

# Air Conditioning ODAY



SEPTEMBER 2020 Serving the HVACR and Plumbing Industries Established in 1986 Vol. 34, No 9

# INSCO Distributing wins Crowning Achievement Award



Erik Gray - Regional Sales Manager, Mitsubishi Electric SWBU, Adolfo Perez – VP of Sales & Marketing, Insco Distributing, Eric Phipps – Director of Procurement, Insco Distributing

At the Insco/Mitsubishi quarterly meeting, Insco was recognized as the Crowning Achievement Award recipient for 2019. This award is based upon outstanding growth year over year. Insco could not do it without the amazing support and passion of the Mitsubishi Electric SWBU Team. "It's great to see our partnership continuing to grow and evolve over time."

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# Rheem® Named David Weekley Homes' National Preferred Partner of Choice for Excellence in Products and Service

Atlanta\_ Rheem recently named a National Preferred Partner by David Weekley Homes, one of the nation's largest privately-held home builders. In its 16th year, the annual distinction recognizes manufacturing and field partners that have consistently operated at world-class levels within their respective supply chains. As a valued partner of David Weekley Homes, Rheem provides a cutting-edge portfolio of HVAC and water heating solutions that

support more sustainable future.

David Weekley Homes evaluated over 140 companies through a comprehensive vetting process including a 1-5 rating system, customer feedback evaluations, quarterly result comparisons and more. Of the 16 percent of companies who received this year's distinction, Rheem was one of only 12 manufacturing partners highlighted as an organization that continues to deliver quality products and superior service

for the home building industry.

"We're incredibly honored to be recognized as a preferred partner by David Weekley Homes," said Alan Cape, National Sales Manager. "We look forward to strengthening our trusted relationship and serving as a leading global manufacturer of product innovations within HVAC and water heating categories."

"David Weekley Homes challenges our trade partners to meet the highest standards of quality and service, which allows us to offer a worldexperience for homebuyers," said John Schiegg, vice president supply chain services for David Weekley Homes. "Rheem has consistently exemplified rigorous measures congratulate them on their recognition as a National Preferred Partner."

For more information on Rheem, please visit www. rheem.com.

# Century A/C Supply Announces Sales Manager Promotions

Houston, TX - Century A/C Supply, a leading HVAC distributor in the state of Texas, is pleased to announce the promotions of Jacob Kunath and Ricky Cheek within the Ruud region, which encompasses Houston and the surrounding areas. These changes come after implementing a new companywide management strategy and regional leadership structure over the past year.

Jacob Kunath has been with the company for over 13 years as a Multifamily Sales Consultant and was promoted to Multifamily Sales Manager. Jacob excelled in his previous role – he was appointed to the board at the Houston Apartment Association and served as the President of the Product Service Council. Jacob is very active in the multifamily community and has been honored with several awards throughout his career including HAA's Supplier of the Year award in 2017 and the Top



Jacob Kunath

40 under 40 award in 2014. Jacob will oversee the multifamily sales team and implement strategies to increase sales in the Ruud territory.

Ricky Cheek, who started his career with Century 28 years ago, was promoted to Ruud Sales Manager. Ricky started on the parts counter and was quickly promoted to the Territory Manager position managing the Southwest, West, and Northwest Houston territory for 27 years. Ricky will oversee the Contractor outside sales team and will be responsible for the sales initiatives in Houston and the surrounding areas.



Ricky Cheek

Both of these gentlemen have effective teams in place to lead the sales efforts and help grow the Ruud brand. "I'm excited about the expertise and drive that Jacob and Ricky bring to the table. They both exemplify the core values of our company

and the future that we are building for our customers and employees", says Ken Schreiber, Ruud Region General Manager.

## About Century A/C Supply

Century A/C Supply is a leading wholesale distributor of heating, ventilation and air conditioning equipment and parts with 26 locations throughout the state of Texas. Based in Houston, Century has been recognized by the Houston Chronicle as a Top 100 Private company and a Top Workplace in Houston. Learn more about Century A/C Supply at www.CenturyAC.com.

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# **Product News**

# Fujitsu Announces New Multi-Position Air Handler

Fujitsu General America has introduced new multiposition air handler units that combine Fujitsu's inverter heat pump technology and revolutionary side discharge outdoor units with a modular design indoor unit. The result is high efficiency, space saving, and quiet single-zone systems without compromise.

Available in four sizes from 24,000 to 48,000 BTU/H, the new systems feature all-aluminum indoor unit coils, high static pressure capability, indoor sound levels as low as 24 dBA and adaptive fan motor control for optimum comfort.

Minimal clearance is needed on three sides of the indoor unit, with only 21 inches clearance needed in the front for service. Down-flow and horizontal right kits come standard with each system. Field-installed electric heat kits up to 15.5kW are factory provided. External input/output interface for third-party systems is optional.

WiFi compatibility is also optional so that systems can be controlled remotely through Fujitsu's FGLair mobile app, and smart home services such as Amazon Echo or Google Home.

#### For a Free Subscription to Air Conditioning Today, visit www.ac-today.com

or call 1-830-627-0605 / fax 1-830-627-0614 If faxing, be sure to include your name, company, address, phone number and relation to the industry - i.e. contractor, manufacturer, factory representative, etc.

Optional accessories include wired remote controller, simple remote controller, wireless LAN interface, thirdparty thermostat converter, external input and output PCB, external connect kit, electric heater kit, combustible floor base, and an external filter box.

For more information, please visit www.FujitsuGeneral.com



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# **Coburn's Named 2019 Ruud Platinum Premier Performance Distributor**

When you choose Coburn's, you get a team of Ruud experts who will match you with the right products for every project. We always strive to provide the best products, services and support to our dealers. Now, Coburn's has achieved the status of Ruud Platinum Premier Performer, and it's all thanks to your support!

## Ruud's Premier Performers are measured on key criteria, including:

- Service & Training Commitment
- Year over Year Unitary Growth
- High SEER Product Mix
- Ductless Support
- Replacement Parts Growth
- A/C Gas Residential & Commercial
- Market Share Performance



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# CenterPoint & Entergy **Utility Rebates**

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# Fall CashBack **Rebate Program**

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# Financing

Dealers can take advantage of zero interest financing offers by Synchrony. Contact your sales rep for more information.

# **CENTURY**

A/C SUPPLY™



# **Product News**

# Mitsubishi Electric Trane HVAC US M-Series SUZ Universal Outdoor Unit Now Available with Hyper-Heating INVERTER® (H2i®) Technology

### Electric heat pump technology for cold climates

Suwanee, Ga. –
Mitsubishi Electric Trane
HVAC US (METUS), the
exclusive provider of Zoned
Comfort Solutions® and a
leading supplier of Variable

Refrigerant Flow (VRF) heating and cooling systems, announces the expansion of the SUZ universal outdoor unit to include Hyper-Heating INVERTER® (H2i®) technology.

The single zone outdoor unit is part of the M-Series product line from METUS, which includes indoor units, outdoor units and controls for residential and light commercial applications.

Available in 9,000, 12,000,
15,000 and 18,000 BTU/H
capacities, the SUZ with
H2i technology delivers
indoor comfort in extreme

cold weather conditions maintaining performance at outdoor temperatures as low as -13 degrees Fahrenheit. At 5 degrees Fahrenheit outdoors, the system is designed to

deliver up to 100% of its rated heating capacity.

"We're pleased expand the M-Series product line and the range of indoor unit options available to our customers by offering the with hyper-heating SUZ performance," said Mitul Patel, director of residential product management, Mitsubishi Electric Trane HVAC US. "Through the use of H2i technology, our heat pumps reliably deliver warmth and comfort in cold climates where older heat pumps have struggled. The SUZ works with a broad range of indoor units, giving homeowners in all regions more efficient, all-electric equipment for their indoor heating needs which reduces their dependence on fossil fuels."

Ideal for residential or light commercial applications, the SUZ outdoor unit is designed with a built-in base heater and Blue Fin anticorrosion coating over the coils. SUZ with H2i® is now available for use with the following indoor units and capacities:

- SLZ-KF 2'x2' four-way ceiling cassette with 3D i-see Sensor® in 9, 12, 15 and 18 KBTU/H
- EZ FIT<sup>TM</sup> recessed ceiling cassette (MLZ) in 9, 12 and 18 KBTU/H
- SEZ-KD low-static ducted unit in 9, 12, 15 and 18 KBTU/H
- PEAD mid-static ducted unit in 9, 12, 15 and 18 KBTU/H
- SVZ multi-position air handler unit in 12 and 18 KBTU/H

For more information about the SUZ universal outdoor unit and other heating and cooling solutions from Mitsubishi Electric Trane HVAC US, visit www. mitsubishicomfort.com.





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# Why You Need a Business Soul Mate

I love running my own business, getting to do things "my way" ... most of the time. You see, in order to be successful, I need to also listen to the opinions of others. Who are these "others?" They are people who can complement my weaknesses and have skills to fill my blind spots. They are the Yang to my Yin.

#### What Is Yin-Yang?

With roots dating back to China in 1300 BCE, Yin-yang refers to a concept where opposite forces are seen as interconnected and counterbalancing.

Together the two halves make a whole, and while one is mostly dark and the other is mostly light there is a little bit of each in the other.

Yin, represents darkness, femininity, passivity, and the earth. Yang represents light, masculinity, activity, and the heavens.

# Do you have a Business Yin-Yang?

Whether it is your next hire or a

San Antonio, TX

78217

member of your advisory board, bring people into your circle who are not just like you. Follow these principals to create your Business Yin-Yang. Remember even someone who seems to be your complete opposite, should share some common ground with you.

