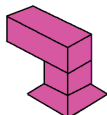
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