For example, I tend to see myself as more of a Yang, positive, active, and always looking ahead. I need a yin who is more grounded and practical to help me think through the obstacles that might lie ahead. So while their more methodical approach may make me crazy sometimes, the shared interest in growing entrepreneurial enterprises gives us a common language and starting point.

# How do you find your other half?

You will need to start with a little introspection and make a list of all your weaknesses. Be honest, or this just won't work. Then pick a weakness or two you know you aren't likely to change. For example, I am always

San Antonio, TX 78238

210-457-5272

going to be bored by the fine details of contracts, procedures, etc. I can promise, make resolutions, and try to focus on the extremely fine print, but I am not going to. So finding someone who is the opposite, who dot's every "i" and crosses every "t" is a good candidate for my other half.

Here are a few more ideas, but this is not exhaustive by any means.

- Do you tend to work quickly? Great! You can get a lot of things done in a short amount of time. You need to have someone on your team who is accurate and will catch the mistakes you make along the way.
- Are you an introvert, perhaps someone who prefers to work alone?
   You need an extrovert in your life, someone who enjoys getting out, meeting people, and managing staff issues.
- Optimists (like me) believe every project will be easy, every client will pay on time, and everything can be completed in the time remaining.

While the positive attitude is good, find someone to raise a red flag when they see a potential obstacle in the path.

- As a visionary you can inspire others to action, but you can also be blinded by the big picture as you focus on the objectives and general path.
   Look for someone who sees the steps and enjoys building the process.
- Are you a stickler for details, with a high need for perfection? When you finally finish your product will be awesome, but the opportunity will pass you by. Find someone who will help you launch a minimally viable product, get feedback and refine again..

# Be prepared to fight a bit, listen a bit, and learn a lot!

Once you start bringing people into your business who have different styles, perspectives, and talents be prepared to compromise. You are going to bump into the conflicting opinions. If you commit to building a complete business, you will need to face some uncomfortable conversations.

Austin, TX 78754

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### 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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There will be tough questions to answer. The ideas you can defend are the ones worth pursuing. This works when you approach each conflict by looking for the common ground. It is there, somewhere. And finally, you will need to accept the idea you don't always know the best answer but you can find it with the Yin to your Yang.

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First and foremost, we want to thank the HVACR industry for its response and resilience during these unprecedented times. We are proud to see our industry professionals navigate with such dedication and expertise. For almost a century, the AHR Expo has played an essential role in bringing the entire HVACR community together and we don't plan on stopping now. AHR Expo Show Management, our industry partners, endorsing organizations and industry colleagues are committed to hosting a safe event experience in January 2021.

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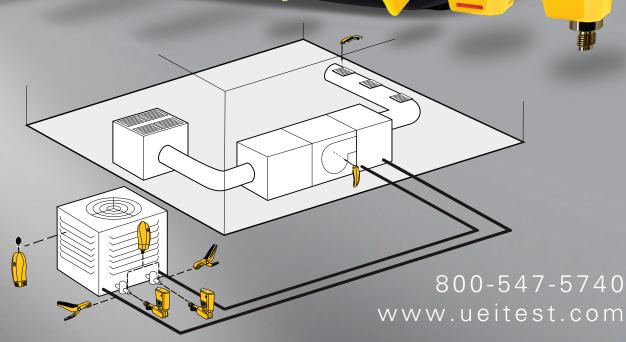
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Magnetic hanger allows for temperature measurements in direct air stream.

# **Product News**

# ESAB Miniarc Rogue Compact Stick/Lift Tig Inverter Offers Industry-Best Combination of Performance, Price

Annapolis Junction, Md. – ESAB Welding & Cutting Products has introduced the Miniarc Rogue ES 180i, a new portable and affordable Stick/Lift TIG inverter with professional arc performance and controls such as adjustable hot start, adjustable arc force and power factor correction. The unit weighs 18.2 lbs., measures 13.5 x 6 x 10.4 in., delivers a maximum output of 180 amps at 25 percent duty cycle and uses 115 – 230V 50/60 Hz primary power.

Miniarc Rogue's next-level control technology produces a smooth welding arc with all types of Stick electrodes, including E70818 and E6010, and it has the power to run 5/32-in. electrodes. The Lift TIG (DC TIG) function provides positive arc starts without the use of high frequency. It delivers a stable TIG arc down to 10 amps, giving welders the control they need to work on thin metal or delicate components. Users include mechanical contractors and those in general fabrication, HVAC, maintenance and repair, rental, process pipe, food/beverage, farming and home workshops.

"Miniarc Rogue will cause the industry to re-think its perception of power, performance and price in the compact Stick/TIG inverter category," says Jay Coubrough, Director of Product Marketing, ESAB. "Other welders with its features can cost twice as much."

#### **Professional Features**

Miniarc Rogue's 115 – 230V primary power flexibility enables users to work in a wide variety of locations. Flexible



automatic input voltage compensation ensures a steady welding arc throughout the entire input power range, making it ideal for use with generator power, which often fluctuates.

Miniarc Rogue features power factor correction (PFC), so it draws less primary current. As a result, users can use a smaller circuit breaker and reduce the worry of nuisance trips when welding at full output. Using the latest technology PFC circuit also enables welding with up to 110 yards of cable extensions, further increasing location flexibility.

Miniarc Rogue's adjustable hot start function increases current beyond the set value for a few milliseconds to help establish the arc. It especially helps with low-hydrogen electrodes, which can be notoriously difficult-to-start. Its adjustable arc force control increases amperage when the voltage drops below a preset threshold. As a result, operators can hold a shorter arc length without the electrode sticking, which is beneficial when welding in narrow gaps, in corners and out-of-position.

Compared to other welders, Miniarc Rogue features a higher open circuit voltage (OCV) of 78V, so it promotes better Stick arc starts.

Miniarc Rogue comes with a shoulder strap, plastic case and rugged work cable and electrode holder. Its digital meters are visible up from 75 ft. away, and an optional remote controller allows users to adjust current settings without needing to go back to the machine. A robust fiberglass-molded housing is built to withstand impact, and the weather resistant, IP23S rating makes the unit suitable for use in tough applications.

At ESAB, we exist to shape the future of welding and cutting. We connect fabricators with the widest range of products under our industry-leading brand portfolio with the latest technologies to solve virtually any industry challenge — then we back it up with our knowledge, experience and passion to help them be more productive than ever before. To learn more, visit esab.com.



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# ACCA Wins the 2020 ASAE Power of A Silver Award

Arlington, VA – The Air Conditioning Contractors of America (ACCA) is proud to announce that the American Society of Association Executives (ASAE) has selected ACCA as an ASAE Power of A: Silver Award recipient for its Workforce Development Initiative.

Technology within the HVACR industry is constantly evolving, and technicians need to have the proper skills in order

to attend to the needs of their customers. ACCA joined President Trump and his Administration on July 25, 2019, for the one-year anniversary of the Pledge to America's Workers, and on behalf of its members, ACCA pledged to create 75,000 opportunities over the next 5 years for American students and workers, whether through apprenticeship and work-based learning, continuing education, on-the-job, training, and re-skilling. For the HVACR industry to thrive, it must both attract new talent and help those

already in the field to advance their education.

The Power of A was founded in 2009 as a campaign to educate the presidential administration and Congress about the influence that associations have over policymaking and other aspects of society. ASAE's Power of Service Awards, the industry's highest honor, recognizes the association community's most valuable contributions on the local, national, and global levels. In the long run, the Power of A aims to recognize those associations and industry professionals who contribute to the workforce, economy, and greater community. While there are 64,000 trade and professional associations in the U.S., ACCA goes above and beyond to differentiate itself from other organizations by offering its members tools and resources to help fill jobs in the trades, due to retirement, and anticipated growth in the industry - 115,000 people will be needed by 2022 to fill HVACR workforce opportunities.

"Congratulations to ACCA on being named among the very best organizations that go above and beyond their tax-exempt purpose to improve society and our quality of life in America and abroad," said ASAE President and CEO Susan Robertson, CAE. "This has been a very trying year for associations, but even amid a months-long pandemic, associations are proving that positive change can happen. More than ever, the Power of Associations is on full display in this year's award-winning programs, providing tangible evidence that associations will help lead the way toward economic and societal recovery in the months ahead."

"We are honored to have received this prestigious award," said Barton James, ACCA president and CEO. "ACCA works tirelessly on behalf of its members to make sure we are constantly innovating and providing the necessary resources that our ever-changing industry requires. ACCA is at the forefront of workforce development, and this initiative helps to secure the future of HVACR and to keep millions of Americans safe, healthy, and comfortable."

To learn more about ACCA's Workforce Development resources, visit www.acca.org/workforce

For more information on all of the 2020 Power of A winners, visit www.thepowerofa.org/awards





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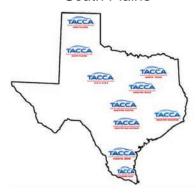
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TACCA Welcomes the following new members. Thank you for your support!

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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.

## **TACCA Quarterly Update**

So far, it has been a doozy of a year. Raging wildfires, earthquakes, record heat, hurricanes, protests and rioting, political division, economic uncertainty, and a global pandemic. Whew! Many of us have gone through a range of emotions including concern, stress, and boredom. Some of us have been greatly affected by the events of the last few months, and some have hardly felt the impact. Some of us helped our children or grandchildren through school last year and are now trying to figure out what is best for our families as school has started back up with options for in-person and virtual learning. Plans and goals have been disrupted, not only for me and for TACCA, but for our members and their businesses. 2020 has been a tough year. And yet, when I see drive-by birthday parades, a drive-thru graduation celebration or baby shower, or a local DJ who puts on a fun, family-friendly, online dance party every Saturday to raise funds for Feeding America or the local food bank, or when a few people learn students at a low-income school are starting school at home without everything they need and organize a school supply and food drive, it's easier to let that concern, stress and boredom transform into hope and excitement for the future. And maybe give a little leeway for those missed goals.

Here are some of TACCA's accomplishments made this quarter:

- Completed a website redesign including a new resources tab and several new pages of content Associate Member Directory, TACCA's Story (history), TACCAPAC, and Member Benefits Program. Take a look at www.tacca.org.
- Co-hosted an HR Best Practices webinar with TACCA Greater San Antonio, which is available to view on our website.
- Published the 2020-2021 Member Directory, which was sent out to members in August.
- Cancelled 20 continuing education and exam prep classes in March, April, May and June, as well as the 2020 Annual Conference that was planned for October. TACCA has resumed all scheduled classes as well as hosting new virtual continuing education classes for contractors who are unable to go to in-person classes.
- Observed the TDLR ACR Contractors Advisory Board meeting where there was discussion to move to 2018 versions of Manual D, J and S and • Completed leadership training for the board of an overview of the Sunset Review staff report. This month, TDLR announced the proposed rules change to move to the 2018 versions and TACCA published this announcement and opportunity to comment to members.

- Participated in Texas Workforce Coalition meeting to discuss discretionary emergency relief funds available under the CARES Act that could be granted for workforce development.
- Drafted two handouts for use during COVID guidance for employers and for technicians and a resource guide.
- Signed letters that ACCA prepared to help ensure HVAC contractors were treated as essential service providers and to support timely payment delivery of Payment Protection Program loans.
- Drafted and sent regular emails to members covering Families First Coronavirus Response Act (FFCRSA), Coronavirus Aid, Relief, and **Economic Security (CARES) Act, essential** service provider designation, disaster loan information, unemployment information, Texas Comptroller and IRS tax payment assistance, Paycheck Protection Program, TDLR CE waivers
- Started to identify topics for the 2021 CE course.
- Completed an exhaustive review of the Bylaws of the organization.

#### **TACCA Training Opportunities for 2020**

Looking for an HVAC CE or license exam 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.

All CE classes have resumed with limited capacity, per state guidelines. See page B5 for upcoming continuing education opportunities and page B8 for exam prep course dates.

#### **TDLR Proposed Rules Amendments**

The Texas Department of Licensing and Regulation (Department) proposes amendments to an existing rule at 16 Texas Administrative Code (TAC), Chapter 75, §75.110, regarding the Air Conditioning and Refrigeration Program. The proposed rule is necessary to align the program's applicable codes with currently recognized national standards and to provide clarity and consistency for the Department's licensees. The proposed rule was published in the August 7, 2020, issue of the Texas Register (45 TexReg 5467). The Department will accept comments on the proposal until September 7, 2020.

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.

# **Product News**

# INFICON Introduces D-TEK® 3 Refrigerant Leak Detector

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Syracuse, NY — The new INFICON D-TEK® 3
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performance of the company's D-TEK Select Refrigerant Leak Detector that is a market-leader for refrigeration and air conditioning service worldwide.

Recent changes government regulations, driven by concerns over global warming and ozone depletion, have led to more stringent requirements for refrigerant leak checking of cooling systems. D-TEK 3 can quickly and reliably locate CFCs, HCFCs, HFCs and HFOs, blends (including A2Ls). In addition, with the optional CO2 sensor, this hand-held unit can also detect CO2 leaks making it a cost-effective alternative for service technicians that traditionally must carry two separate instruments to cover this range of gasses.

D-TEK 3 provides user confidence with a 1 g/year sensitivity which does not degrade over time. Service technicians will especially like the 10-hour battery life and simple field replaceable sensor that minimize downtime and optimize service calls. D-TEK 3 Refrigerant Leak Detector comes with a rugged carrying case and has a two-year replacement warranty.

For more information reachus@inficon.com, http://www.inficon.com.

# Family members within a family-owned business?

Nothing can bring more pride and joy to a parent than a child (mature offspring, not a little kid) who wants to enter the family business and does an outstanding job of making it work. At the same time, few things bring more chagrin and anguish than a child who enters the family business and bungles it all away. So, to answer your question...

First, does the child really want to be in the family business? Ask this question of the child some time when you have thicker skin than normal. I think that many parents foist their family businesses off on their children the same way they force their kids to be involved in soccer, Tae Kwan Do, scouting, equestrian arts, debate clubs, and the like. (A lot of kids in those "mom's

taxi" situations really don't want to be doing all that stuff.) If they don't, have the courage to open your hand and let that little bird fly to some other tree.

If they do, you next need to ask, *Do they have* the smarts and guts to do it? If not, don't make them the president some day. Give them a job, yes, but don't give them more responsibility than they can successfully handle or grow into. If you overstep their reach, you will only hurt them in the long haul and probably destroy what you worked so hard to build.

Third, treat your kids in the business no different than you would any other employee. This sounds easy (or hard, depending on how you see it), but you cannot be

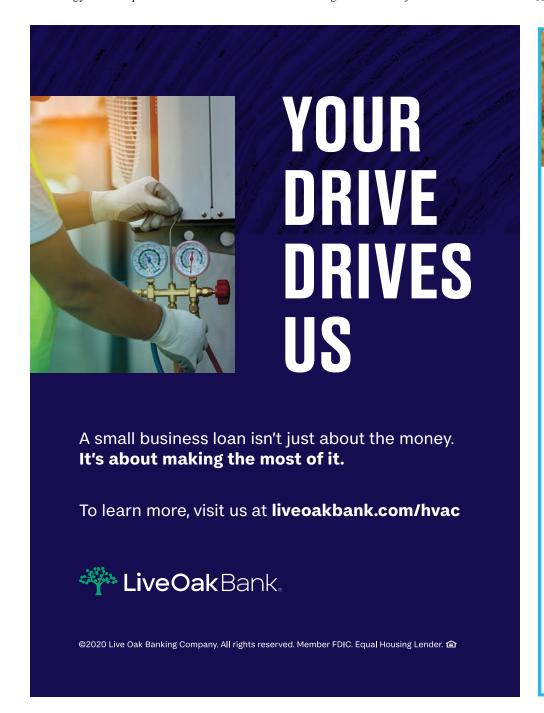


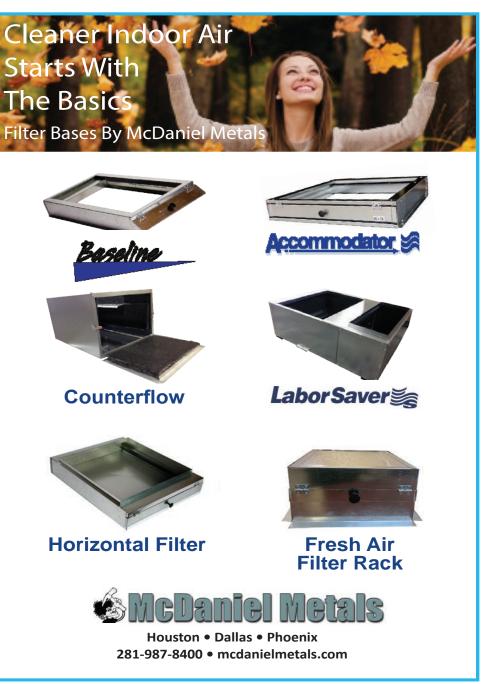
Richard Harshaw

easy on them because they are the heir apparent, nor can you be extra hard on them to make them tough to run the show when it is their time.

Nepotism can have a devastating effect on company morale when the other employees are not family members!

Bottom line: If the kid(s) can do it, bring them in and prepare them for the Big Job. If they can't, bring them in as employees, but find someone else to turn it over to. And if they don't wanna, don't make 'em. You'll probably damage your family as much as your business if you do!



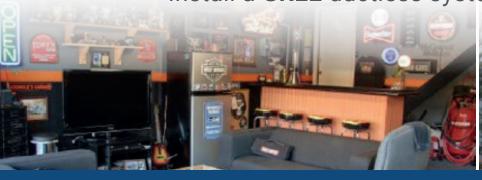






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# The Duct-Free Zone

You are either a good technician or a good businessperson...this has been a long-standing belief in HVAC contracting. The person who is both is a rare commodity who holds the keys to both personal satisfaction and financial success.

So, can you be both? Can you learn to be a good businessperson if you are a good technician and vice versa?

Well, in today's crazy, mixed up world of COVID, we all are scrambling to reinvent ourselves and find new avenues of revenue for ourselves and our businesses. We all have to be better businesspeople whether we own an HVAC business, or our business is our family

...and yes, the sooner we understand that our family and household need to be operated like a business...I'm speaking solely financially, the better it will be.

I recently conducted a webinar with Cindy Metzler. Cindy is a marketing, PR, event, and training professional who helps me, Tradewinds Climate Control Systems and GREE mini split products maintain a media presence, increase our exposure and ultimately grow the GREE mini split business here in the United States.

The webinar was titled, How to Grow Your

Profits Using Reviews and Free Online Tools.

I want to share with you some of the items Cindy and I talked about and how they can have a positive impact on your business, especially in these difficult times...

WEBSITES: Unless you have been living under a rock for the last 30 years, I think its safe to say we all have realized the value of having an online presence. Websites and / or Facebook pages for our business have become common place and essentially made things like the Yellow Pages, obsolete.

The problem is many of us created a website, or had one created, and never looked back...

Stagnant websites information can hurt more than help. We need to keep our websites current and there are a number of ways to do that at little to no cost.

CUSTOMER REVIEWS: We should be soliciting customer reviews each and every time we complete an installation or service call. Don't be afraid of a negative review, its an opportunity to address your customer's dissatisfaction and turn a lemon into lemonade.

VIDEOS: We all have the ability to create a video with our phones and we don't have to be Martin Scorsese to make a good video. They

say a "picture is worth a thousand words", well a video must be worth a million words!

EMAIL MARKETING: We should be getting an email address from every customer so we can send them notices of new products and / or services that your business is now offering, reminders of preventive maintenance, manufacturer and utility rebate programs and information about people in your company (anniversaries, technical classes they have taken, etc.) We need to train our employees to understand that getting an email address from the customer is as important as getting payment for the job!

**BLOGGING:** Don't be afraid, yes YOU can blog! You don't have to be Paris Hilton. Creating a space on your website for discussion of products, technologies and local community issues related to HVAC will engage your customer...engaged customers = repeat business.

You can watch Cindy and I discuss all these items and more for 1 1/2 hour at

www.GREEtraining.com Go to the TRAINING VIDEO LIBRARY and click on video #14, ONLINE TOOLS TO GROW YOUR PROFITS.

I also encourage you to get Cindy's book, 10 Essential Tools & Tips To Generate Leads



# 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 gwagner@twclimate.com and also please visit our website: www.twclimate.com

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Look, we are always going to be better at one aspect of our business than another but that doesn't mean we can't strive to improve, grow and reach for higher levels of success. These odd and unprecedented times we are living in right now can be an opportunity if we let it... an opportunity to examine our business...heck, an opportunity to examine ourselves and take steps to improve and grow both as technicians and businesspeople.

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# It's On My Heart: 11 Decisions in 7 Seconds

Here is an interesting concept, people make almost instant decisions about you when they first see you, one study says they make 11 decisions in 7 seconds, another said that they decide if they can trust you in 50 milliseconds! If that is the case, we need to be aware of how we come across to the new customer.

1. Trustworthy: if we look happy, lean forward, and smile, we show that we are trustworthy. The phrase that the study used was if we are "baby faced", a term that has a huge array of expressions. At any rate, smiling helps.

2. High Status: high end clothing (specifically Tommy Hilfiger and Lacoste, according to one study) logos helped boost our social status. So would a uniform that has your company name, and even better, your name on it. A second-place finish would go to those who wear a name tag that can be read from 6 feet away. High status does not

mean high priced, but it does mean high value. People pay for what they value.

3. They decide your sexual orientation almost instantly, no idea how, but the study said it happens.

4. Intelligence: if you look them in the eye while talking, they perceive you as intelligent. Notice I said perceive, that does not mean you are smart, it means they believe that is the case. Which is all that really counts. They want someone who can solve the problems they have, and will pay for that intelligence and experience.

5. Dominance: men who have shaved heads or close-cropped hair will be perceived as ones who dominate the situation, or sales call, or service call.

6. Tailored clothing: people wearing tailored clothing appear to be more successful. So, the shirt that is tucked in, pants that fit correctly, jacket the correct

size, it all shows success.

7. Dressed up: people that are dressed up are ready for a promotion. What does dressed up mean to the service industry. Shirts that have logos, certification patches (yes, they are important and people notice them), pants that are not stained, torn, holes in the knees. They want to know you are a hard worker, but your clothes do not have to show it. Stop here for a side bar. How can we stay dressed up and feeling good when we have been in an attic for 4 hours prior to showing up on this call? Hot and sweaty, dusty, and frustrated. One way: keep a change of clothes in the truck. As well as some baby wipes. Find a spot to stop and get out of the smelly dirty shirt, wipe down with the baby wipes, put on the clean shirt, pop a couple of breath mints. Get fresh. You will feel better and when you feel better it shows.

8. Loose walking and standing style: people who

have a clipped, tight walking style are perceived as neurotic, characterized by frustration, anxiety, and depression. A loose walking style can signal you are adventurous, free to try

9. Larger facial width to height ratio: you appear more aggressive, perhaps because you are frowning more, which raises your lower lip and lowers your eyebrows. Hint: when they ask you how you are doing: here is your answer. Unbelievable. That covers it either way.

10. Smiling, energetic, relaxed, and neat: perception is that you are religious. Not a specific type of religious, but that you have a higher power.

11. Finally, if you are smiling: in 50 milliseconds, they perceive you as an extrovert. Someone who is glad to meet someone new, not afraid to get involved with others problems. Which is why you are there.

**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 startup specialist for the Carrier Corporation, and an officer in a Carrier owned service agency.

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

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

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

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

And now as an AUTHOR:
"For those who might be interested, he has a collection of writings from the last 10 years. Stories of how one person can ruin a relationship with a customer, and how one can repair it! Stories of the loss of service in America, and how you can improve customer service today. Go to the following link for full details on how to make this collection yours!"

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Formore 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; or on Facebook: Sales Improvement Professionals, Inc

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#### HINSHAW con't

I realize this will start a whole series of employees saying, here is what you should do, pointing out to others what they can do to improve their ability to work with customers. Not the point of this message. The point is to look in a mirror, to see what you (and me) can do to improve our first impressions. And to realize that most of these perceptions instantaneous sub-conscious, it happens without thinking of it.

What can we do? Starts with when we pull up to the house. Get out within 20 seconds. Have paperwork, booties, gloves, and mask ready when you arrive, don't spend 2 minutes in front of the home pulling all that together. Figure out a way to have it all pre-arranged, they are watching you and get nervous when it takes truck. Knock on the door, step back 6 feet, social distancing. Have them see you put on the booties, gloves and mask at the door. Give your name and company quickly, hand them a card if you have one. Let them know why you are there, and then ask, have you noticed anything about the system that you care to share. The first thing the dentist says when you go in for a cleaning is; have you noticed anything different that you want to share, sensitivity or uncomfortable feeling. We should do the same, any changes in your comfort system, since they are now at home almost all day long.

minutes to come out of the

Then we move into our maintenance or repair procedure, which is another article for another day. Thanks for listening, we'll talk later. Stay healthy!

# Lee Rosenberg Named HVAC Legend

Troy, Michigan - For his plethora of accomplishments in the HVAC industry, The ACHR News has awarded contractor Lee Rosenberg its Legend of the HVAC Award.

Rosenberg entered the HVAC industry 45 years ago. It was with a local HVAC company and Rosenberg was hired to do sales and engineering. This was in 1974. The company had a revenue of \$1.25 million a year. When Rosenberg left in 1985, the company was making \$9 million a year.

An HVAC legend had been born.

In 1986, Rosenberg started Metro-Tech Service Company. His wife Betsy joined him in the business in 1988. After some rough years, Rosenberg created a powerhouse company that he sold to a consolidator in the 1998

Of course, that was not the end of Rosenberg and HVAC. He began to consult for contractors around the country. He co-founded Service Nation and served as the organization's Chairman of the Board for nearly 10 years. In 2003, he again got the HVAC contracting itch and launched Rosenberg Indoor Comfort. The company is flourishing to this day with Lee having the title of Chairman while his son Michael is the company president

Rosenberg loves to get involved and help improve the HVAC industry. Rosenberg's involvement in ACCA began when he joined an ACCA Mix Group in 1986. He received a great deal of knowledge from this group and wanted to become more involved with the industry. He has served on many committees and offices involving the industry. He became a Board Member of the Texas ACCA Chapter. In 1989, Rosenbeg began his first term on the National ACCA Board and in 1995, he became the National Chairman of ACCA. After serving as Chairman of ACCA, he continued to work hard to improve the industry.

Lee was nominated by then Governor George W. Bush to become the Chairman of the Texas Department of Licensing and Regulation's Air Conditioning and Refrigeration Contractors Advisory Board. This group works together to help enforce the HVACR contracting laws of the State of Texas and helps improve the professionalism of the industry in Texas.

A few years later, Rosenberg was nominated to serve on the Citizens Advisory Committee of the local utility company, CPS Energy. This group works together with local business leaders to help the local utility company better serve the citizens of San Antonio.

The HVAC legend worked very hard with industry leaders

to implement a standardized test for service technicians. What started as the ACE Exam, transformed into the NATE Certification Program which has attained amazing industry acceptance over the years.

Lee has worked locally with the City of San Antonio's Development Services Department for many years to help improve the inspection process for the local HVACR contracting community. He lobbied for and helped implement the purchase of laptops cellular phones for the field inspectors which improved the permitting and inspection process for all parties concerned.

"Lee is a true legend of the HVAC industry," ACHR News editorial director Kyle Gargaro said. "He has done so much to help this industry be great. We are all grateful for his dedication."

# Steve's Plumbing is uniting with Shafer Services Plus

# Two historic companies are joining forces to serve San Antonio

San Antonio, TX- Two of San Antonio's oldest home services companies—Shafer Services Plus and Steve's Plumbing—are joining forces to become one of the area's largest and most experienced plumbing and businesses. The catalyst for this partnership is the upcoming retirement of Steve's Plumbing founder, Robi Jalnos, who has served San Antonio for more than 40 years. Robi started Steve's Plumbing out of his mother's garage in 1978, naming the business after his father. Stephan Jalnos, a Holocaust survivor and plumber who passed away when Robi was a young man.

Since then, Steve's
Plumbing has grown
to become one of San
Antonio's premier plumbing
contractors currently serving

4,500 customers throughout the area. Robi has become a plumbing leader, not just locally but regionally, serving on the Texas State Board of Plumbing Examiners where he was of Chairman of the Examination, Medical Gas, Water Supply Protection Specialists, and Personnel Committees for seven years. Robi also serves as an expert witness on plumbingrelated matters across the country. He's considered a national plumbing expert in all aspects of plumbing installation and products, holding a Green Plumbers Certification and is an expert in solar water heating.

"For decades, our teams have had a mutual respect for one another's history, skills, and dedication to putting customers first—so you can imagine our delight in uniting to become San Antonio's preferred option in plumbing and HVAC services," said Chase Anderson, President and CEO of Shafer Services Plus.

Shafer Services Plus is San Antonio's oldest plumbing company. They added HVAC services to their offerings upon the invention of air conditioning in the early 1900s. Since then, the Shafer team has built much of San Antonio's residential and commercial infrastructure including installing the first commercial office building in the United States at San Antonio's own Milam Building in the heart of downtown. Today, Shafer serves more than 6,000 residential and commercial customers, and is consistently rated among San Antonio's best plumbing and HVAC contractors.

In searching for a compatible plumbing partner, Robi Jalnos selected Shafer Services Plus because the organization's knowledgeable team and commitment to putting customers first. Robi will be working with the united Steve's Plumbing and Shafer Services Plus teams for the next three years to assist in the transition.

"It has been my honor to serve San Antonio for the past 40 years," said Robi Jalnos, founder of Steve's Plumbing. "This has been more than a job for me. It's my life's work. That's why I wanted to partner with the Shafer Services Plus team to ensure that my employees and customers will continue to be cared for like family for

generations to come."

Both Shafer Services Plus and Steve's Plumbing attribute their longevity to top-quality workmanship and customer-focused a business model. Through their union, they will operate under five core values: treat people like family; do the right thing, even when no one is watching; be easy to do business with; exceed expectations; and provide mutual respect for all.

"The Shafer and Steve's Plumbing teams satisfied with not marginal service," Chase Anderson. "We are committed to bringing value and world class service to everything we do because it is an honor to be invited to work in someone's home, an honor that we will continue to earn for generations to come."



# Construction Industry Adds 20,000 Employees in July but Nonresidential Employment Dips

<u>Gains in July are Limited to Residential Side as State and Local Governments and Private Owners Postpone and Cancel Upcoming Projects; Association Urges Prompt Federal Action to Make up for Revenue Losses</u>

Construction employment increased by 20,000 jobs in July but the gains were limited to housing, while employment related to infrastructure and nonresidential building construction slipped by 4,000, according to an analysis the Associated General Contractors of America of government data released today. Association officials cautioned non-housing construction job losses will continue unless the federal government provides infrastructure funding for state and local budgets, enacts liability reforms and other relief measures.

"It is gratifying that the construction industry continued to add jobs in July, but last month's gains were entirely in residential building and specialty trades," said
Ken Simonson, the association's
chief economist. "It is likely that
many nonresidential jobs are in
jeopardy following the completion
of emergency projects and ones
begun before the pandemic.
Projects that had been scheduled to
start this summer or later are being
canceled by both public agencies
and private owners, while few new
facilities are breaking ground."

The employment pickup in July follow gains of 163,000 jobs in June and 456,000 in May, the economist noted. Nevertheless, construction employment in July remained 444,000 jobs or 5.6 percent below the recent peak in February.

Residential building and

specialty trade construction firms—firms that concentrate on residential new construction, and renovationsaccounted for 24,000 additional in July. In contrast. employment among nonresidential segments declined by 4,000 jobs.

Compared to the most recent peak in February, employment in the heavy and civil engineering construction segment of the industry, representing firms that work mainly on highways and other infrastructure—was 7.4 percent below the February total. Employment at nonresidential building and specialty trade construction firms was 6.8 percent less than in February. Employment at residential building and

specialty trade construction firms combined slipped by a more modest 4.1 percent.

The industry's unemployment rate in July was 8.9 percent, with 870,000 former construction workers idled. These figures were more than double the July 2019 figures and were the highest July totals since 2013 and 2012, respectively.

Association officials said the best way to avoid the expected future construction job losses is for federal officials to quickly enact and implement funding for infrastructure, pass needed liability reforms and other pro-growth recovery measures. They said that investing in infrastructure will add to employment in many

manufacturing, trucking and other sectors and will create assets that improve productivity, safety and well-being for all.

"It is vital for officials of both parties, both sides of Capitol Hill, and the Administration to come to agreement promptly meaningful increases in infrastructure funding and other recovery measures," said Stephen E. Sandherr, the association's chief executive officer. "Without quick action, the nonresidential job losses that began in July will be quickly worsen and the nation will lose a golden opportunity to start on improving infrastructure at a time of high labor availability and low materials and borrowing costs."





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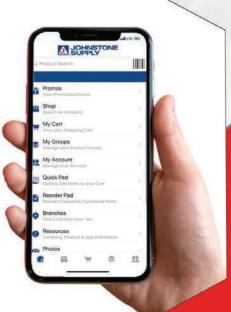






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# Product News

# Daikin Applied Launches New Heat Pump Technology for Cost-Effective Heating and Cooling in All Environmental Conditions

New Smartsource Dedicated Outdoor Air System Pairs Unmatched Heating Efficiency With 100 Percent Fresh, Outdoor Air

**Minneapolis, MN**. – Daikin Applied today introduced the Daikin SmartSource® Dedicated Outdoor Air System (DOAS), its next generation of heat pump heating technology that enables efficient and cost-effective heating and cooling in all conditions using 100 percent of fresh, outside air. The new unit features exclusive SmartBoost Heat Technology<sup>TM</sup>, which allows for air as cold as 0 degrees Fahrenheit to enter without any pre-heating,

all while achieving 49 percent higher than ASHRAE 90.1-2016 minimum efficiency.

"Striking the right balance between maintaining fresh, clean air throughout a building—and doing so cost-effectively—is no simple task, but it's increasingly important today as we think about how to achieve healthy indoor environments," said Alan Youker, Daikin Applied Product Manager. "The SmartSource

Dedicated Outdoor Air System is a new technology for facility managers seeking a reliable and tech-forward way to ensuring optimal indoor heating and cooling with unmatched efficiency."

The SmartSource DOAS taps a water source heat pump's hot gas reheat coil in addition to the unit's primary DX coil. The resulting heating efficiencies—up to 5.1 ISCOP2 per AHRI 920-2020—coupled with the latest advancements in electronically commutated motors and industry-leading shaftless blower technology help ensure premium performance.

Other key features of the new SmartSource DOAS include:

- Multi-stage, uneven compressor tandem that provides eight stages of heating and cooling control, ranging from 100 percent to 30 percent operating capacity.
- Programmable options for either constant or variable airflow control, ranging from 70 to 200 percent of nominal airflow, and external static pressures over 2 inches achieved at nominal unit airflow.
- Incorporation of Daikin's new, BACnet-enabled MicroTech controller, which marries advanced unit control, built-in control logic and smart safety features with a user-friendly interface. The controller automatically selects between heating, cooling or dehumidification modes of operation, and its dynamic control can achieve discharge air temperature accuracy within one degree under steady conditions.

The Daikin SmartSource DOAS is available today.

# Carrier Introduces Innovative EcoBlue Technology to Weather Series Packaged Heat Pumps

The industry's first beltless direct-drive vane axial fan now available in rooftop packaged heat pumps

Charlotte, N.C. — Carrier is pleased to announce that its innovative EcoBlueTM Technology is now available in its Weather Series packaged rooftop heat pump units. These products join the popular gas and electric heating products already available with EcoBlue Technology, completing a full line of EcoBlue products for customers to choose from. Carrier.

EcoBlue Technology is now available in the WeatherMaster® 50GCQ models from 3- to 5-tons and can achieve a SEER rating up to 16.2. This technology is also available in the WeatherMaker® 50FCQ models from 3- to 6-tons. In models ranging from 3- to 5-tons, these units achieve SEER ratings up to 14.3 and the 6-ton model reaches an IEER rating of up to 15.0. These new units will replace the current Weather Series heat pump offerings and provide customers with the features and benefits of EcoBlue Technology found in the other Weather Series rooftop units, as well as an increase in efficiency ratings from the equivalent previous offerings.

## TEXAS DEPARTMENT OF LICENSING & REGULATION

The next Air Conditioning and Refrigeration Contractors Advisory Board meeting is scheduled for **Tuesday**, **October 20**, **2020 at 10:00 a.m.** The meeting will be held via videoconference. The meeting will be broadcast on TDLR's YouTube channel. When the agenda and staff reports are available, they will be posted online.





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# HARDI

# HARDI Releases Skilled Trades Documentary, Hot Commodity

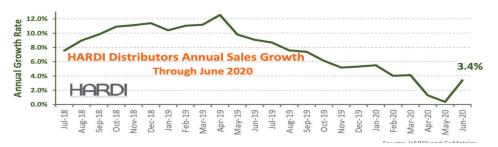
Columbus, Ohio - Heating, Air-conditioning & Refrigeration Distributors International (HARDI) is pleased to announce the release of their feature-length film, Hot Commodity. A behindthe-scenes look at young people finding success in an industry that provides much more than comfort. The film Hot Commodity showcases the lives of different individuals that are currently working in the HVACR industry and tells their stories on how they found their way to it. The film also highlights the demand for skilled people to enter the workforce and highlights the vast array of careers that are present in the indispensable industry. "I believe this film can be pointed toward parents, who a majority still believe success is defined by going to college when there are so many other great career paths that don't need a college degree. Even having conversations with my parents now, they regret telling me college was my only path," says Jessie Suriano, Director and Producer of the film. The film features interviews with different industry leaders and employees, who share personal stories on their career path, the growing demand for new talent to the industry, and the limitless possibilities that can come with a decision to enter the industry. Hot Commodity aims to combat stigmas surrounding skilled labor and trade professions and highlights this alternative path as a very viable option for people to consider when making decisions for their future. "Our goal was to shift the conversation. There is a notion that college equals success. This isn't always the case. There are a lot of opportunities in the HVAC industry and the trades as a whole," says HARDI Director of Marketing, and film Executive Producer, Chris DeBoer. "We wanted to bring awareness that there is a solid career to be had, with less debt and the same, if not more, opportunity as someone who completed a 4-year degree." The primary intent is to reach an audience of curious individuals that are constantly scouring streaming platforms, eager to learn about things that they may be unfamiliar with. HARDI also plans to slice and dice the film into shorter bits that can be used in different ways, to different target audiences.

Hot Commodity is now available to stream on Amazon Prime and HARDI Hub. Learn more about the film at http://hotcommodityfilm.com/.

# HARDI Distributors Report 24.3% Percent Revenue Increase in June

**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 24.3% percent during June 2020.

The average annual sales growth for the 12 months through June 2020 is 3.4 percent.

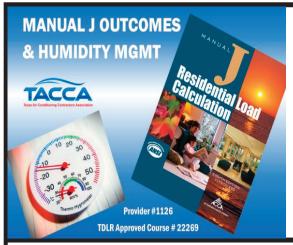


"The strong report this month was as expected and a welcome relief after two very challenging months," said HARDI Market Research & Benchmarking Analyst Brian Loftus. "We were hoping for a gain in the 20s because this month had two extra billing days than June 2019 when five of our seven regions had fewer than normal cooling degree days and two important markets struggled with very heavy rain. Even after adjusting for the number of billing days and comparing the year-to-year cooling degree days per region, the report looks like a solid start for cooling season.

The Days Sales Outstanding (DSO), a measure of how quickly customers pay their bills, is now at 42 days. "The DSO had increased by a couple days this spring which would be consistent with an economic slowdown," said Loftus. "The DSO is now at or below where it was during June 2018 and June 2019. Maybe the increase this spring had more to do with COVID-19 operational disruptions than economic weakness or fatigue."

"This week we see GDP is down by -33% and HARDI distributors sales growth is 24%. That is quite a contrast," said Loftus. "Both these numbers are exaggerated by special factors. Both were as expected and that is a relief. Both numbers will remain under pressure while the COVID-19 risk persists. That uncertainty will suppress confidence, demand and employment, GDP growth and HARDI distributor sales."

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.



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# **NEWS**

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

# ASHRAE Learning Institute Announces 2020 Fall Online Course Series

<u>Post COVID-19 Building Reopening Course</u> <u>Among New Training Offerings</u>

**Atlanta** – ASHRAE Learning Institute (ALI) has opened registration for its 2020 Fall Online Instructor-led Course Series. The series which begins on September 10 and concludes on December 15, features 18 new or updated courses.

"ASHRAE's online course series successfully engages built environment professional through in-depth, practical instruction on a wide variety of topics," said Charles E. Gulledge III, P.E. "This course series is structured to expand knowledge and provide professionals with an exceptional level of understanding to address today's building challenges."

Evaluating Your HVAC System's Readiness to Mitigate the Spread of SARS-CoV-2 expounds on the online ASHRAE COVID-19 details for reopening buildings and the Building Readiness Plan for HVAC systems. The course will focus on the re-occupancy of existing buildings through the evaluation of HVAC systems and how they can be altered to improve their ability to mitigate the transmission of a virus, like SARS-CoV-2 that creates the COVID-19 disease and how to potentially future proof them for the next epidemic.

Three-hour short courses are \$299 (\$224 ASHRAE Member), two-hour courses are \$198 (\$149 ASHRAE Member) and one-hour courses are \$99 (\$74 ASHRAE Member).

The following is the full fall online course series schedule:

#### Sep 10, 2020

New - An Introduction to ASHRAE Existing Building Commissioning Process

#### Sep 16, 2020

Updated - Air-to-Air Energy Recovery Applications: Best Practices

#### Sep 22, 2020

New - Humidity Control: Avoiding Five Common Design Problems

#### Sep 23, 2020

High-Performance Building Design: Application and Future Trends

#### Sep 24, 2020

New - Advanced High-Performance Building Design: Key Concepts for Lifelong Building Sustainability

#### Sep 30, 2020

New - Evaluating Your HVAC System's Readiness to Mitigate the Spread of SARS-CoV-2

#### Oct 6, 2020

Variable Refrigerant Flow System: Design and Applications

#### Oct 8, 2020

New - Health Impacts of Indoor Air Extraction, Ventilation, and Filtration - Same or Different?

#### Oct 12, 2020

Updated - Fundamentals of Ultraviolet Germicidal Irradiation (UVGI) for Air and Surface Disinfection

#### Oct 13, 2020

New - The Commissioning Process and Stakeholder Management

#### Oct 14, 2020

New - Smart Grid Systems, Applications and Integration with the Built Environment

#### Oct 20, 2020

 $\label{eq:New-Hospital} \mbox{\sc HVAC} - \mbox{\sc Infection Mitigation, Comfort,} \\ \mbox{\sc Performance}$ 

#### Oct 22, 2020

Humidity Control II: Real-World Problems and Solutions

#### Nov 9, 2020

Guideline 36: Best in Class HVAC Control Sequences

#### Nov 17, 2020

Advanced Designs for Net Zero Buildings

#### Dec 3, 2020

Updated - Laboratory Exhaust Stacks: Safe and Energy Efficient Design

## Dec 8, 2020

Updated - Successfully Managing the Risk of Legionellosis Using Standard 188-2018

# Dec 15, 2020

Avoiding IAQ Problems

For more information and to register, please visit ashrae. org/onlinecourses.

# ASHRAE Epidemic Task Force Releases Updated Building Readiness Guide

# <u>Clarified HVAC systems' guidance for</u> <u>reopening of buildings</u>

**Atlanta** – As many buildings are preparing to reopen during this pandemic, the ASHRAE Epidemic Task Force has updated its reopening "Building Readiness" guidance for HVAC systems to help mitigate the transmission of SARS-CoV-2

"The *Building Readiness Guide* includes additional information and clarifications so that owners can avoid operating their HVAC systems 24/7," said Wade Conlan, ASHRAE Epidemic Task Force Building Readiness Team lead. "By rolling out this updated guidance, we are providing a more robust structure for building owners to complete the objectives of their Building Readiness Plan and anticipate the needs of building occupants."

Specific updated recommendations to the building readiness guidance include the following:

• Pre- and Post- Occupancy with Outdoor Air: The intent of this strategy is to ensure that infectious aerosol in the building at the end of occupancy is removed prior to the next occupied period. The building is flushed for a duration sufficient to reduce concentration of airborne infectious

particles by 95%. For a well-mixed space, this would require three air changes (three times the building volume) of outdoor air (or three equivalent air changes including the effect of filtration and air cleaners) as detailed in the calculation methodology. There is also guidance on methods to increase the quantity of outdoor air introduced by systems.

- Energy Recovery Ventilation (ERV) Systems Operation: Guidance is provided to assist in determining if an energy recovery system using an energy wheel is well designed and maintained and whether it should remain in operation. Based on the assessment of ERV conditions, it may be possible to fix problems and return it to service.
- Building Readiness Modes of Operation for the Building: These should include the following:
  - Epidemic Operating Conditions in Place (ECiP)

Occupied- at pre-epidemic capacity

Occupied- at reduced capacity or Unoccupied temporarily Operation during building closure for indefinite periods

- Post-Epidemic Conditions in Place (P-ECiP)

Prior to Occupying

Operational Considerations once Occupied

The guidance still addresses the tactical commissioning and systems analysis to develop a Building Readiness Plan, increased filtration, air cleaning strategies, domestic and plumbing water systems, and overall improvements to a systems ability to mitigate virus transmission.

To view the complete ASHRAE Building Readiness guide and other COVID-19 resources, visit ashrae.org/COVID-19.

# ASHRAE Announces IAQ 2020 New Conference Dates and Call for Papers

Atlanta – ASHRAE has announced that the IAQ 2020 Conference in Athens, Greece, will be postponed until September 13-15, 2021. A new call for papers also has been announced for the conference. The deadline for abstract submissions is December 21.

Organized by ASHRAE and the Air Infiltration and Ventilation Centre (AIVC), the theme of the conference, "Indoor Environmental Quality Performance Approaches," focuses on the metrics, systems, sensors and norms necessary to implement performance approaches.

"Indoor Air Quality (IAQ) has been the core of ASHRAE'S IAQ series of conferences for the past 30 years," said Max Sherman, co-chair of IAQ 2020. "This conference has expanded from only covering indoor air quality concerns, to exploring indoor environmental quality which includes indoor air pollution, thermal conditions, acoustics and illumination and their interactions. The COVID19 crises has required us to hold IAQ2020 one year later but allowed us to expand the scope further to include IAQ in a post-COVID world."

In addition to the original conference topics, the conference steering committee is seeking papers related to the scientific challenges that the world faces following the COVID-19 pandemic, which include:

Role of ventilation and building airtightness in epidemic

Filtration and disinfectant options to control COVID-19 Face-covering impacts on indoor air quality

HVAC and IEQ in a post-COVID world

Authors have the option to submit either a conference paper or an extended abstract and to state their preference for either an oral or poster presentation. Submissions are due December 21, 2020. If accepted, complete manuscript submissions are due April 19, 2021. For more information, visit ashrae.org/IAQ2020.



# **Product News**

# Venstar's New Explorer Mini Fan Coil Digital Thermostats Deliver Big Features in a Small Footprint

#### Most Affordable Wi-Fi Thermostat Available

Chatsworth, Calif — Venstar®, a leading thermostat and energy management systems (EMS) manufacturer, launched its new Explorer® Mini Fan Coil digital thermostats, the most affordable programmable Wi-Fi® thermostats on the market. Available in residential and commercial models, Explorer Mini thermostats pack big features into a small footprint of just 3.2 inches wide by 3.2 inches high and less than an inch deep. Explorer Mini thermostats are now available throughout North America from Venstar's exclusive network of Wholesale HVAC Distributors.

"Explorer Mini thermostats help save energy and improve indoor comfort while taking up less wall space. The most affordable programmable Wi-Fi thermostat available, Explorer Mini is also one of the smallest," said Steve Dushane, president and CEO of Venstar Inc. "With the Skyport Mobile App, users can remotely control their Explorer Mini thermostats from virtually anywhere."

Both the Explorer Mini Fan Coil residential (T2100) and commercial models (T2150) feature:

- Built-in Wi-Fi, enabling remote access to monitor and control;
- Small, compact size that is simple to install;

- Large, easy-to-read display with bi-color LED Heat/Cool indicator;
- Seven-day programmability and switchable to non-programmable;
- Remote control with Skyport® Cloud Services, including Global changes and Geofencing;
- Compatibility with Venstar's free Skyport Mobile App;
- Compatibility with Venstar's Wireless Temperature Sensor (Model ACC-TSENWIFI) to remotely measure air temperatures such as indoor, outdoor, return air or supply air;
- Setpoint limiting and/or total keypad lockout;
  - Auto-Changeover;
  - Two- or four-pipe configurable;
  - Three speed fan control;
- Dry contact for condensate overflow or occupancy sensors;
- Title 24 compliance and Open ADR 2.0b certified;
- $\hbox{\bf \bullet } \mbox{\bf Compatibility with $A$mazon} \hbox{\bf \& Alexa} \\ \mbox{and Google Assistant;}$
- Compatibility with virtually every type of heating and cooling system; and
- Keypad lock to avoid tampering, ensuring control of energy usage.

The commercial model also includes:

Override capability and Pre-occupancy fan purge.

Optional accessories include a locking cover (ACC-0630), three sizes of wall plates and Venstar's Wireless Temperature Sensor (ACC-TSENWIFI).

# Mobile App Delivers Remote Access and Control

With Venstar's free Skyport Mobile App, users can access and control Explorer Mini thermostats with their Apple® iOS and Android<sup>TM</sup> mobile devices. From the mobile app, users can:

- Remotely view thermostat information, such as name and location of the thermostat, current weather and forecast and equipment status (heating, cooling, off);
- Control thermostat settings, such as change heat and cool setpoints and thermostat modes;
- View equipment status: heating, cooling and off, including lockouts;
- Automate "Home" or "Away" with geofencing or set "Home" or "Away" at the touch of a button;
- Enable or disable the Time Period Schedule:
- View thermostat alerts, such as supply air temperature\*, time for service and air



filter replacement;

- View current system temperatures with high and low values for the day including indoor and outdoor temperatures as well as supply air temperatures; and
- View heating and cooling runtimes for the day, current week and previous week.

#### **Advanced Programming Features**

On the Skyport Cloud website, users have access to more advanced programming options, including global changes to temperature, mode, time period schedules, Holidays and vacations as well as geofencing.

For additional integrations, Venstar's Application Programming Interface (API) enables developers and installers to integrate the thermostats with other third-party systems, including most home automation systems.

# CALENDAR OF EVENTS

# JOHNSTONE SUPPLY

# **SEPTEMBER 2020 TRAINING CALENDAR**

For info call Juan Villela at 210-829-1934 Ext. 155 - or email to: juan.villela@johnstonesupply.com Broadway - 9311 Broadway Suite 200 / <u>Downtown</u> - 30 Essex St. Ste. 101 / <u>Alamo Downs</u> - 6900 Alamo Downs Ste. 140

DATE	DAY	TIME	LOCATION	CLASS	CLASS CODE	Price
1-Sep	Tu	5:00pm - 7:30pm	Broadway	NATE AC - Heat Pump Specialty Exam Prep Class Part 1	605-125	\$225
2-Sep	W	8:30am - 5:00pm	Broadway	TDLR License Renewal CE - Upcoming Industry Changes	605-115	\$125
3-Sep	Th	8:00am - 10:30am	Broadway	Goodman / Liberty ComfortBridge & CoolCloud Overview	605-159	\$40
8-Sep	Tu	5:00pm - 7:30pm	Broadway	NATE AC - Heat Pump Specialty Exam Prep Class Part 2	Included	
10-Sep	Th	8:30am - 10:30am	Broadway	System Operation Analysis - Fieldpiece JobLink	605-105	FREE
15-Sep	Tu	5:00pm - 7:30pm	Broadway	NATE AC - Heat Pump Specialty Exam Prep Class Part 3	Included	
17-Sep	Th	8:00am - 4:00pm	Broadway	ESCO EPA Review & Exam	605-101	S165
17-Sep	Th	2:00pm - 4:00pm	Broadway	ESCO EPA Exam Only	605-102	S90
22-Sep	Tu	9:00am - 12:00am	Broadway	NATE AC-Heat Pump Specialty Exam	605-126	\$185
29-Sep	Tu	9:00am - 11:00am	Webinar	Goodman/Liberty ComfortBridge Air Conditioning Systems	605-160	FREE
30-Sep	ep W 8:00am - 10:30am Broadway Goodman / Liberty ComfortBridge Heat Pump Systems		605-161	\$40		
						<u> </u>
UNTIL FURTHER NOTICE: We WILL follow Covid-19 Safety Guidelines.						
UNTIL F	URIF			•		
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 TRA					
					_	

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Sept 12-20 Houston
Oct 9-10 D/FW Area
Oct 24-25 San Antonio

Nov 21-22 Austin
Dec 12/13 Houston

All 2-day classes 8am—5pm

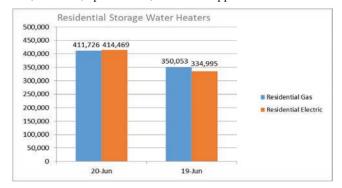


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# AHRI Releases June 2020 U.S. Heating and Cooling Equipment Shipment Data

#### **Residential Storage Water Heaters**

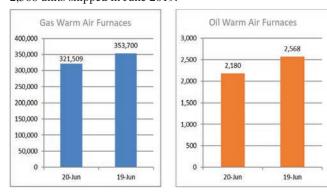
U.S. shipments of residential gas storage water heaters for June 2020 increased 17.6 percent, to 411,726 units, up from 350,053 units shipped in June 2019. Residential electric storage water heater shipments increased 23.7 percent in June 2020 to 414,469 units, up from 334,995 units shipped in June 2019.



Year-to-date U.S. shipments of residential gas storage water heaters decreased 1.5 percent, to 2,217,780 compared to 2,252,366 shipped during that same period in 2019. Residential electric storage water heater shipments increased 5 percent year-to-date, to 2,226,268 units, compared to 2,120,806 shipped during the same period in 2019.

#### Warm Air Furnaces

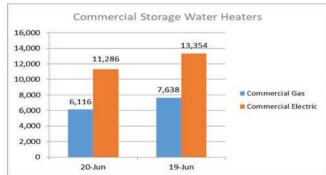
U.S. shipments of gas warm air furnaces for June 2020 decreased 9.1 percent, to 321,509 units, down from 353,700 units shipped in June 2019. Oil warm air furnace shipments decreased 15.1 percent, to 2,180 units in June 2020, down from 2,568 units shipped in June 2019.



Year-to-date U.S. shipments of gas warm air furnaces decreased 21.7 percent, to 1,368,555 units, compared with 1,746,988 units shipped during the same period in 2019. Yearto-date U.S. shipments of oil warm air furnaces decreased 35 percent, to 10,934 units, compared with 16,813 units shipped during the same period in 2019.

#### **Commercial Storage Water Heaters**

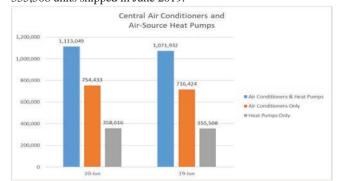
Commercial gas storage water heater shipments decreased 19.9 percent in June 2020, to 6,116 units, down from 7,638 units shipped in June 2019. Commercial electric storage water heater shipments decreased 15.5 percent in June 2020, to 11,286 units, down from 13,354 units shipped in June 2019.



Year-to-date U.S. shipments of commercial gas storage water heaters decreased 13.7 percent, to 39,867 units, compared with 46,211 units shipped during the same period in 2019. Yearto-date commercial electric storage water heater shipments decreased 10.1 percent, to 69,995 units, down from 77,828 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 1,113,049 units in June 2020, up 3.8 percent from 1,071,932 units shipped in June 2019. U.S. shipments of air conditioners increased 5.3 percent, to 754,433 units, up from 716,424 units shipped in June 2019. U.S. shipments of air-source heat pumps increased 0.9 percent, to 358,616 units, up from 355,508 units shipped in June 2019.



Year-to-date combined shipments of central air conditioners and air-source heat pumps decreased 4.4 percent, to 4,475,871 units, down from 4,681,655 units shipped during the same period in 2019. Year-to-date shipments of central air conditioners decreased 4.1 percent, to 2,856,097 units, down from 2,978,788 units shipped during the same period in 2019. The year-to-date total for heat pump shipments decreased 4.9 percent, to 1,619,774, down from 1,702,867 units shipped during the same period in 2019.



# Tent

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

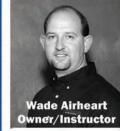
	Month			YTD		
Size Description (000) BTUH	Total	% Change from 2019	Size Description (000) BTUH	Total	% Change from 2019	
Under 16.5	34,746	+14.7	Under 16.5	164,737	+3.3	
16.5-21.9	93,964	+10.6	16.5-21.9	419,196	+3.0	
22-26.9	217,811	+3.9	22-26.9	892,169	-3.5	
27-32.9	191,719	+9.8	27-32.9	722,337	-4.6	
33-38.9	247,859	+6.1	33-38.9	958,759	-4.6	
39-43.9	86,220	+2.8	39-43.9	338,504	-6.4	
44-53.9	125,656	+1.9	44-53.9	495,320	4.4	
54-64.9	89,647	-7.9	54-64.9	362,640	-8.9	
65-96.9	8,805	-25.8	65-96.9	42,901	-20.3	
97-134.9	6,745	-30.8	97-134.9	31,623	-23.2	
135-184.9	4,542	-30.6	135-184.9	21,873	-19.3	
185-249.9	2,128 1,789	-23.4 -3.8	185-249.9 250-319.9	9,958 7,919	-18.0 -0.8	
250-319.9						
320-379.9	422	-0.5	320-379.9	1,940	-1.4	
380-539.9	393	+3.4	380-539.9	1,962	-12.0	
540-639.9	266	-11.3	540-639.9	1,607	-3.1	
640-799.9	105	-37.5	640 & Over	668	-15.2	
800.0-899.9	62	-17.3	800.0-899.9	445	+7.5	
900.0-999.9	44	41.3	900.0-999.9	456	+7.5	
1,000.0-1,199.9	56	-23.3	1,000.0-1,199.9	318	+21.8	
1,200.0 & Over	70	-22.2	1,200.0 & Over	539	-19.8	
TOTAL	1,113,049	+3.8	TOTAL	4,475,871	4.4	

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-todate 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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# **Product News**

# Johnson Controls Launches OpenBlue

Cork, Ireland – Johnson Controls (NYSE: JCI), the global leader for smart and sustainable buildings, is launching OpenBlue – a complete suite of connected solutions and services that combine the Company's 135 years of building expertise with cutting-edge technology. This open digital platform, when integrated with Johnson Controls core building systems and enhanced by Fortune 100 technology partners, will make shared spaces safer, more agile and more sustainable.

Johnson Controls OpenBlue is the culmination of years of research and development by the Company's industry-leading engineers and data scientists around the globe, to create the "blueprint for the future" to guide smart, sustainable buildings. The new suite of connected solutions enables previously unimaginable occupant experiences, respectful safety and security, and impactful sustainability, driven by cutting-edge connected technology.

Connectivity is critical to achieve this goal: building systems must work together and communicate to be effective. OpenBlue was designed with agility, flexibility and scalability in mind, to enable buildings to become dynamic spaces. In leveraging the OpenBlue platform, customers will be able

to manage operations more systemically, delivering buildings that have memory, intelligence and unique identity. The platform infuses the OpenBlue suite of solutions and services with award-winning artificial intelligence (AI), combining data from both inside and outside of buildings.

#### **OPENBLUE SOLUTIONS**

By combining traditionally separate systems, OpenBlue will enable the connection of every part of a building to create new possibilities for smarter, more efficient and sustainable spaces.

OpenBlue customers will be able to:

- Respond with dynamic flexibility. OpenBlue will enable buildings to switch into different modes to address various critical situations. Modes can include management of building access, air flow, elevator movement, door locks, lighting, and open collaboration, as well as other environmental and safety settings.
- Deploy COVID-19 solutions.

  OpenBlue connects Johnson Controls products, technology and services to help customers get back to work as safely and efficiently as possible. These solutions and services include contact tracing, social distance monitoring, thermal cameras, clean

air, touchless environments, compliance and reporting management, energy optimization, advanced safety monitoring and more

- Select from tiered services for their needs. OpenBlue will contain a suite of tiered, AI-infused service solutions delivering advanced capabilities such as remote diagnostics, predictive maintenance, advanced risk assessments, compliance monitoring and more.
- Security at the center of the solutions. OpenBlue was designed with safety at its core and will enable customers to access secure by design solutions. Each of the OpenBlue offerings are developed with robust design protocols for security and privacy process.
- Increase energy savings and improve indoor air quality (IAQ). By connecting HVAC equipment with new data and AI, users of the platform can expect 20-60 percent cost savings by optimizing the performance of the full HVAC system across energy costs and IAQ parameters.

# DIGITAL PLATFORM AND PARTNERSHIPS

Johnson Controls OpenBlue platform brings together traditional operational technology, existing IT systems and cloud applications infused with AI and cutting-edge technology such as digital twins, enabling insight, integration and collaboration. OpenBlue will enable operating technologies to seamlessly communicate and integrate across a broad range of systems.

"Connectivity is the key to making buildings work harder for us," said Mike Ellis, executive vice president, chief customer and digital officer, Johnson Controls. "This new suite of solutions will enable previously unimaginable outcomes for our customers by connecting buildings to unique software capabilities, providing insight to deliver high customer value. We are partnering with a number of leading technology companies and thought leaders in various sectors to roll-out tailored solutions in the coming months."

# A NEW JOHNSON CONTROLS BRAND

"The launch of OpenBlue is a radical approach to dynamic spaces," said Phil Clement, vice president and chief marketing officer, Johnson Controls. "The brand identity was created with a number of factors in mind: Open refers to an optimistic future and the platform's open architecture to enable products to work with various solutions. The color blue is core to Johnson Controls branding for the past 135 years and gives a nod to our strong heritage in the buildings space."

OpenBlue technology experts will lead proprietary 'OpenBlue – Blueprint of the Future' customer workshops, thought leadership webinars and insight sessions to help customers reimagine the possibilities of built environments and map out capabilities for spaces and places to power a unique customer mission.

Johnson Controls partners with global Fortune 100 companies to bring together leading expertise with open data platforms, leading software applications and AI, core building systems and smart edge devices. The new technology ecosystem delivers new vision, while reimagining the future of workplaces, including hospitals, schools, stadiums, cities and more.

To read more about OpenBlue and stay updated as new solutions roll out, please visit: JohnsonControls.com/OpenBlue.

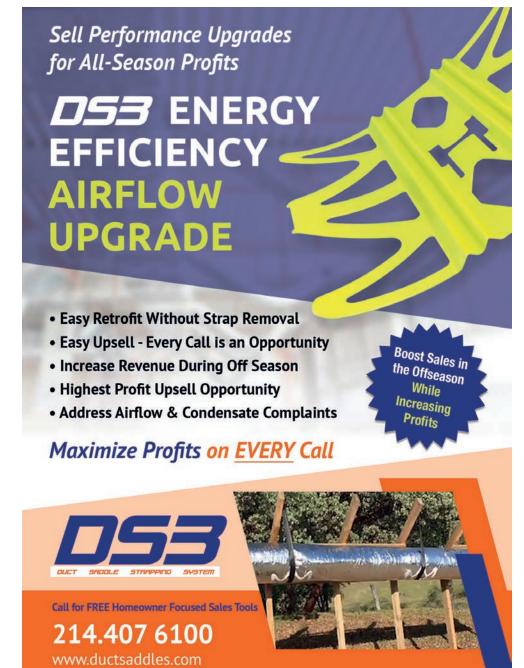


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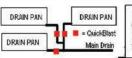
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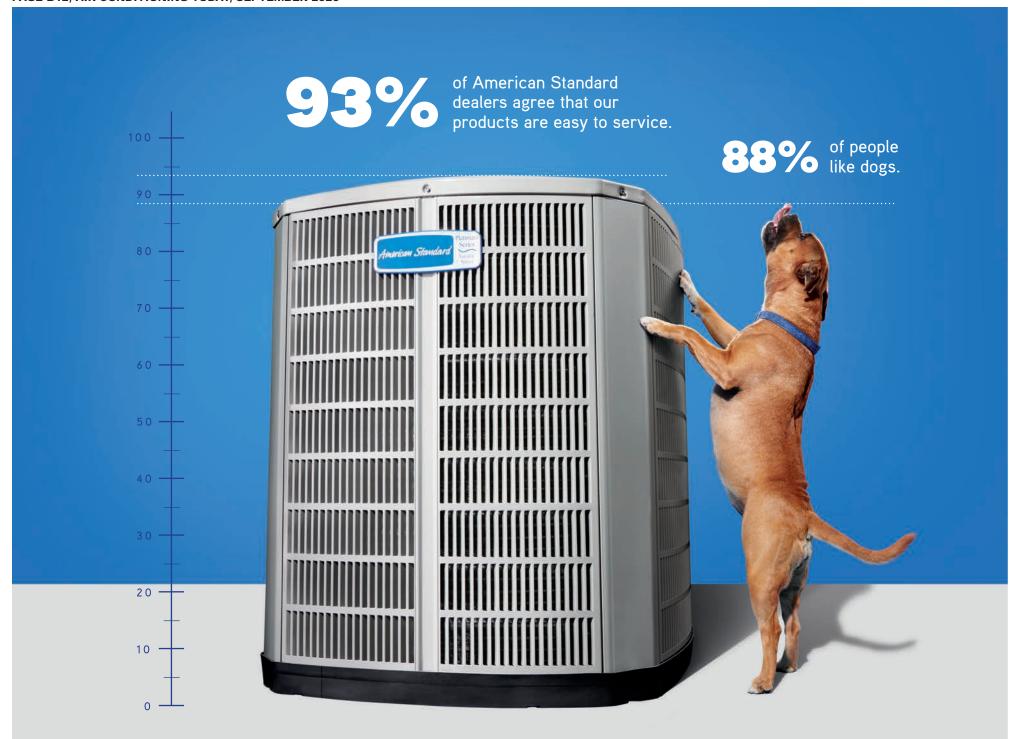


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